

PRE-TRIP TEAM PREPARATION

There are a lot of things that motivate people to go and serve both locally and in other parts of the world. When we invest in our relationship with the Lord and get to know Him more intimately, we're better able to worship Him and serve His people. One thing is for sure; you and your team haven't gotten here by accident. God has you here for a reason, and every opportunity that you have is an opportunity to learn and grow in your relationship with Him.

We have found that most teams are formed approximately 3 months prior to departure. To help keep you on track for preparation, we've created an *ideal timeline for Team Leaders* to use as a guide on the following pages.

We recommend that you schedule 3-4 team meetings, if possible. At the very minimum, three team meetings should be scheduled prior to departure.

Team Leader Timeline

90 DAYS BEFORE DEPARTURE:

- Register online and notify The 410 Bridge staff to be accepted and given leader access
- Once accepted, login to your trip registration page as a Team Leader to review applications, select and accept your team
- Confirm that all application fields have been filled in completely and accurately. Applications must have a "COMPLETED" status before accepting a team member
- Send a reminder email to those team members with missing application information



Team Leader Tip:

The 410 Bridge will use the names supplied on the online application forms to the airlines for ticketing. Names must be entered exactly as they appear on passports.

- Remove unaccepted team member applications from your trip registration page
- Upon acceptance, provide accepted team members with the "Getting To Know Your Trip Page" document, located on 410bridge.org under Leader Resources. Direct the team back to your trip registration page to review the file resources provided by The 410 Bridge.
- Provide your 410 Bridge Representative with the dates of team meetings, if you would like he/she to attend
- Consider doing a retreat or service project as a team, prior to your trip to foster team bonding
- Make sure your trip deposit has been received by The 410 Bridge

BEFORE YOUR 1ST TEAM MEETING:

Familiarize yourself with the following:

- Trip Registration page (in order to direct team to the posted file resources)
- The 410 Bridge Vision, Mission and Model
- Service Trip Purpose: Your trip is not an isolated event, but part of a long-term relationship, with your team being part of a bigger picture

Trip Participant Covenant: Be prepared to cover this in detail (See Appendix A on page 67)

The Trip Participant Covenant is a document within The 410 Bridge Release Waivers that each team member is required to sign and abide by while serving on a 410 Bridge service trip. We realize that it's easy to sign a document, but much harder to uphold "policies" once you are in a situation where you are looking into the eyes of a needy child. Our intent is not to be legalistic; it is to protect our communities and to consistently uphold a standard that is above reproach.

If a trip participant violates a 410 Bridge policy, you should address the situation promptly. Depending on the infraction, you should give a verbal warning, or for a more serious offense, call The 410 Bridge office to discuss the situation before sending the team member home and determine next steps.



Team Leader Tip:

In preparation for your trip, we recommend that you have your team read *When Helping Hurts* by Steve Corbett and Brian Fikkert, *Toxic Charity* by Bob Lupton or watch *Poverty, Inc.* You may also find video resources to watch on the *When Helping Hurts* website. This will help you understand the philosophy of The 410 Bridge.

FIRST TEAM MEETING AGENDA:

Team Leader Tip: Keep team meetings to a maximum of 2 hrs.

- Distribute The 410 Bridge travel books and luggage tags to each team member
- Have your team take a few minutes to interview or get to know other team members. Have them write down as much information as possible about the person they are interviewing. Afterwards, they will introduce that person from what they learned.
- Ice breaker questions that could be asked:
 - Why do you want to go on this trip?
 - What events in your life led you to want to serve?
 - What expectations do you have about this experience?
 - What apprehensions do you have about the trip?
 - What do you think God hopes and expects from you?
- Share The 410 Bridge Vision, Mission & Model
- Service Trip Purpose: Your trip is not an isolated event, but part of a long-term relationship, with your team being part of a bigger picture. The focus of all trips should be on relationships above all else. Don't get discouraged with projects not being complete upon departure of your team.
- Trip registration page: Cover the importance of accurate and complete information as we use this information to book airline tickets, register teams with the State Department, purchase insurance, etc.
- Highlight additional resources & information posted on trip site
- Release Waiver:
 - (1) Adult Release Waivers: should be completed electronically as part of the application process
 - (2) Minor Release Waivers: For trip participants 17 years or younger, forms are available on the team's trip page for download. These forms require guardian signatures and should be completed and returned to The 410 Bridge.

