

Team Leader Guidelines

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Volunteers at the Carolina Honduras Health Foundation know that the week can be incredibly rewarding. They also know that proper planning ensures a less stressful week. Hopefully, this document will provide information both important and necessary for a successful mission.

ADVANCE PLANNING INFORMATION

Team Reservation Form: Peggy Hook hookkp@gmail.com is the Team Coordinator. Each team leader must complete a Team Reservation Form, available on our website under Team Leader Information. Please submit this form at least 4 weeks in advance of your trip. This schedule is used to inform Facilitator David Kelly and Bus Driver Douglas of the plans for arrival and departure and of the work schedule for each day. The form also confirms the number of interpreters, whether you will hire Claudia in the lab, and details the type of medical or dental services available on your team. The calculation for payment of fees to CHHF is also on this form.

Team Member Requirements: The government of Honduras and the Board of Directors of CHHF expect all teams to maintain a high standard of medical practice at the CHHF clinics. It is mandatory that a licensed medical practitioner be present. Team leaders are to obtain a copy of the current professional license from each Doctor, Dentist, Nurse Practitioner, and Physician Assistant; the team leader should carry a copy of these licenses to Honduras. Nurses, RN's or LPN's are not permitted to dispense prescription medications except under the direction of a licensed medical practitioner at the site with the nurse.

Travel: Team Leaders are responsible for arranging travel. Remember that the name on the airline ticket must exactly match the name on the passport. Generally teams fly into San Pedro Sula and continue via vehicles or via airline to La Ceiba, spending one night in a hotel before going to Limón. Frequently, hotels provide a mission discount. Ground transportation between San Pedro and La Ceiba takes approximately 3 hours; air travel is a 30-minute flight. Travel from La Ceiba to Limón takes approximately 3 hours. Teams should plan the itinerary in order to ensure reaching destinations before dark. Except in an emergency, CHHF vehicles are not allowed on the roads after dark. At the end of the volunteer week, most teams spend the final night in a hotel near the airport. The team coordinator maintains a list of hotels frequently used by teams.

Passports: Honduras requires US Passports to be valid for 6 months beyond the intended stay in Honduras. Currently, the wait time for a passport is up to 6 weeks. Volunteers should make two copies of their passport in case of loss or theft. One copy should be kept by the volunteer in a safe place separate from the passport itself. The other should be left with someone in the US. All teams are encouraged to register their teams with the State Department at www.state.gov prior to the trip.

Travel Insurance: Travel insurance should be purchased for each team member. Many companies provide travel and medical insurance for mission teams. Those with which we are familiar are listed on our website under Team Leader Information. CHHF does not recommend any company, but we do highly recommend that your team take medical, medical evacuation, and travel insurance for all mission travel. Allow six weeks for processing.

Budget: Each team is responsible for the preparation of a budget to cover team expenses. A sample budget (Excel spreadsheet) is available on our website. Depending upon airline costs and other plans, individual costs can vary considerably.

Travel Money: Exchanging US Dollars to Honduran Lempiras has become problematic. Team leaders need sufficient cash for purchases and for payroll. Traveler's Checks are not accepted. Beginning in 2017, team leaders can send funds to Chris Zawacki in the Barnwell office at least five weeks before departure. Chris will deposit these funds in the CHHF Honduran bank account.

You must arrive in Honduras and go to the BAN PAIS during banking hours, David can then withdraw the funds you have on account. The team leader must go with David to the bank; the bank will give David (and you) the funds in lempiras. For teams unable to go during BAN PAIS hours (Mon – Fri and Sat 9 - 12) the suggestion is to send money to yourself via MoneyGram; DAVIVIENDA bank at the mall is currently open on Saturday 10:30 – 4:00 and on Sunday from 11 a.m. to 2 p.m. Please verify with David that this continues to be their hours a few weeks before your team is scheduled to go to Honduras. MoneyGrams can also be picked up in the mall at BAC/CREDOMATIC AND BANCO ATLANTIDA. These MoneyGram banks are not the bank where CHHF has an account. It may be possible to exchange dollars at a bank in La Ceiba. If you notify CHHF secretary Sandy Palencia cruzadas.sandy@gmail.com of the amount of US dollars you need to exchange, she will notify the bank and hopefully they will be prepared for the exchange. Be sure the bills are without marks or tears as these will be rejected. With prior arrangements banks will accept \$100 bills, but they do not accept \$20 bills. Credit cards, pre-paid bank cards, and ATM cards can be used. Inform your credit card company of travel plans.

