

A photograph of two women in blue scrubs on a ship deck. One woman is piggybacking the other. They are both smiling. The background is a blue wall with the words 'Mercy Ships' in large white letters. The woman in the foreground has 'Mercy Ships' written on her scrubs. The woman in the background is also wearing blue scrubs. The deck is green and there are white structures in the background.

Mercy
Ships

Volunteer Guidebook

Last Updated: 10 August 2016

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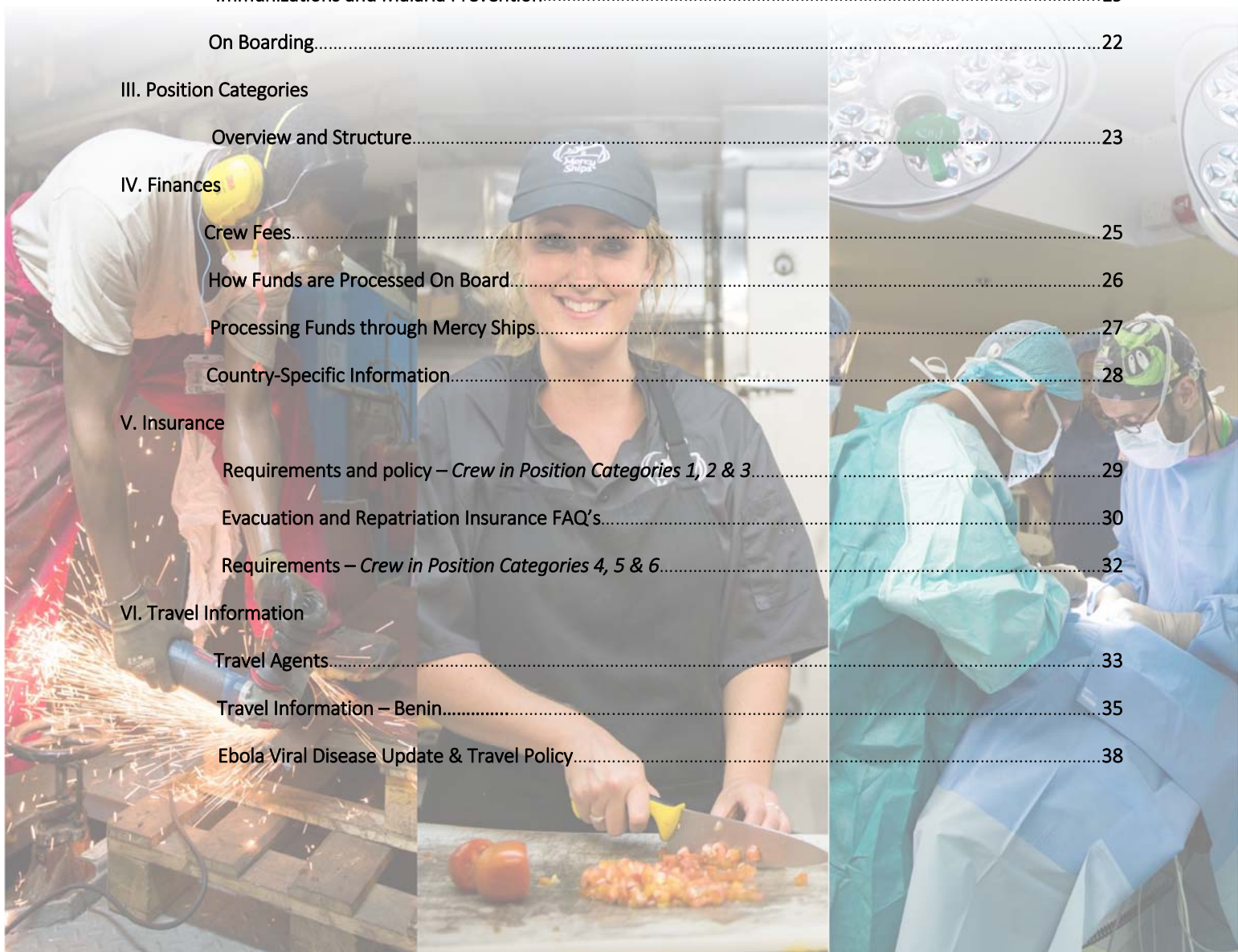
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I. WHAT TO EXPECT

SHIP LIFE

What should you expect when volunteering with Mercy Ships?

ARRIVAL

Upon arrival, you will embark on board, be given an ID badge and shown to your cabin where you will find your Crew Welcome Booklet, which explains the ship's policies, etc. Within 24 hours of your arrival, you will be given a complete tour of the *Africa Mercy*. Please expect to attend the following meetings:

- **Meet and Greet with Hospitality**

As soon as you embark the vessel, our Reception and Hospitality Teams will welcome you aboard with light refreshments, create your ship I.D. badge, and help you complete your required arrival paperwork.

- **New Crew Orientation**

One of our HR staff will give you a general overview of community living on board the *Africa Mercy*, including times and locations of our crew services and Community Meetings.

- **Basic Familiarization—Safety & Security**

At this meeting, the safety officer will explain the safety regulations and emergency procedures on the *Africa Mercy*.

SERVICES ON BOARD

- **Laundry:** We have a large laundry room on board with 10 washers and dryers. There is no charge to use these machines. Laundry soap can be purchased in the Convenience Store (*Pier 99*).
- **Library:** There is a well-stocked library on board giving you access to study references, reading material, DVD's, games and magazines.
- **Hair Salon:** We have a small hair salon on board which offers haircuts, perms, colorings, and other services at little to no charge to crew.
- There is a **Starbucks™ Café** on board that is open at set hours weekdays and some weekends.
- Our **Crew Clinic** and **Crew Dental Clinic** are available for those who become ill or aren't feeling well. Please note that more serious issues may have to be taken care of in your home countries. Due to legal and liability issues, Mercy Ships does not perform elective surgery for crew. We do have a limited pharmacy on board if you need to be prescribed medicine.

Other services and facilities on board include:

- Weight Room
- Movie Room
- Internet Café
- Crew Bank
- Wireless Internet (WIFI)
- Post Office

- Convenience Store (*Pier 99*)
- Snack bar
- Crew Galley (for cooking)

SPIRITUAL LIFE

Crew will be living and working in a community with multiple denominations of the Christian faith from many different cultures. All of our crew members are expected to attend departmental and community meetings, which in many cases could include some Christian devotional practice, such as music, prayer, or Bible reference, along with ordinary business announcements and updates or changes in the ship’s program. Prayer and worship is often also integrated into the workplace and general social environment of the ship. This community environment is what makes Mercy Ships unique.

While we encourage all crew to maintain their own personal spiritual health while serving with us, there are many opportunities to enrich it while on board. In addition to our community gatherings and departmental devotionals, we offer all crew the option to join small groups, Bible studies, prayer meetings, and other activities.

Except for special events, we do not offer church services on Sunday mornings. This is to allow crew to attend local churches. We do, however, usually offer an informal service onboard on Sunday evenings, which is led by a fellow crew member and allows those who could not get off the ship a chance to worship.

COMMUNITY OF FAITH

What is a Community of Faith? A Community of Faith (COF) is a group of individuals who choose to live, work, and worship together in community, sacrificially serving common values and purposes

Mercy Ships follows the 2000-year-old model of Jesus, bringing hope and healing to the world's forgotten poor. Shorter-term volunteers (those on board for less than 1 year) come to serve, learn, and grow alongside our “community of faith” that constitutes the core of life on a Mercy Ship.

All who serve at Mercy Ships locations worldwide are expected to:

- **Respect Mercy Ships Core Values in their service and employment.**

Mercy Ships Core Values:

Desiring to follow the model of Jesus, we seek to:

Love God,

Love and serve others,

Be people of integrity, and

Be people of excellence in all we say and do

- **Abide by Mercy Ships Code of Conduct** (see page 6)

In keeping in conformity with Mercy Ships Core Values, all are expected to exercise self-control and abide by the attached Code of Conduct, as well as additional instructions, prohibitions, and guidelines pertaining to life on a Mercy Ship.

It is the goal of Mercy Ships to see all crew who join us for whatever length of time grow in their faith, love, character, skills and competence.

WORK SCHEDULE

All crew members (except primary care givers and children of our long term crew) are expected to work an average of 45 hours per week. In order to run the ship and hospital effectively, each department has different work schedules and days off. Your work schedule will be communicated to you upon arrival. Depending on your position, this may include some nights and weekends. In addition, due to the ever-changing staffing levels and field service rotations, crew may be reassigned to temporarily fill roles in other departments if needed.

TIME OFF / FREE TIME

In addition to the weekend and regular days off during the week, Mercy Ships has scheduled a three-day weekend every six weeks to allow our crew extra time off from work. During these three-day weekends, not everyone will have all three days “off,” but we do our best only to focus on essential business duties only.

During their time off from work, crew typically spend their time going out with friends on board, resting, catching up on correspondence, exercising, doing their laundry, or visiting one of our ministry sites. We also offer enjoyable social activities and entertaining events for our crew.

PERSONAL TIME OFF (PTO) & LEAVE OF ABSENCE (LOA)

Crew members serving three months or more accrue PTO at a rate dependent on their length of commitment and position. See position Category Structure table on page 22 for more details.

PTO & LOA should be requested in advance and coordinated with each employee’s department head.

Please note: We depend on each crew member to carry out their role on the team for the agreed upon dates and cannot function efficiently if people ask to be released early, except for an unforeseen emergency.

CODE OF CONDUCT

Mercy Ships is an international faith-based charity whose foundation rests on an integrated biblical worldview of service to others and a personal relationship with Jesus. As such, all employees and volunteers (staff) are expected to respect these spiritual values and in no case undermine the values directly or indirectly in their interactions with others.

The purpose of the following Code of Conduct is to ensure all staff's safety as well as protect the reputation of both Mercy Ships and our Staff. The following is not intended to be "all inclusive". All staff are expected to abide by this Code of Conduct. Violation of the Code of Conduct could result in dismissal.