□ Trip Covenant & Release Waiver. (See Appendix A on page 67)

- **Alcohol** - The 410 Bridge does not permit the consumption of alcohol on any trip, or at any time during trip related activities. We ask for a commitment to adhere to this policy for the integrity of The 410 Bridge and our relationship with our communities. Team Leaders are expected to abstain from alcohol consumption for the entire trip and during all trip related activities, including extra curricular activities that go along with the trip. This includes going out to dinner with a group of participants after a training session, or on the airplane. We expect you to lead by example and address the issue immediately with your team if necessary. We choose to err on the side of caution so as not to cause a fellow team member to stumble or damage the witness of The 410 Bridge and our teams in the communities we are called to serve.

Example of behaviors to address:

- » Team members drinking or becoming intoxicated on a trip or during trip related activities
- » Talking about drunkenness during trip related activities

Example of behavior not to address:

- » Someone over the age of 21 buying alcohol at the duty free store on the flight home

- **Tobacco, Smokeless Cigarettes & Vaping** - The use of tobacco is strongly discouraged. Under no circumstances may tobacco, of any kind, be used in a 410 Bridge community. While discouraged, tobacco use may be permitted after-hours at your team hotel or guesthouse.
- **Attire** - It is important for teams to honor local culture, not only in conduct, but also in the way we dress. Please dress modestly. Avoid clothing that sends political or otherwise, inappropriate messages. Modesty is key and therefore, we request that you leave flashy or expensive jewelry at home, and avoid wearing low-cut or tight-fitting clothing. As a Team Leader, this issue can be uncomfortable to address. However, if a team member does not have on appropriate attire it is your responsibility to gracefully address it. Information regarding appropriate attire can be found in the Global Missions Books in detail.
- **Individual Giving** - Giving personal gifts of any kind is strictly forbidden. The 410 Bridge is committed to meeting the needs of our communities without creating dependency and a sense of entitlement. It is imperative for each Team Leader and participant to honor this policy in order to protect the health of the relationships with The 410 Bridge communities and to keep from setting a bad precedent for future service teams. Giving a gift, no matter how small, has an enormously negative impact on future teams, The 410 Bridge relationships, and communities. If there are specific needs that your team feels led to fulfill, please discuss the issues with The 410 Bridge staff in the United States. We have processes in place to assess and handle special needs.



Team Leader Tip:

It cannot be overstated that your leadership in the area of unhealthy giving is crucial and we are counting on you to ensure that absolutely no cash or gifts are given away by anyone on your team.

- **Sharing of personal information** - The health and safety of our teams, both physically and emotionally, is of great importance to The 410 Bridge. We encourage you to safeguard yourself and your team by not allowing anyone to be alone with members of the community. One-on-one conversations can foster an environment where an “ask” or petition may arise that cannot, or should not, be addressed by our teams. These conversations often misdirect the proper lines of communication that community members should be having with their community leaders or pastors.
 - » We ask that you do your best to have at least one other team member with you anytime you are in a conversation with an individual from the community.
 - » ***It is equally important to protect yourself by not giving out your personal contact information.*** We have found that when personal information is exchanged, it inevitably leads to a request for money or gifts of some kind.
 - » Although our service trips are founded in building relationships while sharing the love of Christ, we

want to do so in a healthy manner. If you meet someone that you want to stay connected with, The 410 Bridge is happy to serve as mail carrier for you. We collect letters, cards, photos, etc. at our U.S. office, and will have the next team going into your community hand-deliver them for you.