Immunizations: The following immunizations and medications are recommended for each volunteer:

Hepatitis A (2 shots)

Hepatitis B (3 shots) – for persons in contact with patients

Typhoid (1 shot, boosters periodically)

Tetanus (1 shot, boosters periodically)

Malaria Medication Recommendation – the quantity varies depending upon the length of stay. Each person should take 500 mg of Aralen or Chloroquine Phosphate as specified below:

Take your first tablet one (1) week before entering Honduras. If you are in Honduras 1-7 days, take one tablet on the same day each week as your first dose. If you are in Honduras for more than 7 days, repeat your medicine on the same day of each week while in Country. After leaving Honduras, take your medication for 4 more weeks. In summary a stay of 7 days in Honduras will require a total of six 500mg tablets. A stay of 10 days will require a total of seven 500 mg tablets. This medication should be taken with a full meal.

Please have each member of your team contact his physician concerning individual needs, the immunizations and medications to be taken, and possible side effects.

Clinic and Housing in Limón: The Limón facility includes a medical clinic located downstairs: a waiting room, a pharmacy, a laboratory, 4 exam rooms, an ER surgical room, a dental facility, and a records room. Exam rooms, surgery, lab, dental clinic, and pharmacy are air-conditioned. Volunteers utilize the living area upstairs, including 8 bedrooms, 4 bathrooms with showers, a great room with eating area and kitchen, and a porch overlooking the Caribbean. The bedrooms have 8 sets of bunk beds and 8 double beds. A floor plan is available from the team coordinator. The total number of volunteers (including any interpreters who sleep at the clinic) cannot exceed 40 persons. Drivers David and Mario do not count toward the total number of 40.

Dental Clinic: Beginning in 2017, the Board will include a dentist. Information to assist in planning for a dentist on your team will be forthcoming.

Water in Honduras: In 2015, CHHF added a new and deeper well. Improvements were made so that all upstairs water is purified and chlorinated. Generally, the water in restaurants is safe, but one should avoid drinking tap water or having ice in drinks outside of major establishments.

Kitchen Pantries: All teams may use both kitchen pantries. A pantry inventory is required of each team leader at the end of your week; please send to the team coordinator and the incoming team leader within 24 hours of return to the States. Using both pantries provides more storage space and often saves money on items you do not need to purchase. The inventory is designed to promote usage of supplies stored there and to prevent duplication of items.

Groceries and Meals in Limón: Each team is responsible for planning all meals while at the clinic. Because there are no grocery stores in Limón, purchasing of groceries is generally done in La Ceiba. In addition to food supplies, normal detergents, and other kitchen needs, each team should purchase 1 gallon of bleach for use in washing fresh produce before consumption. Teams should bring 1 or 2 gallons of distilled water for use in the autoclave. Several gallons of bleach and 1 extra gallon of distilled water will be needed if there is a dentist on the team. Many teams purchase fresh produce in Tocoa on the way to Limón (except that the market closes at noon on Sunday). Bags of ice should be purchased at the last stop – Bonita Oriental. Local cooks trained in food preparation for safe consumption are available for team hire. Teams which do not hire the local cooks are reminded that they are responsible for clean-up! A sample menu with grocery list is available on the website under Team Leader Information.

Clinic Supplies: Each team is responsible for taking medications and supplies that they will use on their medical/dental mission. If available, samples may be collected but should be transferred to stock size bottles to utilize limited space in the pharmacy. Honduran Customs prohibits the importation of expired medications. More information is listed in the Pharmacy section.

