



Mission

To build a worldwide movement empowering the poor in their fight for equal access to healthcare, education and a safe home.



Vision

A world free from the constraints of poverty.



Welcome to Peru!

On behalf of the MEDLIFE team, I'd like to thank you for joining us on this Service Learning Trip to Lima. Over the last few years, our partner communities have faced immense challenges including hunger crises and healthcare shortages all while dealing with a global pandemic.

However, thanks to the hard work and dedication of student changemakers like you, we managed to bring more than 1 million meals to families suffering from food insecurity during the pandemic. Just in the last academic year, our Mobile Clinics provided more than 24,000 consultations in general medicine and gynecology. This support made a difference for tens of thousands of families who struggled to access essential services in overcrowded hospitals due to COVID related backlogs. We're deeply grateful to the MEDLIFERs who helped make this possible!



This year, we're highlighting the huge demand for women's health services in our partner communities. Through listening to local women, we've realized that women's health is frequently forgotten or simply underserved by public services. As a result, low-income women often struggle to access important preventative screenings like Pap smears and breast exams. Your participation in this Service Learning Trip will help bring access to these essential services!

Though I am confident that your Service Learning Trip will be both rewarding and educational, what you get out of the week will also depend on what you put in. To make the most of your time here I encourage you to keep an open mind, listen to the people you meet, and challenge yourself to try new things. I hope this handbook will be a useful resource during your time in Lima, but also before and after your trip. Inside you will find information on your project site, itinerary, and key phrases, as well as tips for staying involved once you are back home.

Transformative social impact is happening thanks to people like you choosing to dedicate yourself to service both at home and abroad. Just as important as the services we provide are the personal changes we undergo through experiences like this SLT. It is through listening in new ways, working to better understand different cultures, and providing more culturally appropriate care that we will bring about sustainable change. We are proud to have you as a part of the MEDLIFE Movement!

Gracias,

Dr. Nick Ellis

MEDLIFE Founder and CEO

The Service Learning Trip

What will we do **this week?**

- Learn about our partner communities and the issues they face during the **Engaged Education Reality Tour**, including the impact of COVID-19
- Shadow local professionals on a **Mobile Medical Clinic**
- Complete a **Development Project** alongside community members
- Participate in evening **talks** and **reflections**
- *Optional* Saturday **tourism excursion**