- **Romantic Relationships** - Please refrain from becoming romantically involved with a teammate or someone you meet while on your trip. Relationships interfere with the dynamics of a team and generally lead to distraction, gossip, and conflict. If a relationship is interfering with the dynamics of a trip, the Team Leader must address it immediately. We request that you and your teammates avoid spending time alone with the opposite sex if at all possible. We expect our trip participants to live out Godly principles and set a Christ-like example for all you come into contact with.
- Case Studies: Facilitate a case study on unhealthy giving with your team - see Team Leader Resources on our website for the case study. **410bridge.org/resources/team-leader** password: jointhejourney. Emphasize importance of NO INDIVIDUAL GIVING of any kind. Address negative effects of unhealthy giving.
- Discuss raising support:
 - **Group Trips:** All individual support should go through the church / organization. Church or organization should then cut one check for each payment due to The 410 Bridge. **(see Appendix B on page 72)**
 - **Open Trips:** All support will go through The 410 Bridge fundraising system. Team leaders, please review the instructional packet. Emphasize the importance of meeting financial deadlines with your team **(see Appendix B on page 73)**
- The 410 Bridge Trip Cancellation Policy - The 410 Bridge is a 501c3, therefore The 410 Bridge is unable to give refunds. The 410 Bridge will work diligently to recover as much as possible in the event of cancellations due to medical situations or family emergencies. (see Appendix B on pages 72 -73)
- Passports – must be valid for six months after your trip return date. (Example: If your trip dates are January 1, 2017 - January 10, 2017, your passport expiration date must be July 10, 2017 or later - 6 months from your January 10th return date to the USA.)
- Immunizations – consult the CDC website or personal physician – The 410 Bridge cannot make recommendations regarding immunizations or medications for liability reasons.
- Safety & Logistics:
 - A local 410 Bridge staff member and driver will meet each team upon arrival and will remain with your team at all times while in country.
 - Hotels: Teams stay at hotels or guesthouses where we have long-standing relationships and are located in the nearest, preferred location to the community in which the teams are serving.
 - Teams do not travel after dark and only travel in private buses, vans or vehicles. Haiti teams are provided a police escort upon arrival as an added measure of security.
 - The 410 Bridge registers all participants with the U.S. State Department.
- Medical Emergencies: 410 Staff Team Leaders know the location of the nearest medical facilities and hospitals.
- Medical Travel Insurance:
 - Purchased by The 410 Bridge or your sending organization on behalf of each 410 Bridge Trip Participant. Insurance coverage contains emergency evacuation and 24/7 physician assistance.
 - Policy information is posted on your team's trip page
 - To take advantage of this insurance, treatment must be initiated in the country you are visiting. Do not wait to return to the United States to be seen by a medical professional.
- Tell us about your Team – now that your team is formed and has met, please visit the Team Leader Resources page and fill out the section “Tell us About your Team.” The information you provide will help our staff create a unique trip experience for your team.

60 DAYS TO DEPARTURE:

- 50% of your team's trip cost is due if The 410 Bridge is purchasing flights
- Finalize your team roster on your 410 Bridge trip registration page
- Notify The 410 Bridge if there are any changes to your final team roster
- Confirm that all application fields have been filled in completely and accurately
- Prepare for tickets to be issued – correct passport names are crucial. If tickets are not purchased by 410, please forward your ticketed itineraries.
- Rooming List – we may ask you to determine room assignments prior to your trip

SECOND TEAM MEETING AGENDA:

- Prioritize spiritual preparation of your team
 - Sharing Your Stories (**See Appendix C on page 76**)
- Facilitate a case study on spiritual prep with your team - see Team Leader Resources on our website for the case studies. **410bridge.org/resources/team-leader** password: jointhejourney
- Country and Community Overview:
 - General country information, history, geography, language, weather, etc.
 - 410 Bridge communities – where we work & community specific information (See 410bridge.org or this information will be provided)
 - Leadership Council: drives projects and ground itinerary
 - Guesthouse or hotel description (This information will be provided)
- Air travel time | Routes
 - Teams must be **checked in 2 hours prior** to departure time for all international flights – determine appropriate airport arrival time for your team – arriving at airport 3 hours before your flight is recommended.
- Ground Itinerary | Daily Schedule | Service Project Information
 - Service projects and schedules should be secondary to relationships. A ground itinerary will be sent to your team leader.
 - Leaders should emphasize building relationships and not focus on projects or schedule. Example: If you have an opportunity to work on a project or sit down and talk with someone, choose the conversation every time. That is more important than what you physically accomplish.
- How best to manage supplies, bubbles, arts & crafts, etc. on the ground. Do not leave supplies without prior 410 Bridge approval.
- Taking advantage of downtime with team building activities, prayer, planning, and strategy
- Daily Devotionals | Debriefs (**See On The Ground section for guidance**)