Alcohol & Drug Abuse

For the health and safety of our Staff and volunteers, Mercy Ships has adopted an alcohol-free environment on all ships and operating locations. When appropriate, exceptions may be made for special occasions and/or events by the local director.

Additionally, the ship has specific regulations related to the consumption of alcohol. *See "Ship Specific Adaptations" below for more detail.*

Mercy Ships will not reimburse staff for alcohol purchased while traveling or for business meals. Mercy Ships will not dictate the use of alcohol in private homes, yet encourages responsibility and sensitivity.

Mercy Ships is a drug-free organization and has a zero-tolerance policy relating to the possession and/or abuse of drugs, including prescription drugs.

Sexual Conduct

Staff and volunteers are not to engage in sexual activity outside of legal marriage between husband and wife. Additionally, pornography is unacceptable in all forms, including internet.

Sexual Harassment

Mercy Ships has a zero-tolerance policy regarding sexual harassment (both verbal and physical).

Violence

Fighting and attempting bodily harm or injury will not be tolerated.

Betting and Gambling

Betting and gambling for individual monetary gain on Mercy Ships premises is strictly prohibited.

Dress Code

Modest apparel is essential to community life. All staff are required to honor each other in their choice of attire. Additionally, the ship has specific dress code requirements depending on the location. *See page 9 for more detail.*

Tobacco Use

All Mercy Ships facilities are tobacco and electronic cigarette free.

Meetings

During your time with us you will have many opportunities to meet together with other staff for community, small group and other meetings and prayer and devotion times. Although these meetings are not mandatory, you are strongly encouraged to attend. Your attendance is an important way for you to stay informed as well as stay integrated into the community. Additionally, there may be meetings scheduled that are mandatory. Your attendance at these meetings is required.

Other

Other offenses which will lead to discipline, including possible dismissal are:

- Destroying or defacing Mercy Ships property
- Unauthorized use of Mercy Ships property, finances, telephones, or other communication equipment
- Theft or dishonesty
- Violation of safety rules or common safety practices
- Misuse of confidential information

SHIP SPECIFIC ADAPTATIONS

Alcohol

While serving aboard the *Africa Mercy*, Mercy Ships crew are not to visit bars, nightclubs, discos or similar establishments as many Christians, members of the Islamic community and the general populace in Africa do not view these establishments in a positive light.

While ashore at a restaurant having a meal, consuming beer or wine in moderation is generally acceptable. Excessive drinking will not be tolerated and crew members suspected of being intoxicated will be challenged to take a breathalyzer test. A test result of 0.05 BAC (blood/alcohol content) will result in the initiation of disciplinary measures. Failure to cooperate will result in dismissal. Operating a Mercy Ships vehicle is a serious responsibility and therefore **no** alcohol is to be consumed prior to driving.

Sexual Immorality/Harassment

In a desire to honor all crew, a crew member is not allowed to meet in a cabin alone with someone of the opposite sex who is not their spouse after 10PM. A man and woman who are not married should not travel alone together overnight or share a hotel room, nor should a group of men and women share a hotel room. Although these practices are considered acceptable in some Western nations, in many cultures such behavior is closely associated with sexual immorality.

Continual Application of the Code of Conduct

There is no such thing as “time off” from the Code of Conduct. Should you observe a fellow crew member acting contrary to our Core Values, please follow the principles that Jesus taught. Following Matthew 18: 15-17, lovingly confront the fellow crew member encouraging them to observe Mercy Ships’ values. Should the loving confrontation be ignored or discarded, ask someone from the Chaplain’s Department to accompany you with a second approach.

DRESS CODE

The clothes we wear and the way we look communicate a message. Recognizing that our crew comes from over 40 nations and we are guests within the culture of our African host nation, we have established this dress code in an effort to be as culturally honoring as possible amongst the broadest number of people. We thank you in advance for your compliance and willingness to embrace this code while onboard.

The dress code applies to all crew, guests, and visitors who are 13 years or older.

FOR OFFICIAL FUNCTIONS AND BUSINESS MEETINGS:

- Knees must be covered for both men and women
- Women: European-style business suits or African-style dresses at the knees or covering the knees. No low necklines or showing of skin between trousers and top, and no tops with spaghetti straps.
- Men need to wear slacks (trousers), shirt, and tie or business suit with tie
- Dress shoes must be worn; no flip flops
- Underwear should not be showing (men or women)

CHURCH ATTENDANCE:

- Women: Same as above or long skirts and dresses. Knees should be covered when sitting.
- Men: Smart/casual dress (dress pants and shirt), suit & tie, or African-style outfit.

GOING ASHORE, PATIENT INTERACTION, OR IN THE MAIN RECEPTION AREA ONBOARD:

- Knees must be covered for both men and women if travelling upcountry.
- In the city:
 - Women: Shorts at or covering the knees
 - Men: Shorts should be at, covering, or just above the knees.
- Women: shoulders may show, but no spaghetti straps. Shorts or skirts should be at or covering the knees and loose-fitting. Leggings are acceptable as long as they are worn with a long t-shirt, dress, or tunic reaching to mid-thigh or longer. Skin-tight trousers / jeans should not be worn.
- Men: Men may wear long, loose-fitting shorts – just above the knees or longer. Tight jeans should not be worn.
- Underwear should not be showing (men or women)

ON BOARD THE VESSEL – SAME AS ASHORE, EXCEPT:

- Shorts that reach the knees may be worn on the ship outside of business hours (0800-1700) except in reception, during patient interaction or when official functions are taking place onboard
- Footwear must be worn at all times unless in your cabin or at the pool

SPORTING ACTIVITIES:

- Sporting activities **ONBOARD**: Clothing used for sports such as aerobics can be tighter-fitting than allowed for normal wear. Do change immediately following the activity.
- Sporting activities **ASHORE**: Knee-length shorts or just above the knees (basketball style). No mid-thigh shorts or running “short” shorts. Clothing for sports ashore such as running/Frisbee/soccer must be looser-fitting. Lycra / Spandex or other form-fitting clothing is not appropriate for ashore sports activities.

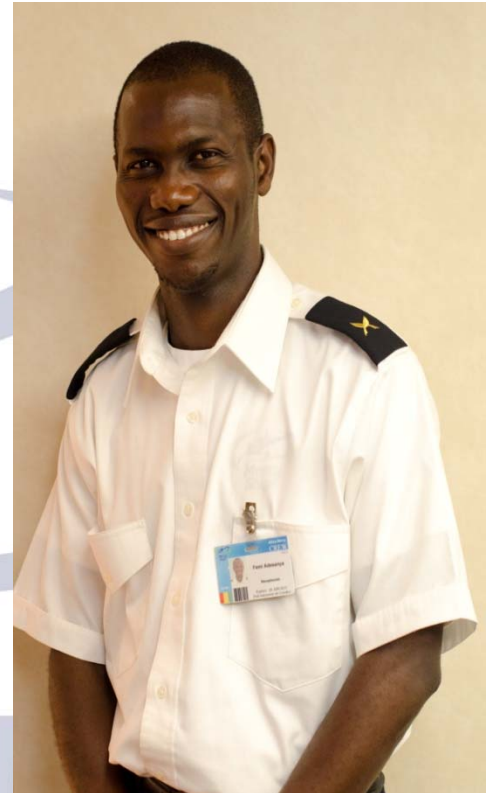
SWIMMING:

- Ladies - must be a one-piece or a modest 'tankini': no high-cut legs and no visible skin between the top and bottom
- Men - boxer or shorts-style swim trunks are required. No tight-fitted swimwear.

UNIFORM GUIDELINES

Some positions on board require a uniform; if you are unsure if this is applicable to you, please confirm with your Placement Facilitator.

RECEPTION, PURSER & HOSPITALITY



- Men: white uniform shirt, black dress trousers, and black dress shoes. You will be provided with your epaulets on board.
- Women: white uniform shirt, black dress trousers or black skirt that falls below the knee, and black dress shoes. You will be provided with your epaulets on board.

HOSPITAL

Those involved in direct patient care wear scrubs when working. A selection will be available on the ship, but some choose to bring their own from home.

DECK & ENGINEERING

- Steel-toed boots or shoes
- Deck & Engineering Officers: at least one pair of khaki trousers and khaki shirt with epaulets for general work and “on duty” days
- 2 pairs of coveralls (optional for Deck Officers)
- Note: There is a selection of coveralls kept on board, but Mercy Ships cannot guarantee we will have the appropriate sizes for all Deck and Engineering crew.

GALLEY AND DINING ROOM

- **Loose-fitting, comfortable clothes** - a uniform shirt and trousers will be provided for you. You should bring shirts that you are wearing under your uniform, or to wear to work before you change into your uniform. If you choose not to use the issued trousers, you are welcome to bring your own. They should be ankle-length.
- **Hat or cap** - will be provided for you with the Mercy Ships logo.
- **Non-slip shoes**

The approved non-slip shoe vendor is "Shoes for Crews" at www.shoesforcrews.com. An individual may purchase any shoe they wish from Shoes for Crews, except for shoes with holes in the top.

Overshoes are available if needed, however; we cannot accommodate those with wide-sizes, and have a limited selection. You will be provided with an apron for your work-days.

Please note: Your clothes and shoes are likely to get dirty, so bring things you don't mind damaging (old t-shirts, comfortable trousers, etc.). Also remember that the galley area will get hot as you work throughout the day. Aprons are provided.

HOUSING AND DINING

The Africa Mercy is a state-of-the-art modern hospital. It is also a small, international city and home to 450 crew members from over 35 nations.

Housing is our biggest challenge onboard. Single crew will most likely be in a multi-berth (with 6, 8, or 10 beds) cabin, most of which do not have a window or porthole. Most cabins have bathrooms and are furnished with bunk beds, a small closet for each person, and access to the Internet.