Key Pillars

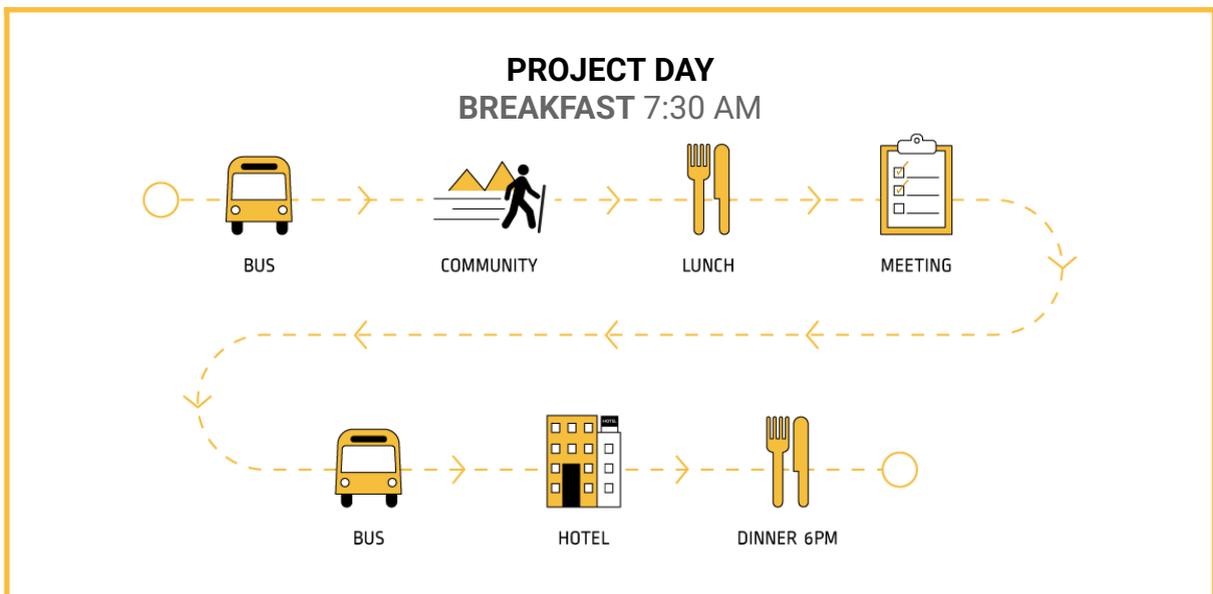
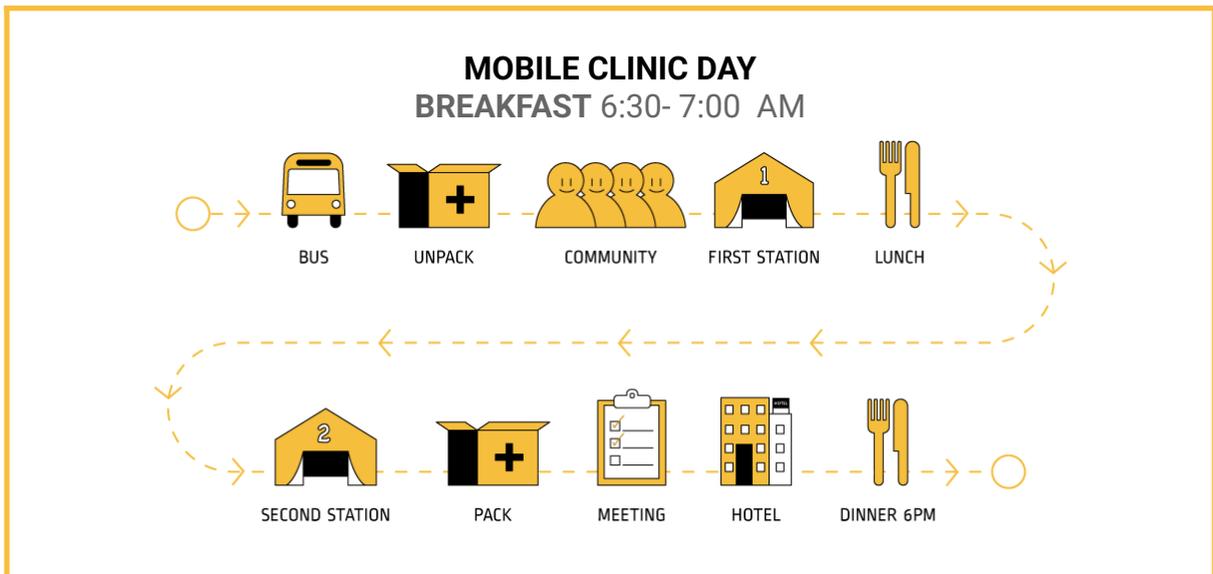
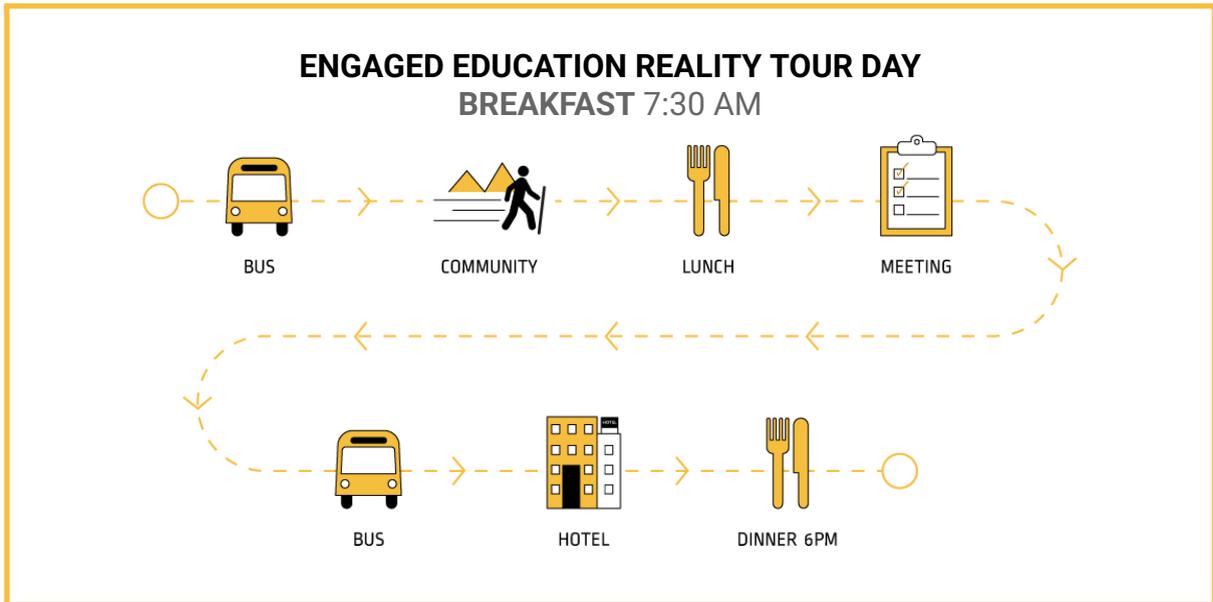
Service: By volunteering on a Mobile Clinic and Development Project, you'll directly help bring accessible medical care, health education, and a safer home to the marginalized communities you visit.