Employees at the Clinic: David Kelly is the CHHF Director of Honduran Operations and will accompany each team. Each team will pay local employees to assist at the clinic. The CHHF Staff Salaries chart which indicates the employees normally hired by teams and the CHHF approved salary pay scale is posted on our website. Team Leaders should ensure that employees hired are paid according to the approved Staff Salaries which have been determined using Honduran standards. Three persons working at the clinic are full time staff of the Foundation and are paid by the Foundation: Douglas Goff (responsible for maintenance at the clinic and for driving the yellow bus), Corina Goff (housekeeper), and Ben Ordoñez (security). If Douglas interprets for your group, he should be paid additionally for this service. Otherwise, these three require no additional payment. However, if they have performed a significant service which is not part of their normal duties, you may give them a reasonable tip. In 2016, Gladis Aquiriano was hired part-time as Community Program Administrator. She can also interpret for teams and would be paid additionally for this service.

LODGING AND VEHICLE USAGE FEES

Fees: All teams must pay lodging and vehicle usage fees. These fees are noted on the Team Reservation Form. Fees must be sent to the CHHF office (P.O. Box 528, Barnwell, SC 29812) at least 2 weeks prior to arrival. Gas for the yellow bus is provided by CHHF and is covered by the fee your team pays. Douglas Goff has these funds; however, if you are asked to pay for diesel for the Yellow Bus, obtain a receipt and send it to Chris Zawacki for reimbursement. **Note: Lodging fees increase to \$75 per person in 2017.**

MEDICAL EQUIPMENT

Oxygen: Oxygen tanks are located in the surgery. Please check these tanks at the end of your mission week. If they need to be refilled, ensure that David takes them to La Ceiba.

Non-functioning equipment: Only members of the CHHF Board of Directors may dispose of non-functioning medical equipment. Please notify the CHHF office if you find medical equipment which is not functioning properly or if parts or supplies are needed. Please label as Non-Functioning.

Donating equipment: If your team has an offer of a medical equipment donation for the clinic, please contact Chris Zawacki before accepting that donation or taking that equipment to the Limón or Icoteas clinic. The feasibility and functionality must be evaluated prior to acceptance.

LABORATORY

Claudia Norales is available as a lab assistant; she can do basic lab tests including hemoglobins, hematocrits, blood sugar, dip stick urinalysis, pregnancy tests, and has been trained to identify malaria. She does not speak English. CHHF will provide the following lab supplies: Slides, Giemsa Stain, Microtubes for the hematocrit, Immersion Oil. Donated glucometers and strips will be provided and hopefully will last for 2017. Teams who receive donations might bring those also. Each team must provide Pregnancy Test Strips, Urine Dip Test Strips, Lancets, Alcohol Swabs or Prep pads, Cotton Balls, and cups for urine collection.

PHARMACY

Pharmaceuticals: A Formulary will be available to teams in mid-November 2016. Each team should provide sufficient medicines for their week, according to the Formulary for the CHHF clinic. Although the clinic pharmacy will have some medicines, the supply should be restocked by each team if possible. CHHF requests that any medicines remaining at the end of your week be left in the clinic for future use. Shortly before your departure, the team coordinator will send you a list of medicines in critically low supply. If possible, purchase these and bring them with your team.

Pharmaceutical Purchase in Honduras: Many medicines including birth control pills can be purchased through a supplier in La Ceiba, often at a reasonable price. Email Sandy Palencia cruzadas.sandy@gmail.com with sufficient time to obtain a price quote, place the order, and receive it before your arrival. There are two ways in which CHHF can be reimbursed for these supplies:

- Pay Sandy directly using Lempiras. Give Sandy the exact amount which she paid; give the funds only to Sandy and not any other CHHF staff person. Be sure to obtain a receipt.
- Pay CHHF in Barnwell. In this case you will be paying in US dollars and CHHF will use the exchange rate of 21.7 which may not be the current exchange rate. This is because the financial software used by CHHF does not permit the use of variable exchange rates. Paying CHHF in Barnwell is probably the easiest way to pay this bill; however, it will likely incur a small difference from the current exchange rate.