Housing assignments are based on the volunteer's previous length of service (if applicable), age, length of stay on board, and position on board. We do our best to facilitate special needs, but every person is encouraged to rise to the challenge of living in a small space with people they do not know from many different countries, cultures, and sleeping habits.



Cabins can be decorated and personalized by hanging pictures and other items using magnets.

Storage space is limited for clothing and luggage. You will have one small closet (approximately 20 inches/.5 meters wide) and one drawer. Please bring a duffel bag, which is much easier to stow than a suitcase.

Electricity on board is 220 volts/50Hz, and all cabins are fitted with British style three-prong electrical outlets (see photo reference) so you will not be able to plug in 110 volt/60Hz American electronics. However, some electronics (including most laptops) come with dual voltage power supplies and does not need a transformer. Any appliance that does not already have a British plug attached will require an adaptor, which can be purchased on board or brought from home.

MEALS

Nutritious meals are served in our dining room onboard three times per day on weekdays. Breakfast and an evening meal are served on the weekends, with food set out for you to take for your lunch meal during breakfast. It is helpful to either buy or bring a plastic food container to store your lunch on the weekends. The menu is set by our Food Services Manager and is often determined by the food available. We do have a Crew Galley for personal cooking, but it is limited in space and supplies, and will require you to purchase groceries/supplies at the local market or in the Convenience Store (*Pier 99*).

All food and water on board is safe for consumption.

STAYING IN TOUCH

TELEPHONES

The *Africa Mercy* has a U.S. based satellite phone system. The phone number onboard is **+001 (954) 538.6110**. Personal calls can be made from cabins, but are restricted to U.S. toll free phone numbers (i.e. 1-800 or 1-888). A phone card is necessary to call non-toll free numbers, and can be purchased in the ship's Convenience Store (*Pier 99*).

Mobile/cell phones may be brought with you, but check with your service provider for network coverage/availability. Local SIM cards and credit are often sold in in the ship's Convenience Store (*Pier 99*).

EMAIL AND INTERNET

The *Africa Mercy* is equipped with an Internet Café. However, you are welcome to bring your own laptop computer as each cabin has wireless connectivity (Wifi) to the Internet. We also have wireless access points in several areas of the ship.

Please note, the Internet connection can be very slow, so please discourage friends and family from sending large attachments. Large downloads, Skype, Facetime, web cameras, and streaming videos are not allowed due to limited bandwidth.

MAIL

Letters, packages, etc. will be forwarded regularly to the ship. Please advise your family and friends that it could take several weeks for mail to reach you Africa. If you are sent packages (or anything over 1 ounce), you will be charged \$8.80/ pound (\$0.55 per ounce or 28.4g). In addition to letters, other common items that are sent to the ship include toiletries, snacks/food, office supplies, games, clothing, electronics, and books. U.S. and UK postage stamps are available onboard. Crew members returning home to these countries are often asked to carry mail back with them to be posted. To receive personal mail, have your letters mailed to the International Operations Center (IOC) or our European Distribution Centre. Please note we cannot cover personal items in the event of a loss.

ADDRESSING MAIL DESTINED FOR THE AFRICA MERCY	
INTERNATIONAL OPERATIONS CENTER	EUROPEAN DISTRIBUTION CENTRE
<i>(for US Postal Service)</i> [Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail P.O. Box 2020 Lindale, TX 75771-2020 USA	<i>(for Regular Postal Service)</i> [Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail Ridderkerkstraat 20 3076 JW Rotterdam THE NETHERLANDS
<p>! To send a package from the IOC, via Crew Mail, it may not exceed 18in /46cm in length.</p>	
<i>(for FedEx, UPS, DHL)</i> [Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail 15862 Hwy. 110 N. Lindale, TX 75771-2020 USA	<i>(for FedEx, UPS, DHL)</i> [Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail Ridderkerkstraat 20 3076 JW Rotterdam THE NETHERLANDS

MERCY SHIPS HAZARDOUS MATERIALS WATCH

Packages sent to Mercy Ships will need a detailed list of all content on the outside of each parcel. Packages that do not list content are subject to inspection and/or refusal of shipment based on a suspected hazardous condition. Materials will be removed and disposed of; crewmembers involved will be notified of the disposition.

The following items are typically considered to be hazardous material and cannot be shipped through Mercy Ships. Items listed below do not represent a complete and exhaustive list, but only serve as a guideline to items that are typically classified hazardous.

- Household materials: bleach, ammonia, disinfectants, carpet fresheners, air fresheners, window cleaner, furniture polish, bug spray, roach and ant killer, mothballs, flea collars, drain openers, rug and upholstery cleaners, etc.
- Laundry products: laundry detergent, fabric softener, etc.
- Health and beauty products: hairspray, hair remover, fingernail polish, fingernail polish remover, hair coloring products, medications, aerosols, compressed gas of any type, waterless hand-cleaner, deodorants, perfumes, etc.
- Home/Workshop maintenance: paint, varnish, stains, oils, mouse/rat poison, enamels, paint thinners, varnishes, batteries of all types (DC & AC), etc.

If you are serving longer-term, you have the option of sending items on the Mercy Ships container. If this is applicable to you and you would like more information, please contact your Placement Facilitator.

Convenience Store (*Pier 99*) ITEMS

These items are typically available for purchase in our Convenience Store (Pier 99), but are subject to availability.

PERSONAL CARE ITEMS:

- Dove Personal Care Items for Men & Women
- Disposable Razors & Shaving Cream
- Basic Dental Care Items
- Lotions & Sun creams & Bug Spray
- Feminine Hygiene Products (Always, Tampax and OB)
- Hand Soap & Sanitizers
- Washing Powder/Laundry Soap
- Tweezers, Nail Clippers and Nail Polish Remover
- Chapstick

CLEANING SUPPLIES:

- Dish soap, dish sponge
- All Purpose Cleaner

KITCHEN SUPPLIES

- Trash bags and Ziploc bags
- Hand towels
- Mugs

SNACKS & FOOD

- Assorted Chocolate Bars & Candy
- Assorted Gum & Mints
- Chips & Crackers
- Cake & Cookie Mixes
- Popcorn
- Basic Baking Supplies
- Sodas & Juices
- Granola Bars & Trail Mix
- Soups
- Breakfast Alternatives
- Homemade Sweet & Savory Snacks

OTHER ITEMS

- Magnets (for hanging items in the cabin)
- Envelopes (various sizes and paddings)
- CD-R, CD-RW, DVD-R
- Batteries
- US Power adaptor
- Phone Cards
- Basic Computer Supplies
- Pens, pencils, tape, chalk, markers, glue sticks, crayons
- Earphones
- Bicycle helmets
- Water bottles
- Balloons
- Wrapping paper

BRANDED MERCHANDISE

- Various T-Shirts
- Baseball Caps
- Postcards, Stickers and Magnets
- USB Sticks
- Laynards
- Nalgene Bottles
- Travel Mugs

SOUVENIRS

- Assortment of local craft, jewelry, keychains and bags
- Variety of jewelry and craft made by Crew members

Note: All items are subject to availability and cannot be guaranteed; we recommended you come with enough personal items for two weeks.

II. PREPARING TO SERVE

If you are interested in working as a mentor, small group or any other area that involves children, a background check is required. Please consider having one completed and sent to us before going to the ship.

RECOMMENDED READING

[Ships of Mercy](#) by Don Stephens (Founder of Mercy Ships) – Download this free digital copy

[Foreign to Familiar](#) by Sarah A. Lanier (also available in Kindle Version)

[African Friends and Money Matters](#) by David Maranz

WHAT TO BRING

Clothing

Clothing onboard is generally conservative yet casual. Please refer to the Mercy Ships Dress Code in the Code of Conduct for more guidance on what clothes to bring. We suggest you bring some nicer clothing for special occasions & church. Due to limited space on board we suggest you bring enough clothing for one week to ten days. We also request you bring at least one pair of closed toe shoes.

PLEASE NOTE: some positions require the wearing of scrubs / uniform tops / overalls / which are provided.

Bedding & Towels

We provide one bath towel, fitted sheet, duvet with cover, a pillow & pillowcase for all crew upon arrival. These items should be returned to Hospitality before departure.

Toiletries

We sell a range of toiletries in our Convenience Store (*Pier 99*), but the selection is limited & can vary. If you have preferred brands, you may want to bring these with you as we cannot guarantee which brands we will have in stock on the ship.

PLEASE NOTE: fingernail polish, polish remover, hair color or perfumes cannot be shipped to you via mail or container due to hazardous materials regulations

Prescription Medications

Please bring up to a one-year supply (minimum of 6 months) of any needed chronic medications you need. We would highly recommend keeping at least a two-week supply in your carry-on luggage when traveling in case your checked baggage is lost or delayed. You can contact our Pharmacist at pharmacist.afm@mercyships.org with any questions.

Contact Lenses/Glasses

Weather conditions in Africa can sometimes make wearing contacts difficult. Please bring a pair of glasses with you. Bring a sufficient supply of contacts for your entire stay; contact solution for soft lenses is not available on board.

Luggage

Duffel bags are preferred as they are easier to store. Some travel agents arrange for you to travel with 2 x 23kg bags. Please note that storage space is limited so avoid bringing large items & pack accordingly.

Useful Items to Consider Bringing

- Laundry bag
- Small flashlight / head torch
- Sunglasses
- Mosquito spray (any brand or DEET content is left to your preference)*
- Sun screen/block (SPF 15 or higher)*
- Sleeping bag/mosquito net/travel hammock (for those who may want to travel off the ship)
- Travel mug*
- Stationary*
- Phone card*
- Electrical adapters (all voltage on board is 220v – British plug) Any appliance that is rated for 220, 230 03 240 volts, 50Hz will operate on the ship.
- Travel plug adapter for sockets (*typically EU outlets*) ashore
- Non-prescription/over the counter medications
- Musical instruments – space is limited
- Backpack or secure bag
- Beach / travel towel
- Ear plugs
- Magnets (most walls on the ship are metal)

**denotes item is also sold in the Convenience Store (Pier 99), subject to availability. Stock cannot be guaranteed.*

What Not to Bring

- Large suitcases
- Large musical instruments
- Firearms or weapons of any sort
- Candles
- Cordless appliances with butane fuel
- Products containing bleach

- Expensive jewelry and electronics
- Items to distribute as gifts to local people or patients on the ward (toys, dolls, coloring books, etc.). If you would like to donate items for this purpose, please contact our Procurement Department at +1(903)939.7000.
- Medications that are not for personal use unless cleared with the Pharmacist prior to arrival. Any questions can be sent to pharmacist.afm@mercyships.org.