Environment: We've created Service Learning Trips with sustainability in mind. In Lima, you may have the opportunity to volunteer on an environmentally friendly project such as a public park or eco-bathroom.

Education: Learn about the historical, political, and economic factors that have shaped the realities faced by families. Deepen your knowledge of global health by shadowing healthcare professionals.

Life-changing experiences: Through eye-opening experiences and building human connections, a Service Learning Trip will renew your passion for building a world free from the constraints of poverty.

Sample Itinerary



Health Protocols & Requirements



Vaccination Requirements: Although it is not mandatory, we highly recommend all get full vaccination against COVID-19 (three doses) before traveling to the SLT destination.



Face Masks: In addition to complying with local laws and regulations, volunteers must also wear face masks during Mobile Clinics.



Compulsory Safety Briefing: Upon arrival, volunteers will attend an extensive safety briefing .



Illness during trip: If you are demonstrating symptoms of any illness or feeling unwell, please advise your Trip Leader immediately to get you medical care.



Wash and Sanitize Your Hands: Hand-washing stations and hand sanitizer will be available at Mobile Clinics.

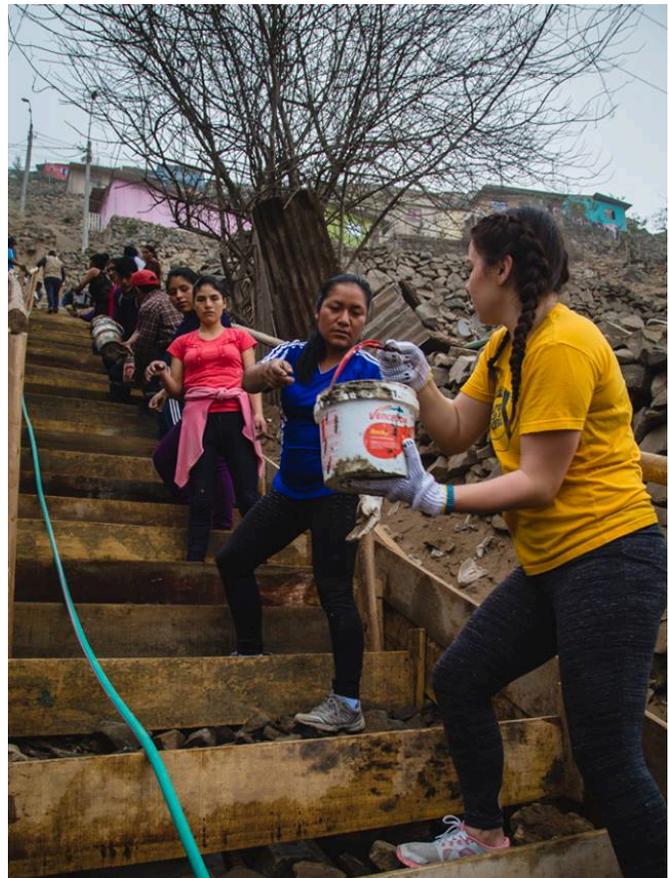
The Engaged Education Reality Tour



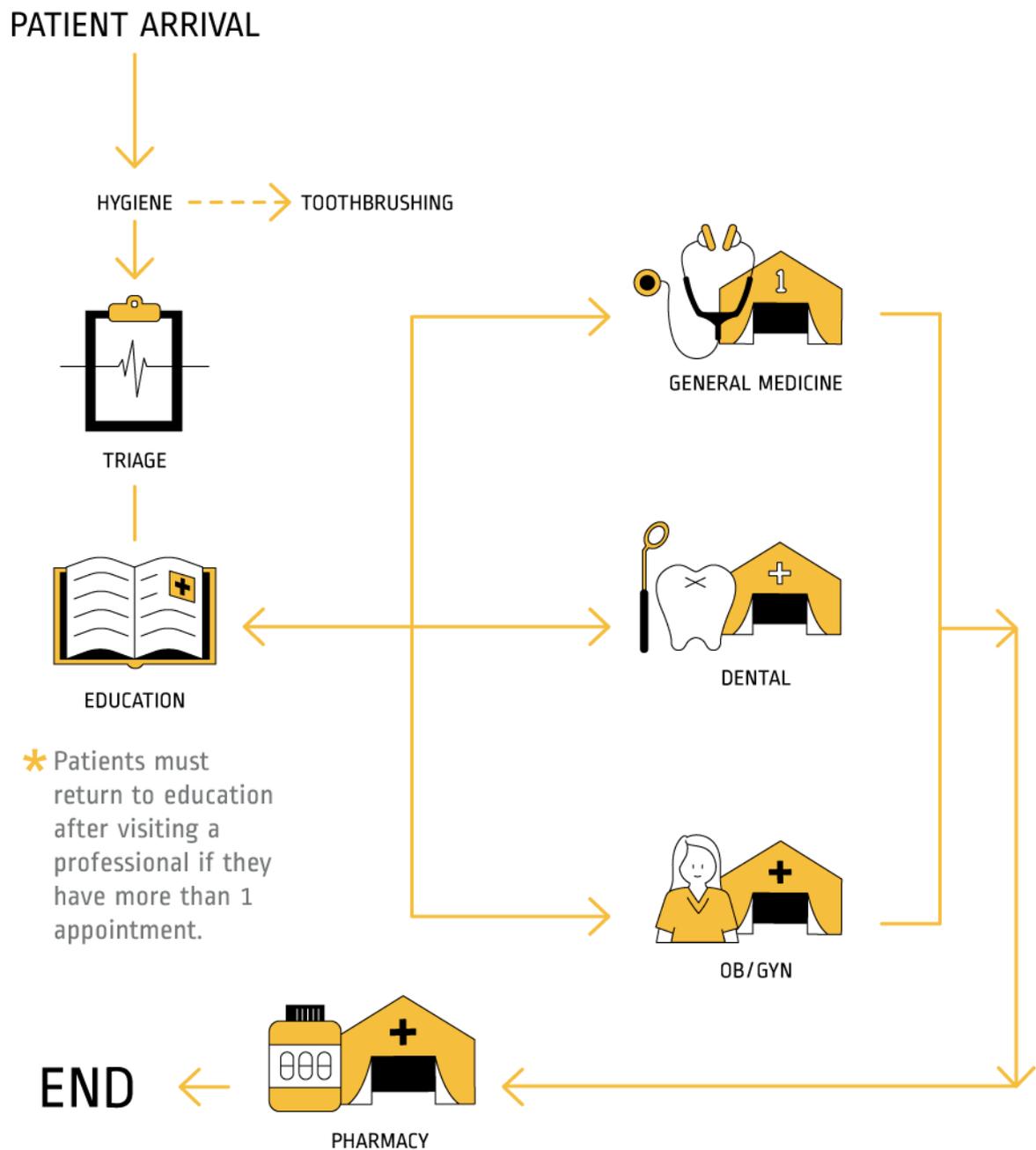
- We will visit communities to learn about the challenges they face and discuss the root causes of poverty.
- We will see the Wall of Shame located in the San Juan de Miraflores district.
- We will also visit the Union Santa Fe community for a firsthand look into our projects.