Pharmaceutical Donations: Sources for donated medicines and medical supplies are Brothers's Brother (www.brothersbrother.org), Kingsway Charities (www.kingswaycharities.org), and AmeriCares (www.americares.org). Medicines may be purchased from Kingsway Charities (see above) and Blessings International (www.Blessing.org). Team leaders may open an account and purchase from Quest Pharmaceuticals. Contact Michele Sheppard MSheppard@questpharmaceuticals.com. Prices are similar to Blessings; they ship within a day or two; there is no shipping charge if the order is more than \$75. Equipping the Saints sells vitamins and medical supplies (<http://www.etsusa.org>). Johnson & Johnson has a Medical Mission Pack (www.map.org). Lab supplies may be ordered from Henry Schein through Neal Kennedy (Neal.Kennedy@henryschein.com). Team leaders who find other sources of donated or reduced price medicines should inform the team coordinator.

Malaria Protocol: In the pharmacy, there is a Malaria Protocol notebook with clear instruction for dispensing malaria medications. Sample copies of the labels needed are provided on our website. CHHF maintains a supply of chloroquine tablets in the pharmacy. Liquid chloroquine for small children is the responsibility of each team. This can be purchased from Blessings International.

Premaquine: CHHF does not provide premaquine, either tablet or liquid. Teams can contact Sandy Palencia in La Ceiba to purchase. cruzadas.sandy@gmail.com Patients cannot rely on the government clinic for malaria medications.

Worm Medication: CHHF provides Mebendazole for worm medication, both tablet and liquid. If the supply is low, notify Sandy Palencia.

Shipment of Pharmaceuticals: Medicines can be shipped in plastic storage containers purchased at any general merchandise store. These plastic containers must meet airline requirements for maximum size and weight when filled. Check with your airline concerning baggage requirements to ensure the storage boxes you purchase will meet airline requirements. These plastic storage boxes are generally sealed by drilling holes through the top lip of the container to accept plastic zip ties. Take an extra supply of zip ties so that if airline security opens one or more of the containers, it can be resealed. Placing a letter or number on one side of the top and bottom of the container will save time in matching holes when the top is removed. At the top of each box, place a list of medicines and a Customs

Letter which will assist in clearing customs, should they open the container. A Customs letter in Spanish is available from the team coordinator. Use a permanent marker to write the following on the container.

MEDICAL SUPPLIES
CAROLINA HEALTH CLINIC
LIMÓN, COLON, HONDURAS C.A.

Pharmacy Requests:

- Transfer samples to stock size bottles for better utilization of shelf space.
- Do not bring expired medications into Honduras.
- Do not change locations of medicines on the shelves in the pharmacy.
- When adding medications to the shelves, rotate the stock so that short-dated meds will be used first.
- Only medicines may be stored in the pharmacy. Store lab supplies and nursing supplies elsewhere.
- Overstocked items from the pharmacy may be stored in the storage room on the back porch. Surplus eye glasses may be stored in the storage closet in the education building.
- Unpack and return to proper place medications and supplies used at outpost clinics.
- Only members of the CHHF Board of Directors may dispose of expired or overstocked items in the pharmacy.

FORMS NEEDED AND RETAINED

Forms needed by each team: Each team should take sufficient copies of the following forms: (All on our website <http://www.chhf.org/team-leader-information.html>)

- a. Attending Physician Form - 700 to 1000 depending on number of patients anticipated
- b. Lab Report Form - 100 each
- c. Pharmacy Needs List for reporting needed items to next team
- d. Prescription Sheet (if desired by your team) 700 to 1000

Forms To Be Retained: The nurse should ensure that every patient has a Patient Record folder prior to seeing a doctor. Also ensure that the current Attending Physician Form is filed in the Patient Record. Only clerks may file records not placed in the file by the Attending Physician. Pharmacy forms should not be filed.

HOUSEHOLD

Within the Living Area: Please be aware of the following:

- All of Honduras uses 110 volt electrical power just as we have in the US. Electrical plugs are also two-prong like here, but some outlets do not have the third ground plug. If you have electrical equipment that needs a third ground plug, take an adapter with you.
- Toilet tissue and personal hygiene products should be disposed of in the trash cans, not in the commode.