IMMUNIZATIONS AND MALARIA PREVENTION

Mandatory for ALL adult crew:

- **Yellow Fever:** single dose during lifetime (travel with documentation of yellow fever – WHO card)
- **Hepatitis B:** series of 3 **OR** provide evidence of immunity by titer and lab results
- **MMR- Measles, Mumps, Rubella:** series of 2 **OR** immunity by titer with lab results **OR** had the childhood disease plus one adult booster
- **Tetanus/Diphtheria (Tdap preferred):** within last 10 years
- **Tuberculosis Testing:**
 - **Skin test (PPD):** performed within 12 months prior to arrival
If there is a history of a prior positive skin test (which is defined as >10mm induration, not simply redness), a PPD test is NOT an option. You must submit a chest x-ray with a report and a TB Questionnaire
 - **Chest X-ray** with report and TB Questionnaire. If you are submitting a Chest x-ray because you have had a positive PPD, it must be within 5 years prior to arrival and must be obtained on a date after the positive PPD.
 - **If you have received a BCG vaccine:**
A TB screening blood test can be done (Interferon-Gamma Release Assay (IGRA) such as the QuantiFERON-TB Gold or T-spot TB test) in the place of a PPD skin test. The test should be performed within 12 months prior to boarding the ship. Please attach a copy of the blood test report. If you have received a previous BCG vaccine these tests are preferred as they may determine your need for treatment for latent TB. While one of these tests is the preferred screening method, if you are unable to obtain one of these tests, an acceptable alternative is to obtain a Chest X-ray with report (done within the last 5- years) and complete the TB screening questionnaire.

Mandatory for those working in Hospital, Dental and Engineering departments:

- **Typhoid:** EITHER **oral** within last 5 years OR **injection** within last 2 years
- **Hepatitis A:** series of 2 **OR** immunity by titer with lab results

Recommended for all adult crew:

(Discuss this with your local Travel Clinic in regards to the country where you will be serving)

- **Typhoid:** EITHER **oral** within last 5 years OR **injection** within last 2 years
- **Hepatitis A:** series of 2 OR immunity by titer with lab results
- **Pertussis:** aka Whooping Cough
- **Polio booster:** within last 10 years
- **HIB (Haemophilus Influenza type B):** booster
- **Meningitis ACWY:** within last 5 years
- **Rabies:** series of 3

Child Applicants:

Parents are required to ensure that their children are up to date with their childhood vaccinations prior to arrival on the ship. They should also seek advice from a Travel Clinic about additional vaccinations that the children may require before joining the ship. Since the schedule and timing of the childhood vaccinations varies slightly based on your country of origin please provide a copy of your child's vaccination schedule to the ship Crew Clinic.

Note: Due to difficulty transporting certain vaccines, the Crew Clinic may not be able to provide all needed future childhood vaccinations and some will need to be obtained during ship maintenance periods in the developed world or upon returning home.

Yellow Fever vaccination is a mandatory requirement for all children over 9 months of age.

Please note: For those only serving on board in the Canary Islands, only the PPD Skin Test and Tetanus vaccine are required.



Mercy
Ships®

MALARIA PREVENTION

Malaria is a common cause of illness, and a potential cause of death, in travelers to Africa. Prophylaxis medication should be taken to help in the prevention of malaria.

You should begin taking medication as prescribed before arriving and bring at least a three month supply of malaria prophylaxis with you. Mefloquine (Larium) and Doxycycline are available for refill through the ship-based pharmacy.

If you elect to take a different anti-malarial (Malarone), you would be responsible to bring enough with you for the entire period of service.

Remember, anti-malarial medications must be started before arrival in Africa and continued after departure. Ask your local doctor for details.

Travelers Who Should Not Take Mefloquine (Larium)

The following travelers should not take Mefloquine and should ask their health care provider for a different anti-malarial drug:

- persons with active depression or a recent history of depression
- persons with a history of psychosis, generalized anxiety disorder, schizophrenia, or other major psychiatric disorder
- persons with a history of seizures
- persons treated for thyroid disorder
- persons allergic to Mefloquine
- persons with cardiac conduction abnormalities (for example, irregular heartbeat)

We have some concerns with the side effects of Mefloquine (Larium) while serving on the ship. If at any time you have any of the following complaints, please see the crew physician as soon as possible:

- Trouble sleeping/bad dreams/nightmares
- Unusually depressed
- Frequent crying
- Easily agitated
- Headache/confusion/other mental changes

Other methods of malaria prevention are also very important and should not be forgotten. These include insect repellents (preferably those containing DEET), long sleeves, light colored clothes, and mosquito nets (for those who will be sleeping off the ship).

If you have questions regarding the immunizations or malarial prophylaxis, please contact our Medical Reviewer at medical.review.facil@mercyships.org.

ON BOARDING

On Boarding is a five-week training program followed by a three-week practicum to prepare new crew and staff for their time of service with Mercy Ships. The program is currently offered three times a year (typically January/February, June/July, and September/October) at the Mercy Ships International Operations Center (IOC) in Lindale, Texas. Completion of On Boarding is required for all crew serving 12 or more months on board, but is open to all volunteers.

On Boarding is comprised of the following courses:

Week 1:

- *Foundations of Mercy Ships (FMS)*: Covers the history, vision and core values of the organization.
- *Personal Support Raising Seminar (PSRS)*: Covers how to fundraise for your time on board and maintain that support.
- *Navigator Basic User and Navigator Basic Editor*
- *Child Safety Awareness Training*
- Other specific training per department

Weeks 2 - 4:

- *Gateway*: Covers Faith Foundations, Personal & Interpersonal Development, and Working with Those We Serve over three weeks.

Weeks 1 & 5:

- *Basic Safety Training*: a maritime safety training course covering basic fire safety, first aid, water survival, and shipboard safety & responsibility
- *Crowd Management*: a 4-hour maritime course on dealing appropriately with crowds

Weeks 6 - 8:

- *Gateway Field Service*: Two and a half weeks in Africa applying classroom principles prior to embarking the ship. (Not required for all IOC Staff.)

***The specific course(s) taken will be determined by HR based on your position and length of service.*

The cost for On Boarding is \$1700 per person or \$1300 for an alumnus. Travel costs to the Field Service (practicum) are not included in tuition.

FMS (which includes PSRS) may be attended as a stand-alone course. If taken as such, the course cost for FMS is \$175US per person and \$300US for couples, which includes housing, meals, and materials. (If taken as part of the On Boarding Program, the cost for FMS is included in the On Boarding cost.)

For more information:

Email: staff.dev.registrar.ioc@mercyships.org

Telephone: 903.939.7621

Office Location: IOC Staff Development

III. POSITION CATEGORIES

OVERVIEW

Mercy Ship historically has used two main crew categories, Long Term and Short Term. While the length of service and requirements for joining each category has changed over the years, we have kept with this basic structure which set crew fees, time off etc. for each crew member.

Over the past few years, we have moved to develop a career path structure which would encourage tenure and accepting more responsibilities by offering retention benefits. We have therefore changed to a more clearly defined 6 category structure based on position. Each Position category will have a clearly defined minimum and maximum length of service together with the requirements and benefits that go along with that position and commitment. See Position Category Structure table on the following page.

Version 9.5 29 May 2015

Mercy Ships - Position Categories Structure

Position Categories	Service Length		Retention Benefits				Training Requirements						
	Typical Service Commitment	Min. Notice of Departure	Crew Fees	PTO Accrual Rate	Housing Allocation	Insurance Coverage	Personal Guests	Re-Entry Savings	Subsidized Travel	New Crew Orientation	Department Orientation	Equipping to Service	Onboarding
1 Entry-level, highly-specialized, or short-term seasonal positions	2-12 weeks (max. service = 3 months)	departure date set at acceptance	base rate + Alumni Discount	none	commensurate with position	evic & repat ins. Provided by Mercy Ships; health ins. Top-up recommended	none	none	none	✓			
2 Short-term positions which requires longer commitment to provide consistency within a single field service	3-10 months (max. service = 12 months)	departure date set at acceptance	10% off base rate + Alumni discount	20% (day of service, up to 101 working days off per year)	commensurate with position	evic & repat. ins. Provided by Mercy Ships; health ins. Top-up recommended	none	none	none	✓	✓		
3 Community of Faith Entry Level positions which require consistency between two field services	12-22 months (max. service = 24 months)	departure date set at acceptance	25% off base rate + alumni discount	65% (day of service, up to 201 working days off per year)	commensurate with position; goal = 4 berth cabin	evic & repat. ins. Provided by Mercy Ships; health ins. Top-up recommended	up to 10 days/year	contribute after 1 year of service	none	✓	✓	✓	✓
4 Positions of greater responsibility & longer commitment than Position Categories 1-3 for departmental stability and excellence	2-3 years	3 months	50% off base rate + tenure discount	28% (day of service, up to 301 working days off per year)	commensurate with position; goal = 3 berth cabin	evic, repat, & health ins. Provided by Mercy Ships; Crew Member	up to 14 days/year	contribute after 1 year of service; match after 4 years	eligible to apply after every 3 years of service	✓	✓	✓	✓
5 Positions which requires high responsibility (leadership & management) and consistency for at least two years for organizational stability and excellence. (Typically a Senior Management position)	2-3 years	6 months	50% off base rate + tenure discount	28% (day of service, up to 301 working days off per year)	commensurate with position; goal = single cabin	evic, repat, & health ins. Provided by Mercy Ships; Crew Member; eligible for rebate of up to \$500/abst/year	up to 14 days/year	contribute after 1 year of service; match after 4 years	eligible to apply after every 3 years of service	✓	✓	✓	✓
6 Positions of highest responsibility & leadership, requiring consistency for at least three full years for organizational stability and excellence (typically an Executive Management position)	3-5 years	6-12 months	50% off base rate + tenure discount	PTO available as needed & as position allows	commensurate with position; goal = single cabin	evic, repat, & health ins. Provided by Mercy Ships; Member, eligible for rebate of up to \$500/abst/year	up to 14 days/year	contribute after 1 year of service; match after 4 years	eligible to apply after every 3 years of service	✓	✓	✓	✓

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Field Service * = these descriptions are based on the AMF's typical field service length of 10 months

LENGTH OF COMMITMENT & STAFF DEVELOPMENT

Mercy Ships has reviewed each position and set a minimum and maximum commitment for each position. Having a maximum commitment will help set clear expectations from the very beginning and will set the foundation for pro-active discussions about career development with those who show potential both within their professional realm *and* within the social dynamics of the community.