The Project

- We will complete a development project during the week to improve the infrastructure and create a safer environment for the community.
- Projects may vary, depending on the specific needs of the local community we will work with throughout the week.
- Staircases are a common project in Lima because many communities lack sufficient infrastructure and safe access to schools, homes, and hospitals.



Sample Mobile Clinic Flow Chart*



*Mobile Clinic Stations and flow may vary depending on community needs and volunteers group size.

Spanish and Quechua Useful Phrases

ENGLISH	SPANISH	QUECHUA
Hello!	Hola!	Ymaynalla
Good morning!	Buenos días!	Allin P'unchay
How are you?	Cómo estás?	Allillanchu
I am fine	Yo estoy bien	Allillanmy
What is your name?	Cómo te llamas?	Iman Suti
My name is.....	Mi nombres es....	Noq'at Suti (Maria)
How old are you?	Cuantos años tienes?	Hayk'a Yuatayqi
I am from United States/Puerto Rico/Canada	Yo soy de Estados Unidos/Puerto Rico/Canada	Noq'a Kani
Please	Por favor	Ama Jinachu
Thank you / You are welcome	Gracias / De nada	Agradeseyki
I'm sorry	Lo siento	Pampachayway
Yes / No	Sí / No	Ari/Mana
I don't know	No lo sé	Manan Llanchanichu
I don't understand	No entiendo	Manan Entendinichu
Do you speak English?	Usted habla inglés?	Manan Yachanichu Inlish Simita
I don't speak Spanish/Quechua	Yo no hablo español/quechua	Manan Llanchanichu Runasimita
Can I take you a picture?	Puedo tomarte una foto?	Phutuykimanchu
I need help	Necesito ayuda	Yanapaysiwaychis
Here / There	Aquí / Allí	Kaypi/Hakaypi
Right / Left	Derecha / Izquierda	Pa~Na/Lloq'e
Above	Arriba	Wichay
Below	Abajo	Uray
Where is the bathroom?	Dónde está el baño?	Maypi Kan Hisp'akunapaq
Follow me	Sígueme	Jamuy
Wait a moment	Espere un momento	Suyai
Please sit down	Siéntese por favor	Tiyakuy
Please stand up	Párese por favor	Sayariy
Please follow me	Sígame por favor	Jamuy
Bye	Adiós	Allin Punchai

Mobile Clinic Stations

Triage (Tr)

What is the Triage Station?

The Triage Station is the first station patients visit. Here we obtain their contact information, basic medical history, and other data for the physicians to use during their consultations.

What will I be doing?

1. Fill out the section below on each patient's medical history forms:

Presion/BP		FC/HR		TC/Temp	
Peso/WT		Talla/HT		IMC/BMI	

2. Measure height (Talla/HT), weight (Peso/WT), blood pressure (BP), heart rate (FC/HR) and temperature (TC/Temp)
 - Calculating BMI is optional.
 - BP does NOT need to be taken for kids (anyone with a *niño* history form).
 - For BP, the **systolic pressure goes above the diastolic pressure**.
 - Star the patients' information in the following cases:
 - If his/her diastolic pressure is higher than 90
 - If his/her temperature is higher than 38°C (100°F)
3. Guide patients to the waiting area (Education Station)
 - Remember, medical history forms stay with the patient.