- The attic ventilation fans should be turned on upon arrival and turned off before leaving at the end of the week. These attic fans are not bathroom exhaust fans but cooling fans for the entire upstairs. Switches are located in the two bathrooms nearest the great room.
- Individual electric fans are available for the bedrooms. They are usually found in one bedroom when teams arrive. Feel free to move them into other bedrooms as desired.
- Ice maker – Due to electrical supply problems in Limón, the ice maker is not working and will not be replaced.
- Opening the freezer frequently will cause overheating. Designate a team member to open the freezer in the evenings for placing water bottles for overnight freezing and to remove them each morning.
- In order to save electricity, lights and fans should be turned off when not needed (except the attic ventilation fans).
- In order to save water and septic system use, please reuse towels when possible.
- Each team leader or a designated person should discuss the menus for the week with the cooks. Explain your expectations regarding times for meals, disposition of left-over food.
- A laundress is available to your team for doing laundry each day. At the end of the day, she will leave clean clothes neatly folded in the great room.
- Report any housekeeping issues to Corina.
- Any staff issues may be discussed with David Kelly.

MEDICAL REFERRALS

Providers who see patients needing medical care unavailable at our clinic have several options. Emergency patients can be sent to the hospital; some medical tests and x-rays can be obtained in Tocoa. David Kelly has letterhead stationary which can be used to write the patient's name and reason for sending to hospital or testing lab in Tocoa. Having this paper provides a discount for the patient at the testing lab and provides faster access to medical care at the hospital. In cases of medical emergency, if teams make a donation to patients, please keep a record of the amount and to whom given. This information should be shared with the team coordinator so that she can monitor that the same person is not receiving a donation from several teams for the same medical issue.

Referral for specialized care or for surgery which cannot be provided at the government hospitals can be sent to Peggy Hook hookkp@gmail.com For quick response, call 757-234-0073 (home) or 757-719-1260 (cell). Medical referrals are now available for pediatric cardiology, orthopedic and plastic surgery. Limited ophthalmology procedures may be available. We are working to find other possibilities. As some of these specialized teams are in Honduras only once or twice annually, please send the follow-up request as soon as possible or at a minimum within 5 days of return. In some cases the patient will be seen without charge; in all cases the patient must travel to distant cities for this specialized medical care. CHHF has limited funds; we know that some teams provide financial assistance. Please keep a record of any donations you make in this regard and inform the team coordinator of the amount and to whom given.

Copies of the Medical Referral form are found in a chart holder outside the Records Room. Please complete the Referral Form completely and legibly. Contact information is an absolute necessity. Send the form and a photo of the patient/problem.

MISCELLANEOUS

- Each team is expected to work at least one day at the Limón clinic and one day at the Icoteas or Whispering Hope clinic. The team coordinator will ensure that remote clinic facilitators know when your team will arrive.
- Do not rearrange furniture or equipment at the clinic.
- Donations of food may be given for situations of hunger -- food not money. Teams may want to purchase extra beans and rice for this purpose. It is not appropriate for anyone with whom you are working to ask you to help them personally whether they are staff or patients. Report any of these needs to a local pastor if appropriate, but politely decline. Any problems should be included in your team report.
- The CHHF clinic should not be a distribution site for non-medical gifts such as candy, gum, toys, clothing, flip-flops, etc. The Board wants to discourage patients from viewing the clinic as a Goodwill Center.
- No vendors are allowed on the CHHF property. If seen, report to David Kelly.
- In order to provide the safest environment for volunteers and personal effects, the Foundation has instituted a policy that only team members and staff are allowed in the residential quarters. Please do not invite others upstairs at any time; if you see unauthorized personnel there, notify David Kelly.
- Use common sense when leaving the confines of the clinic. Go out in groups.
- Each night the team leader or the team leader's designated person should ensure the security of the facility. Caretaker Ben will lock the gates, but the team should check the end porch door and the downstairs doors. The door to the great room should not be locked because volunteers in the outside rooms may need access to the main area.
- CHHF owns a generator which is located in the bodega (storage shed). If there is a power outage, Douglas or David will ensure that it is working. Gas for this generator is provided by CHHF and is covered by the fee your team pays. Douglas Goff has these funds, but if you are asked to buy gas for the generator, obtain a receipt and send it to Chris Zawacki for reimbursement. Fuel for portable generator use is the responsibility of individual teams.