Our philosophy is when crew know that we are interested in helping them develop into better leaders, it will give them a longer term focus and commitment to Mercy Ships. These pro-active discussions will also help us to identify the crew who may have reached their ceiling as far as professional development goes, but are key pillars within the community. Within the category system is a simple process for tenure extension to facilitate retention of these key individuals.

RETENTION BENEFITS

Each Position Category has corresponding retention benefits (See Position Category Structure table on the following page). These include the following:

- Personal Time Off (PTO)
- Crew Fee Discounts
- Housing Priority
- Insurance Coverage and Rebate
- Re-entry Savings Account
- Guest Cabins available on board for Personal Guests
- Subsidized travel

More information regarding the details of these benefits will be discussed once you arrive on board.

Personal Time Off (PTO)

Mercy Ships realizes that our crew work hard and need time off to refresh. The Africa Mercy has planned several long weekends to allow time for this. In addition, Personal time off is accrued for all crew in Position Category 2 and higher. (See Position category Structure for accrual rates and more details on the following page)

Please note:

- Before making plans, please consult Human Resources (on board) regarding number of days you have available.
- PTO needs to be requested in advance and approved by both HR and your work supervisor.
- During certain periods of time due to our operational schedule (sails, maintenance periods, etc.), you may not be required to work in your department. Therefore, we encourage you to take PTO during this time. However, if you do not have sufficient PTO accrued, you will be placed to work in another department by HR.

IV. FINANCES

CREW FEES

Crew fees are paid monthly and cover your room and board while serving. Crew fees are currently \$700 USD per month, however; discounts are given to alumni, those whose country of citizenship is not in Tier I, and those who are accepted into Position Categories 2-6. See tables below.

CREW FEES			
All amounts are in US dollars and indicate the amount to be paid monthly.			
CATEGORY	ADULTS (time commitment)	TIER I	TIER II
1	Less than 3 months	\$700	\$350
2	3 - 10 months (max. 12 months)	\$630	\$315
3	12-22 months (max. 24 months)	\$525	\$262.50
4-6	2 -3+ years	\$350	\$175
	CHILDREN (age)	TIER I	TIER II
	Age less than 4 years	No charge	No charge
	Age 4 - 11 years	\$70	\$35
	Age 12 - 17 years	\$90	\$45

ACADEMY FEES (per child)		
Preschool	K - 6th Grade	7th - 12th Grade
\$40	\$50	\$60

TIER I NATIONS				
EUROPE			ASIA	AMERICAS
Andorra	Greece	Norway	Bahrain	Barbados
Austria	Hungary	Poland	Brunei	Canada
Belgium	Iceland	Portugal	Cyprus	United States of America
Czech Republic	Ireland	Slovakia	Hong Kong	
Denmark	Italy	Slovenia	Israel	OCEANIA
Estonia	Liechtenstein	Spain	Japan	Australia
Finland	Luxembourg	Sweden	Singapore	New Zealand
France	Malta	Switzerland	South Korea	
Germany	Netherlands	United Kingdom	United Arab Emirates	

*Any nation not listed above, is considered a Tier II nation.

The alumni discount is applicable to those in Position Categories 1 & 2. They will receive a 5% additional discount in crew fees per visit, with a maximum of a 50% discount in crew fees.

Please note: Mercy Ships is committed to keeping crew fees as low as possible, however, crew should expect fees to increase 2-5% each year to help offset the cost of inflation and rising operating costs.

HOW FUNDS ARE PROCESSED ON BOARD

Mercy Ships maintains a Crew Bank onboard the ship for your use. Your Crew Bank account on the ship is internal to Mercy Ships and is not connected to any outside banking network. It simply provides a safe and convenient place to deposit your money while you are on the ship.

Funds can be deposited in your Crew Bank account via cash, personal checks, credit card cash advance (with a 3% service fee added) or traveler's checks. The accepted credit cards are Visa, MasterCard, American Express and Discover. Debit cards are only accepted if they are backed by one of the major credit card issuers mentioned above. Only USD, British Pound, Euro and Canadian checks or traveler's checks are accepted. Unless another account is specified, the funds you raise may also be deposited into your Crew Bank account.

You may withdraw funds from your account for personal expenses or outings, and you may request automatic payment of crew fees. When visiting the Starbucks Café, the Snack Bar or the Convenience Store (*Pier 99*), funds can automatically be deducted from your crew bank account (provided there is a sufficient balance in your account), by scanning your Mercy Ships-issued ID badge. You may also set up an automatic withdrawal for offerings, transfer funds to another crew member or buy currency of the local country when requested in advance.

If you wish to deposit cash to your Crew Bank account, it has to be in USD, British Pounds, Euros or the local currency. If you have other currencies, you may wish to convert them prior to arrival. You may also use the Crew Bank safe to store your valuables such as credit cards or your driver's license.

Shortly after arrival on the ship, you need to go by the ship's bank to set up your account.

When you depart Mercy Ships you can take the balance of your Crew Bank account with you as cash or check.

US dollars are the only currency used for purchases on the ship.

PAYMENT OF CREW FEES

Depending on the length of your stay, crew fees may be paid all at once or each month. Credit cards and personal checks are accepted for crew fees, as well as payments from your Crew Bank account. Mercy Ships does not charge any fees for the use of credit cards for Crew Fees.

PROCESSING FUNDS THROUGH MERCY SHIPS

Once you have been accepted for a position with Mercy Ships, the FinACE Department will contact you to see if you wish to process support through Mercy Ships. If you do, FinACE will request a Designation Code for you. This code serves as your account number and should be given to donors/potential donors so that gifts are properly credited to your benefit. While each country with a Mercy Ships office may process funds differently, it is most important that this number accompany all gifts coming to any Mercy Ships location.

When a donation for you is received, Mercy Ships will place these funds in an account for your benefit. Gifts received at the International Operation Center in Texas (IOC) by the end of the month will be processed and transferred to your Crew Bank account by the 7th of the following month. Gifts received by the 15th of each month will be deposited by the 22nd. The 7th and 22nd are Mercy Ships payroll dates, otherwise known as a "Mission Run." Each 7th and 22nd you are also given a report on your donors.

If your gifts are made through the Mercy Ships international web site, your code is already programmed in with your name, so donors don't need the code for donations processed in this way. Please keep in mind that any gifts made through the international web site are processed at the International Operations Center (IOC) in the United States and are converted to US dollars. Further, the IOC cannot issue tax receipts to donors from countries other than the United States.

Please note that if you bring checks to the ship made payable to Mercy Ships, you can expect a delay in a credit to your Crew Bank account. It is best for you to ask your supporters to mail all of their gifts directly to the IOC in Texas or to a national office in your home country.

CHARGES ASSOCIATED WITH FUNDS PROCESSED BY MERCY SHIPS

Mercy Ships charges an administrative fee of 3%, up to a maximum of US \$15.00 per pay period, for funds that it processes on your behalf. Mercy Ships also charges a 3% fee for credit and debit transactions processed through the U.S. and Canadian offices. There is no cap on the fee for credit card transactions. Mercy Ships does not, however, charge any fees for crew fees paid via a credit card.

Checks from supporters made payable to you may be deposited into your Crew Bank account on the ship. There are no bank charges or administrative charges for these checks, but your supporter will not be able to receive a tax receipt for the gift.

Further, Mercy Ships does not charge any fees to cash a personal check. However, the check must first be deposited into your Crew Bank account and then withdrawn as cash.

COUNTRY-SPECIFIC INFORMATION

Your application will be processed at Mercy Ships International Operations Center in Texas, USA but we encourage you to use the information in the subsequent pages to contact our other National Offices (if applicable) to get information about raising support and being funded by individuals from your nation.