Useful phrases for the Triage Station:

ENGLISH	SPANISH
Stand up straight.	Párese derecho.
I am going to measure your height/weight.	Voy a medirlo/pesarlo.
I am going to take your blood pressure.	Voy a tomar su presión arterial.
Take off your shoes/sweater.	Quítese sus zapatos/chompa.
Lift up your sleeve.	Levante su manga.
You will feel a bit of pressure on your arm.	Va a sentir un poco de presión en el brazo.

Education (Ed)

What is the Education Station?

The Education Station is a space to provide health education on various topics such as nutrition, gender-based violence, breast and Pap screening, among other health themes. It also serves as a waiting room for patients before they visit other stations.

What will I be doing?

- Distribute informational brochures.
- Assist the education nurse by keeping the patients and their history forms in order of arrival.
- Determine which volunteer will be monitoring each station (General Medicine and OB/GYN) for openings. When a station is open, inform the education nurse and direct patients to the station.
- Redirect patients who come back from General Medicine or other specialty stations and have consultations at different stations.

Recommendations:

- Be sure to maintain the order of patients by number of arrival. This number will be written on the top of each patient history form. Remain with the patient process to encourage patients to do the same.
- If a patient comes from Triage with high blood pressure or a fever, they should be prioritized to see the doctor immediately.
- Do not send patients to the Pharmacy Station until they have visited every consultation as circled on their history form. Pharmacy is the last station a patient visits in the Mobile Clinic.
- We will treat families as a single unit. This means if a mother or father has come with their children and each one has consultation(s) with various specialists, they must all see the medical provider(s) circled on their patient history forms before proceeding to the Pharmacy Station.

Useful phrases for the Education Station:

ENGLISH	SPANISH
Wait here please.	Espere aquí por favor.
Sit here please.	Tome asiento aquí por favor.
Follow me please.	Sígame por favor.

General Medicine (Dr)

What is the General Medicine Station?

The General Medicine Station is the major station where doctors address individual medical issues and identify patients who require follow up care.

What will I be doing?

- Listen and be observant to the patient's needs. Doctors will explain to you the patient's diagnosis and treatment plan. Don't be afraid to ask questions, but please wait until the appropriate time when the patient consultation is over. We want to respect the patient's time with the doctor.
- Remain attentive to the education area where patients are sent to wait until there is a doctor available for a consultation.
- Guide patients to the Education Station if they have other consultations (e.g. OB/GYN).
- Guide patients to the Pharmacy Station ONLY if they have visited all medical consultations as circled on their medical history form.

Recommendations:

- Please be patient and wait until the doctor finishes the medical consultation to ask questions.
- Be cordial and polite with every patient.
- Avoid side conversations with other volunteers.
- Please be mindful that these patients are receiving a private medical consultation. **No photos allowed.**

Useful phrases for the General Medicine Station:

ENGLISH	SPANISH
Please sit down	Siéntese por favor
Please stand up	Párese por favor
Wait here a moment	Espere un momento aquí
Please follow me	Sígame por favor

Dental (Dn)

What is the Dental Station?

The Dental Station offers filling and extraction services to our patients. Our dental professionals will ask you to assist with a range of hands-on duties.

What will I be doing?

- Assist the dentist with organizing instruments, holding the flashlight/suction tube, mixing filling paste, and a variety of other tasks required.
- Complete odontograms and patient paperwork, following the dentist's instruction.
- Help the patient's preparation before consultations.

Recommendations:

- **Take initiative.** In this station, it is vital to work quickly and communicate well with the dentist.
- If you are unsure of your tasks, ask the dentist what needs to be done and listen to his/her instruction

Useful phrases for the Dental Station:

ENGLISH	SPANISH
Tooth/teeth	El diente/los dientes
Dentist	Dentista
To the left	A la izquierda
To the right	A la derecha
Flashlight	La linterna
To clean	Limpiar
Dental chair	Silla dental
Cavities	Caries
Fillings	Curaciones
Extraction	Extracción

OB/GYN (Ob)

What is the OB/GYN Station?