SUMMARY OF REPORTS NEEDED BY CHHF

These final trip reports are vital for team-to-team communication. All should be sent to the team coordinator who will distribute to others as needed.

- 1) **Pharmacy Needs/Overstocked List** – within 24 hours of return Please use the form on the website.
- 2) **Report of Other Clinic Needs** - within 24 hours of return
- 3) **Pantry Inventory** – within 24 hours of return
- 4) **Medical Referral Forms** – within 5 days of return or sooner
- 5) **Vehicle Damage Report** – give report to Sandy Palencia before leaving Honduras
- 6) **Final Mission Report** – within two weeks of return or sooner if possible

VEHICLE REGULATIONS

The following criteria will be used to define who is allowed use of vehicles owned by the Carolina Honduras Health Foundation and the rules that must be followed:

WHO MAY USE VEHICLES

The following criteria will be used to define who is allowed use of vehicles owned by the Carolina Honduras Health Foundation and the rules that must be followed:

1. All medical teams scheduled through CHHF may use vehicles.
2. For the purpose of CHHF related work, David Kelly and CHHF board members may use vehicles. At no time may they be used for personal or other project use.
3. Vehicles are only to be driven by Honduran drivers or members of the CHHF Board of Directors. Team Leaders and other volunteers may **not** drive the CHHF vehicles.

CONDITIONS OF USE:

1. All vehicles (except Yellow Bus) must be returned to La Ceiba within the allotted scheduled time unless prior arrangements have been made through the Team Coordinator and/or David Kelly.
2. The Team Leader will be responsible for filling out accident insurance forms for all damage incurred to all CHHF vehicles during their team use, no matter how minor the damage.
3. No CHHF van is allowed beyond Limón.
4. All travel plans are to be made to ensure arrival before dark. Only in an emergency should CHHF vehicles be on the road after dark.
5. The fuel tanks on all CHHF vehicles used must be full when left in La Ceiba. Teams departing from Tela or San Pedro Sula must first fill the tank in La Ceiba on the way to San Pedro Sula. Additionally, at San Pedro Sula they must give the driver of each vehicle 1,500 lempira for refueling upon return to La Ceiba. At Tela they must give the driver of each vehicle 800 lempiras for refueling upon return to La Ceiba. Fuel receipts and any remaining funds will be given to Sandy by the driver for use toward rising vehicle maintenance and repair. Teams not complying will be billed the cost of the fuel plus a \$50 processing fee.

EMPLOYEE SOLICITATION POLICY IN HONDURAS

In order to clarify the Solicitation Policy, the Executive Committee of the Board of Directors of the Carolina Honduras Health Foundations deems it necessary to adopt the following policy effective immediately:

1. Under no circumstance is it acceptable for any employee of the Carolina Health Clinic/Carolina Honduras Health Foundation to request or ask for donations from any person who is a member of our volunteer medical/dental mission teams. This shall include money or items brought by the teams intended for others. Staff may accept items that are offered to them by a team member.
2. Employees are not allowed to open or go through any containers brought by teams unless directed to do so by a team participant.
3. An employee who desires to seek assistance for a project or special need must request advance approval from the CHHF Executive Committee. This is done by submitting the request in writing through David Kelly, Director of Honduran Operations who will then forward it to Chris Zawacki, Office Manager czawacki@att.net or by a team leader returning to the States. The CHHF Executive Committee shall respond in writing and if approval is granted the employee may then ask for donations or assistance as outlined in the approval letter.
4. Violation of this policy may result in the termination of employment.

N. K. Hook, Jr.
President
Carolina Honduras Health Foundation

A copy of this policy has been sent to all team leaders who have been instructed to report any violations to David Kelly and the Carolina Honduras Health Foundation in Barnwell, SC.