NATIONAL OFFICE INFORMATION			
COUNTRY	ADDRESS	PHONE	WEBSITE/E-MAIL
AUSTRALIA	PO Box 1080 Caloundra, QLD 4551 AUS	+61-7-5437-2992	msaust@mercyships.org.au
BELGIUM	Magere Schorre 26 B-8300 Knokke-Heist BEL	+32-0-5033-2041	bert.vandijk@mercyships.be
CANADA	#5-33 18 Oak St. Victoria, BC V8X 1R1 CAN	+1-866-900-7447	crew.coordinator@mercyships.ca
DENMARK	Jernbækvej 6 DK 3200 Helsingør DNK	+45-074-55-1699	msdk@mercyships.org
FRANCE	Buoparc Aéroport Chemin de Colovrex 01210 Ferney Voltaire FRA	+33-0-6-79-00-15-23	go@mercyships.fr
GERMANY	Hättenstr. 22 D-87600 Kaufbeuren DEU	+49-8-341-966-1990	Mitarbeiten@mercyships.de
NETHERLANDS	Strevelsweg 700/317 3083 AS Rotterdam NLD	+31-010-4102-877	info@mercyships.nl
NEW ZEALAND	PO Box 13673 Onehunga Auckland 1643 NZL	+64-9-950-4303	msnz@mercyships.org
NORWAY	Markensgate 48 4612 Kristiansand Norway	+47-515-1-0090	msnorge@mercyships.org
SOUTHERN AFRICA	PO Box 290 Plumstead 7801 ZAF	+27-21-715-4944	info.zaf@mercyships.org
SOUTH KOREA	4 F. Greenhill B/D Gongneung-dong 661-5 Seoul (01849) KOR	+82-2-2247-7514-56	mskr@mercyships.org
SPAIN	Apartado 15001 08080 Barcelona ESP	+34-93-346-3673	info@mercyships.es
SWEDEN	Box 5248 SE-20072 Malmö SWE	+46-040-260-034	info@mercyships.se
SWITZERLAND	Chemin de la Fauvette 96 CH 1012 Lausanne CHE	+41-21-654-3210	go@mercyships.ch
UNITED KINGDOM	The Lighthouse 12 Meadway Court Rutherford Close Stevenage, Hertfordshire SG1 2EF GBR	+44-0-1438-727-800	info@mercyships.org.uk
UNITED STATES	PO Box 2020 Lindale, TX 75771-2020 USA	+1-903-939-7045	hr.assistant.loc@mercyships.org

V. Insurance

Emergency Evacuation and Repatriation Insurance from Talent Trust Consultants (TTC) is included in the crew fees for crew in Positions Categories 1, 2, and 3. However, we do encourage you to obtain additional health insurance if you do not have it already.

INSURANCE REQUIREMENTS FOR CREW IN POSITION CATEGORIES 1, 2 AND 3

Please note: While it is not required for crew in categories 1, 2, and 3 to have additional health insurance, it is still encouraged. If you would like to purchase additional medical and non-medical coverage, we suggest two options:

1. Purchase the Mercy Ships Top Up Plan from TTC which includes these extra medical and non-medical benefits. To add this additional coverage, go to TTC website and apply for the standard Outreach program. As long as you mention that you are with the Africa Mercy and Mercy Ships, you will automatically be given the special Top Up rates, or,
2. Purchase short-term travel insurance. Short-term travel insurance is available in most countries and is often offered when you purchase your tickets through a travel agent. Cost is variable depending on the product you choose and the level of coverage.

EVACUATION AND REPATRIATION INSURANCE POLICY

A group policy has been set up to cover evacuation and repatriation for crew serving in categories 1, 2, and 3. This policy will be paid for through the Mercy Ships crew fees and is provided by Talent Trust Consultants (TTC). We still encourage you to sign up for the TTC Top Up Plan or have your own medical insurance policy.

THE FULL LIST OF THE BENEFITS:

SHORT-TERM CREW EVACUATION AND REPATRIATION POLICY BENEFITS	
Worldwide (limited within the USA)	US \$250,000 per year
Medical Helpline	24 Hours (multi-lingual)
Emergency Evacuation (to the nearest appropriate facility)	Full Refund
Repatriation (home country)	Full Refund
Return of Mortal Remains	US \$15,000
Choice of Hospitals and Doctors	Unrestricted
Emergency Medical \$ Additional Expenses (outside of home country)	Full Refund
Emergency Medical (inside of home country)	To US \$150,000
Hospital Cash Benefit	US \$25 per day
Pre-Existing Conditions	Coverage if not ongoing at the date of entry
Claims Processing	Scan and email
Policy Excess	Nil

For further information, please visit: www.talent-trust.com

EVACUATION AND REPATRIATION INSURANCE FAQ'S

When does coverage begin and end?

Coverage begins when the crew member starts traveling by air to the Ship and ends once they arrive home.

If a crew member takes a side trip on the way to or from the ship, are they covered?

No, a side trip would not be covered by this policy. It would start when the crewmember traveled from this secondary destination to the ship or from the ship to this secondary destination.

Does this policy cover crew when they go on vacation?

The policy will cover crew members when they go on vacation as long as they are still Mercy Ships' crew.

Does this policy cover crew when they take a Leave of Absence (LOA)?

No, a LOA would not be covered by this policy. Coverage would resume when the crewmember traveled to the ship or from the ship to their destination.

Does the standard policy cover pre-existing conditions?

The policy will cover new incidences of a pre-existing condition. It will not provide coverage for ongoing medical treatment for a condition for which you may be currently seeking treatment.

What determines if a crew member needs to be evacuated and where they will be evacuated to?

In the case of evacuations, the evacuation will be done for emergency situations where appropriate medical care cannot be found at the member's location. This will be done in consultation with medical services on the ground/ship and with the emergency evacuation providers. The definition of an emergency does require that the treatment is necessary on an in-patient basis.

If it was determined that sufficient medical coverage can be received in country (verses being evacuated), who would cover those costs? For example, if a crew member had a compound fracture in Guinea and it was determined that the hospital in Guinea could provide sufficient coverage, would the insurance cover these expenses?

The evacuation and repatriation policy does still cover emergency cover for medical costs in the event treatment is needed, but an evacuation is not necessary.

How much medical/health coverage is included?

In the event that the crewmember needs to be evacuated from the ship, US \$250,000 is the standard coverage. This is further limited to US \$150,000 for emergency cover in the event of an evacuation or repatriation to the member's home country.

Is a crew member required to have additional medical insurance? If so, what is the cost?

Health insurance is not required by Mercy Ships for those accepted into Position Categories 1, 2, or 3. However, it is strongly encouraged and can be purchased at a reduced rate from Talent Trust. This program is called the Mercy Ships Top Up. To add this additional coverage, go to the [TTC website](#) and apply for the standard Outreach program. As long as you mention that you are with the *Africa Mercy* and Mercy Ships, you will automatically be given the special Top Up rates.

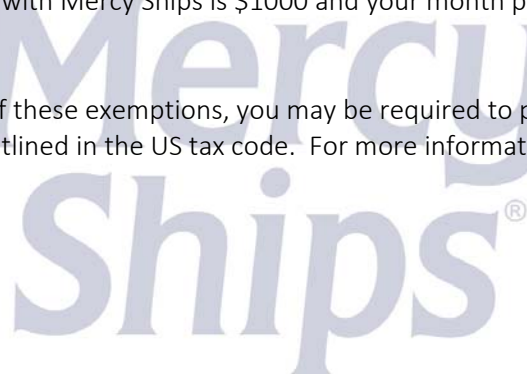
Does the TTC insurance policies offered by Mercy Ships fulfill the Affordable Care Act (ACA) Minimum Essential Coverage (MEC) requirements to have health insurance for US citizens?

No, the TTC policies do not meet the ACA's MEC requirement. However, many of our US crew will qualify for an exemption from the requirement.

What are the [exemptions](#) from the requirement to have minimum essential coverage (MEC)?

1. **Living Abroad.** You are a U.S. citizen who was physically present in a foreign country or countries for at least 330 full days during any period of 12-consecutive months.
2. **Health Insurance:** You already have health insurance coverage from another provider or [health care sharing ministry](#).
3. **Income below the income tax return filing requirement.** Your income is below the [minimum threshold for filing a tax return](#). The requirement to file a federal tax return depends on your filing status, age and types and amounts of income.
4. **Short coverage gap.** You went without coverage for less than three consecutive months during the year.
5. **Affordability.** You can't afford coverage because the minimum amount you must pay for the premiums is more than 8.05 % of your household income. For example, if you're your household income while serving with Mercy Ships is \$1000 and your month premium is more than \$80.50).

If you do not qualify for any of these exemptions, you may be required to pay the tax penalty (Shared Responsibility Payment) as outlined in the US tax code. For more information, consult a tax advisor or visit www.irs.gov.



INSURANCE REQUIREMENTS – CREW IN POSITION CATEGORIES 4, 5, AND 6

Mercy Ships requires all crew in Position Categories 4, 5 & 6 to obtain health, evacuation and repatriation insurance with the following three requirements before arrival:

- Adequate coverage of medical costs worldwide, including pre-existing conditions;
- Emergency evacuation with a minimum of US \$250,000 per person from anywhere in the world to a location in which adequate medical care can be provided;
- Repatriation coverage (minimum US \$15,000) of mortal remains worldwide.

Mercy Ships preferred provider is Talent Trust Consultants (TTc) which specializes in insurance for missionaries and meets all of our requirements. If you enroll with TTc, you will be billed through Mercy Ships on a monthly basis. However it is required that you sign up/enroll for coverage before you leave home. Details of their products can be found on the website at www.talent-trust.com.

TTc does not cover pre-existing conditions, therefore, if you have a pre-existing condition, you will need to find another insurance company or buy an additional policy.

Another option is Gallagher Charitable International Insurance Services; they work with several international carriers and can provide plans that cover pre-existing conditions.

<http://www.aaintl.com/provider-IMG.cfm>

E-mail: gcbenefits@ajg.com

Phone in the US: (800)-922-8438 or international: +1 (803) 758-1400

Please note: all those accepted into position categories 5 & 6 are eligible for an annual rebate of up to \$500/year to help cover health insurance costs. Details are available on board.

VI. TRAVEL INFORMATION

Please do not purchase your flights until you have been cleared to do so by your Placement Facilitator.