- Review The 410 Bridge Child Sponsorship Program:
 - This program works to create hope for a brighter future. The 410 Bridge does this by educating, caring for and discipling children. When you sponsor a child, you help address the child's need of education, health and wellness, and Christ-centered discipleship. You will see lasting change not only in their lives, but also in the lives of their family and communities.
 - Child Sponsor Visits - There is an opportunity for team members to visit their sponsored child. These visits are often filled with impactful moments for both the sponsored child and the team member.
 - New sponsorships must finalized 30 days before departure to ensure a successful visit.
 - To sponsor a child go to: **410bridge.org/sponsorship**
- Give a final payment deadline reminder

45 DAYS TO DEPARTURE:

- Confirm 100% of your team's trip cost has been received by The 410 Bridge
- Optional: Coordinate encouragement notes with team prayer partners/emergency contacts (to give to each of your team participants while you are on the trip)
- Remind team about the one month deadline to sponsor a child. If needed, walk through how to sponsor a child on 410bridge.org/sponsorship.

1 MONTH BEFORE DEPARTURE:

- Go over Itinerary updates with The 410 Bridge
- Assign any to-do's to your team regarding your trip activities
- Collect encouragement notes from friends and family to share with team members on the ground (refer to individual team member's emergency contacts and prayer requests to gather these)
- Arrange a call or final meeting with your 410 Bridge Representative
- If your team is traveling to Kenya or Uganda - make sure everyone has applied for their E-visa. Instructions are on **410bridge.org/resources/team-leader** password: jointhejourney
- Last chance to sponsor a child, if you would like to visit him/her in country.

FINAL TEAM MEETING AGENDA:

- Continue prioritizing spiritual preparation of your team
- If your team is traveling to Kenya or Uganda - make sure everyone's E-visa has been issued. Instructions are on **410bridge.org/resources/team-leader** password: jointhejourney
- Cover updated trip itinerary with your team. **Remember: Be Flexible! You're going to serve in a developing nation. Things may not go according to plan.**
- Facilitate a case study on Cultural Sensitivity with your team - see Team Leader Resources on our website for the case studies. **410bridge.org/resources/team-leader** password: jointhejourney

- Cultural Sensitivity:
 - Appropriate dress **(See Attire section of the Global Missions Book)**
 - Discuss what to expect in a developing nation and on home visits
 - Cameras: assign one or two “photographers of the day” for your team to avoid being distracted from building relationships, or coming across as tourists
 - Discernment: Be respectful and honoring of community members and each other
 - Remind team to avoid expressing judgment of differences in cultures, or compare your host country to the United States
 - Your in-country 410 Bridge Team Leader is there to support and facilitate your trip. Remember that he or she most likely lives in your service community
 - Commonly Received Complaints **(See Appendix D on page 74)**

We believe this can help you prepare your team prior to being on the ground. You may wish to refer back to them once you are in country.



Team Leader Tip:

The 410 Bridge staff is happy to attend one of your team meetings in order to discuss these top complaints or any other topics you desire.

7-10 DAYS BEFORE DEPARTURE:

- Have final meeting/call with 410 Bridge staff to cover the final itinerary, address questions, and receive your 410 Bridge Leader packet
- Communicate any itinerary updates with your team
- Send Last Minute Reminder email to team (410 Bridge will send this email to you to forward on)
- Remind team that you must be **CHECKED IN** with airlines 2 hours prior to departure
- Communicate to your team that each team member is responsible for communicating their safe arrival to friends and family, as well as any other communications during the week regarding team activities to friends and family (some may wish to have a data plan that allows this capability)
- Ensure all team members know where the meeting point is in the airport (if you are leaving from the same airport stateside), and the meeting point in-country after landing (if arriving on separate flights)
- If you are traveling to Kenya or Uganda, make sure all trip participants have their E-visa **printed and ready**
- For Haiti, make sure each participant is prepared to have \$10 cash upon arrival
- Before you go on your trip, you will receive a mailed Team Leader packet with the information below for your team. Please review and let your 410 Bridge Representative know if you have questions or concerns along the way.
 - Greeting letter with 410 Bridge mobile phone instructions (for use in country)
 - The 410 Bridge travel insurance document with team insurance cards
 - Hotel address for customs and immigration forms (one for each team member)
 - Medical emergency report form: Complete this form to document any medical emergencies occurring during the trip. Please turn this form into The 410 Bridge upon returning to the U.S.
 - Team information will arrive via email: data collected from The 410 Bridge registration system (includes personal health insurance information, passport information, emergency contacts, etc.)