Important note:

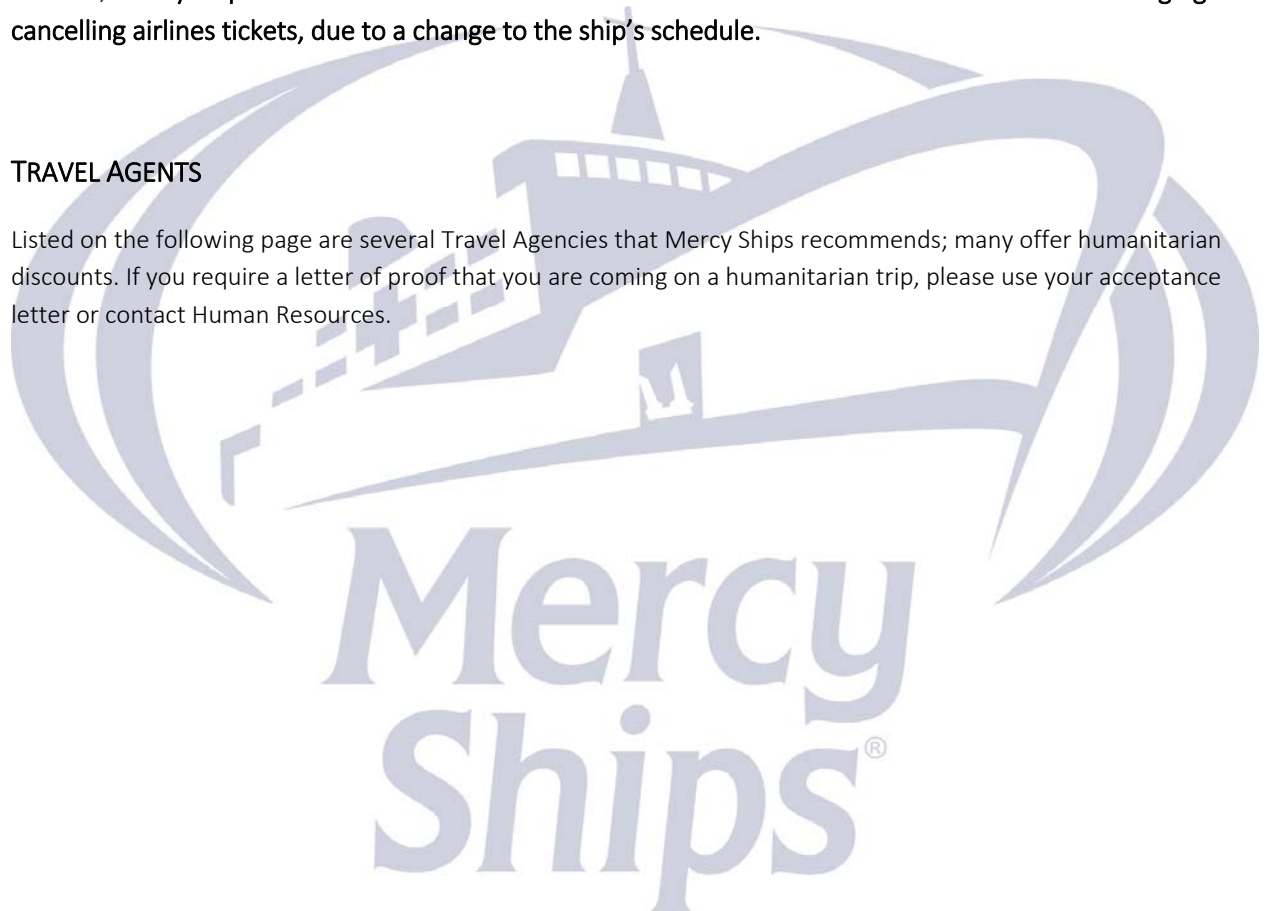
Mercy Ships Airline Ticket Refund policy

Due to the need to remain flexible in our ship's schedule, we strongly recommend that all crew purchase **changeable and/or refundable tickets** and/or travel insurance.

As such, **Mercy Ships will not offer refunds or financial assistance with extra costs incurred for changing or cancelling airlines tickets, due to a change to the ship's schedule.**

TRAVEL AGENTS

Listed on the following page are several Travel Agencies that Mercy Ships recommends; many offer humanitarian discounts. If you require a letter of proof that you are coming on a humanitarian trip, please use your acceptance letter or contact Human Resources.



INTERNATIONAL TRAVEL AGENT INFORMATION			
COUNTRY	COMPANY	PHONE	WEBSITE/E-MAIL
AUSTRALIA	Corporate Traveller	+61-7-3181-9651	jacqui.hall@corporatetraveller.com.au
		Fax: +61-7-3181-9657	www.corporatetraveller.com.au
CANADA	Raptim Humanitarian Travel	+1-800-667-5559 ext. 31173	glenda.weglo@raptim.org
EUROPE	Raptim International Travel	+31-0-13-543-5085	petra@raptim.nl
		Fax: +31-0-13-513-6940	info@raptim.nl
GERMANY	Raptim Travel	+49-241-75-07-02	service@raptim.de
		Fax: +49-241-750-7369	
NETHERLANDS	Anthony Veder Travel	+31-10-411-7914	travel@anthonyveder.com
		Fax: +31-10-400-4769	www.anthonyvedertravel.nl
UNITED KINGDOM	CJL Travel	+44-207-242-5555	www.cjltravel.com
			sales@cjltravel.com
	Dial-a-Flight	+44-017-3259-2920	www.dialaflight.com
	Ian Allan Travel, Ltd.	+44-0-1932-255-511	www.ianallantravel.co.uk
			salessupport@ianallan.co.uk
Key Travel	+44-020-7843-9655	www.keytravel.com	
Orange Reservation Team	+44-020-7843-9520	orange@keytravel.com	
UNITED STATES	Canyon Creek Travel	+1-800-952-1998	www.canyoncreektravel.com
		+1-903-593-7921	lschoonover@cctrvl.com
	Raptim International Travel	+1-800-777-9232	mercyships.us@raptim.org
		+1-716-405-6019	Sharon Walker (primary)
		* 24 Hour Emergency Service Available. Fees apply.	Robby Kurian Claudia Ford Mary Jo Isusquiza
	ISS GMT Global Marine Travel	+1-954-761-9595	info@flyissgmt.com

We have several corporate airline accounts which allow the individual flying to earn their own air miles while Mercy Ships earns points at the same time, which we use to cut the cost of some of our corporate air travel.

Mercy Ships corporate airline numbers:

- AMERICAN AIRLINES : 754895
- BRITISH AIRWAYS : 061890US
- DELTA, KLM & AIR FRANCE : US0011878

TRAVEL INFORMATION: BENIN

The Africa Mercy will be docked in Cotonou, Benin from approximately 18 August 2016 until 05 June 2017.

BOOKING YOUR FLIGHT

All crew should fly in and out of the International Airport in Cotonou, Benin: Cotonou Cadiehou Airport.

Airport codes: IATA: **COO** / ICAO: **DBBB**

Our preferred airline is **Brussels (Lufthansa) Airlines**. Mercy Ships has secured a partnership with Brussels Airlines and partners which will give you substantial advantages for your flights to Cotonou. Our agreement is applicable to volunteers, companions and visitors.

TRAVEL SERVICE OVERVIEW FOR BENIN				
Services	Brussels Airlines Call Center	Raptim USA	Raptim Europe	Raptim Germany
Currency	Euro €	US \$	Euro €	Euro €
Contact information	Only by phone: +32 2 723 2485	ServeTeam1.us@raptim.org or: 844-882-3232	Travelteam3.nl@raptim.org or: +31 13 532 3115	heile.helm@raptim.org or: +49 241 7507 316
Contact persons	no specific	Sharon Walker Chris Gurira	Petra Roosendaal Glenda Brekelmans	Heike Helm Ben Vogt
Bookings	Only European Departures	Only US/CA Departures	Only European Departures	Only European Departures
Access to the Global Humanitarian Program of Brussels Airlines with low unrestricted, flexible and refundable fares to and from Cotonou/Lome via Brussels	included	included	included	included
Payment by credit card	€18	No fee	€18	€18
Payment by bank transfer	not applicable	No fee for ACH (direct withdrawal from traveler's checking account); no fee for check payment; \$35 for true wire transfer	no fee	no fee
Standard Frequent Flyer Accrual	included	included	included	included
Two 32 kg checked luggage, and 12 kg hand luggage if all flights on your ticket are operated by Brussels Airlines (no codeshares)	included	included	included	included
Change in same booking class	Free of charge and subject to availability	Free of charge and subject to availability	Free of charge and subject to availability	Free of charge and subject to availability
Refund Fee for cancelling issued/paid tickets	\$150 US	\$150 US	\$150 US	\$150 US
Complimentary lounge access at Brussels Airport	not applicable	Only for passengers from/to USA/Canada	not applicable	not applicable
Rates outside Global Humanitarian Program	Standard conditions of booked rate will apply	Standard conditions of booked rate will apply - lounge access guaranteed	Standard conditions of booked rate will apply	Standard conditions of booked rate will apply
Reservation Flight Ticket	€15	no fee on humanitarian fare /40 on published fare	€28	€55
Exchange service fee after issued/paid ticket	€15	\$75	€28	€30
Refund service fee	€15	\$125	€40	€20
Booking/Changing additional services	not available	No fee unless additional ticket is issued, and then same fees noted above apply. Account management, car/hotel bookings, etc = no fee	€10	no fee
Unlimited provision of service and advice	not applicable	included	included	included
Unlimited change flight details before the issue of your ticket	not applicable	included	included	included
Use of 24/7 Emergency Service	not available	\$50	included	€30 / call
Excel management information	not available	included	included	included
Use of Smart Ticketing	not applicable	included	included	included
Last check before issuing ticket	included	included	included	included

However, there are other airlines that may be used as long as they arrive/depart in and out of Cotonou, between 0800 - 2300.

Please DO NOT use Royal Air Maroc or any other airline that does not arrive or depart within the stated hours. Flights purchased which arrive/depart outside of this time will need to be re-booked at your own expense.

Sample flight schedule, subject to change:

Cotonou, Benin 2016/2017 - Flight Schedule Arrival							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Air France (Paris)	————	19:50	————	19:50	19:50	19:50	————
Asky (Lome)	13:40	13:40	13:40	13:40	13:40	13:40	13:40
Brussels (Lufthansa) Airlines (Brussels)	18:40	————	18:40	————	————	18:40	————
Ethiopian Airline (Addis Ababa)	————	13:40	————	13:40	————	————	13:40
Kenya Airways (Nairobi)	————	————	12:40	————	12:40	————	12:40
South African (Johannesburg)	16:15	————	————	————	16:15	————	————

Cotonou, Benin 2016/2017 - Flight Schedule Departure							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Air France (Paris)	22:40	22:40	————	22:40	22:40	22:40	————
Asky (Lome)	14:15	14:15	14:15	14:15	14:15	14:15	14:15
Brussels (Lufthansa) Airlines (Brussels)	20:10	————	20:10	————	————	20:10	————
Ethiopian Airline (Addis Ababa)	12:35	12:35	————	12:35	————	————	————
Kenya Airways (Nairobi)	————	————	13:30	————	13:30	————	13:30
South African (Johannesburg)	————	9:45	————	————	————	9:45	————



VISAS

Mercy Ships has an agreement with the government of Benin which allows our crew to enter the country without a visa (on a visa-waiver). However, we are required to submit your travel details to immigration a minimum of four weeks prior to your travel date. Therefore, once we receive your travel details (on the Pre-Arrival form), we will request your visa waiver letter from the government and then send it to you via e-mail (typically one to two weeks before your scheduled travel date).

You will need to carry this letter with you to show the airline/ticket agent at the airport upon your departure, and to immigration authorities in Benin upon your arrival.

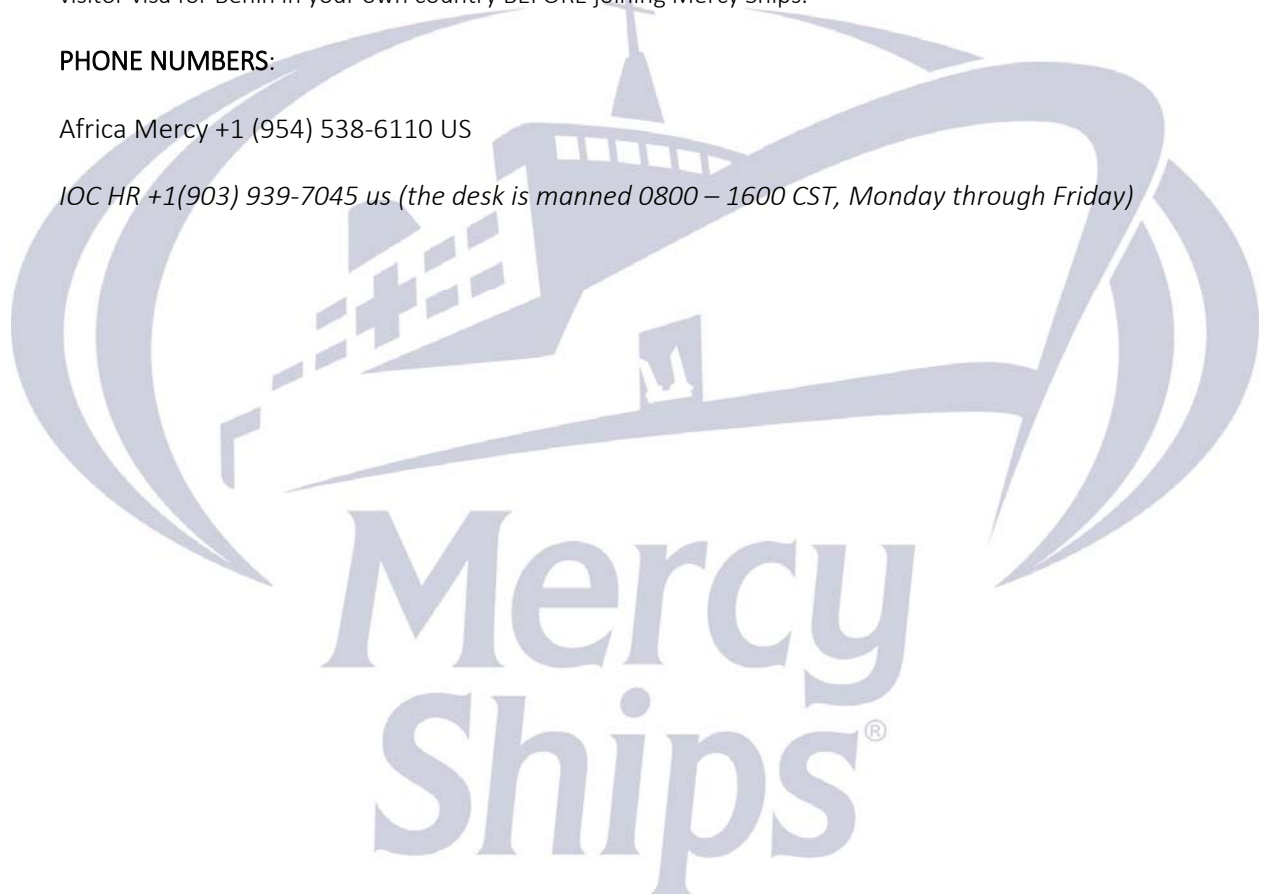
It is not customary for airline & boarding agents to work with Visa Waivers and therefore you may be questioned about the validity of the letter and its purpose. Typically, this can be resolved by asking to speak to their supervisor and explaining the situation to them. (If needed, feel free to contact the Purser on board or the HR department at the International Operations Centre in Texas). We would encourage you to arrive at the airport early and carry the phone numbers (listed below) with you in case you have any problems.

Please note: Once your commitment with Mercy Ships is finished, any visa agreements that enabled you to enter the country under the Mercy Ships visa waiver are also terminated. That means that legally once you have concluded your commitment with Mercy Ships you must leave the country unless you have your own visa that allows you to stay. If you plan on staying in the host nation after your service with us, you will need to obtain a visitor visa for Benin in your own country BEFORE joining Mercy Ships.

PHONE NUMBERS:

Africa Mercy +1 (954) 538-6110 US

IOC HR +1(903) 939-7045 us (the desk is manned 0800 – 1600 CST, Monday through Friday)



A MESSAGE FROM MERCY SHIPS INTERNATIONAL CHIEF MEDICAL OFFICER

Dear Mercy Ships Volunteer,

We very much look forward to you joining us in the next few weeks. The tragic 2013-2015 outbreak of Ebola Viral Disease (EVD) in West Africa has generated significant concern and press coverage. I wanted to take a few moments to share with you important facts to help you understand how the disease is spread and steps Mercy Ships has taken to protect our staff and crew.

People are exposed to Ebola virus from direct physical contact with body fluids like blood, saliva, stool, or urine of an infected person. No transmission occurs during the incubation period of the disease. There is no evidence of natural transmission of these viruses through aerosols. Universal precautions and contact precautions that healthcare workers should normally be adopting to prevent HIV, hepatitis B and C transmission are protective for the Ebola virus. In patients with recognized cases of Ebola, the precautions taken are increased (gowns, double gloves, etc.) for extra safety. Treatment of Ebola patients consists of supportive care while the patient's immune system fights the infection. The key to interrupting the Ebola transmission cycle is isolating patients.

The Ebola outbreak in West Africa began in December of 2013 and grew to become a massive outbreak in Guinea, Sierra Leone and Liberia. The outbreaks growth was fueled by of lack of understanding among the population on how Ebola is spread, burial practices that included the ritual washing and touching of corpses which spread the disease among mourners, combined with a general lack of basic infrastructure. The shortages or absence of basic protective equipment (gloves, gowns, etc.) and poor infection control practices put local healthcare workers at high risk of infection.

As a result of the danger of the further uncontrolled spread of the disease, a massive international response to bring about an end to the outbreak was launched under the direction of the World Health Organization (WHO) in the fall of 2014. Over the course of 2015 the outbreak was slowly brought under control. Significant investments were made in Ebola research which quickly began yielding results. A Rapid Diagnostic Test was developed that allows for screening and identification of potential Ebola patients within a few minute rather than days. While there is currently no approved vaccine against Ebola, a very promising experimental vaccine has been undergoing clinical studies. Initial results suggest this vaccine is highly effective. The use of the vaccine in the post exposure setting appears to have played an important role in bringing the West Africa Ebola outbreak to an end. Over time our knowledge of the Ebola Virus has grown and led to improvements in treatment that have markedly improved survival rates. We have learned that the virus can persist for some time in immunologically protected spaces in Ebola survivors and in extremely rare cases this can pose a risk of late spread of the disease.

The West Africa outbreak was declared officially over by WHO in mid -January 2016. At the time of writing this letter there has been no documented human transmission of Ebola in over 30 days anywhere in Africa. Programs of enhanced surveillance have been put in place by WHO to rapidly detect and contain any reemergence of the Ebola Virus in the region. It is also important to remember there has never been a confirmed case of Ebola in Benin, the site of Mercy Ships next field service.

Designed as a surgical specialty treatment facility, the *Africa Mercy* is not configured to isolate large numbers of patients. Given the ship's layout and the close proximity of crew living quarters to the hospital on board, the *Africa Mercy* is an inappropriate Ebola Treatment center. Mercy Ships has been

closely monitoring the Ebola outbreak since it began and has been making programmatic adjustments to protect staff and crew. We have reviewed and strengthened our infection control polices in the hospital and developed operational plans on how we would deal with any future Ebola outbreak in an area within a 1000 km of the ship. In January of 2016 the *Africa Mercy* underwent an inspection and assist visit by WHO in order to further strengthen our Infection Prevention and Control procedures (IPC). The visit was conducted by an internationally recognized leader in the field, who previously served as the WHO head of IPC in Sierra Leone.

All patients, visitors and crew will undergo Ebola screening prior to being allowed to embark on the ship in Benin. You will receive additional IPC training appropriate for your job at the beginning of your service with us.

Thank you for your willingness to serve. Please direct any questions or concerns to your HR Placement Facilitator.

Sincerely,



Peter E. Linz MD

International Chief Medical Officer



Mercy
Ships®