The OB/GYN Station is responsible for addressing gynecological issues, including breast exams and cervical cancer screenings. Only female volunteers over 18 years old are permitted to be in this station.

What will I be doing?

- Assist the gynecologist in setting up the consultation room, creating a private space and sanitizing the bed and general area.
- Direct the patients to the patient chair. Ensure their privacy and assist them with changing into their gown.
- Observe the gynecologist as they perform mammograms and Pap smears. Volunteers are not licensed professionals and will NEVER perform Pap smears.
- You may be asked to hold a flashlight for the physician as she performs the Pap smear.
- Be sure to alert the Education Station when the OB/GYN is ready for another patient.

Recommendations:

- **Be polite and cordial with the patients.** Many of the women have never been to the gynecologist or received a Pap smear; they may feel very nervous or embarrassed.
- **Please keep a maximum of 2 volunteers inside the room at a time.** If there are three volunteers assigned to the station, create a rotation system for one person to wait outside and alert the Education Station when there is availability for another patient.
- **If the patient prefers a private consultation, all volunteers will need to wait outside the room during the consultation.**
- Check-ups can be graphic. Please be mindful of your reactions.
- **Always knock before entering the room.**

Useful phrases for the OB/GYN Station:

ENGLISH	SPANISH
Please follow me.	Sígame por favor
Please lay down here.	Échese aquí por favor
Read these instructions.	Lea estas instrucciones
Pap smear.	Papanicolau
Breast exam.	Examen de mamas

Pharmacy (Ph)

What is the Pharmacy Station?

After the patient has visited every station indicated on their patient medical history form, they will be directed to the Pharmacy Station to fill their prescription(s). We will collect data in this station that will help MEDLIFE understand the quantity prescribed by each specialist and the quantity received by our patients. We will also collect the patient medical history forms to analyze medical data and enroll patients into MEDLIFE's Patient Follow-Up Program.

What will I be doing?

- Maintain the line for the Pharmacy Station so only one patient is seen by the nurse at any given time.
- Collect the patient's medical history forms in order received.
- Record the quantity prescribed and the quantity received on the pharmacy accounting sheet, following the instructions from the pharmacy nurse.
- If there's a medication being prescribed in a different dose than being given, alert the nurse immediately to consult with the physicians.
- Make sure the patients take the hand-written prescription with the physician's instructions with them.

Recommendations:

- Read through the data collection process as soon as you arrive at this station.
- Have one person writing down the data and another organizing patients and placing patient history forms in the folder.

Useful phrases for the Pharmacy Station:

ENGLISH	SPANISH
Let's form a line.	Formemos una fila.
Wait here, please.	Espere aquí, por favor.
One patient at a time.	Un paciente a la vez.
Give me your prescription and form.	Deme su receta y ficha.
We will keep the form.	Nosotros nos quedamos con la ficha.

Toothbrushing (Tb)

What is the Toothbrushing Station?

The goal of this station is to educate children from ages 3 and up about dental hygiene. The Toothbrushing Station is for children only, and children do not need a medical history form to participate. Please note, this is the only station without a medical professional, so you need to be proactive about setting up and running the station.

What will I be doing?

- **Setting up:**
 - Request a table and a bucket filled with water from the Trip Leader.
 - Set up the table with toothbrushes, water cups, toothpaste, and fluoride.
 - Have an empty bucket of water to allow kids to spit into after brushing their teeth.
- **Once the station is ready and kids begin arriving:**
 - Register all kids on the recording sheet provided at the station, including name and age. Please do not worry about the correct spelling of names.
 - Hand each child a toothbrush with toothpaste and a water cup.
 - Demonstrate how to properly brush their teeth with the giant mouth and toothbrush props.
 - Ask if they want to apply fluoride. If they choose fluoride, advise them and their parents that they can't drink or eat for an hour and cannot drink milk for the rest of the day.

IMPORTANT: Do not apply fluoride to children younger than 3 years of age.

Useful phrases for the Toothbrushing Station:

ENGLISH	SPANISH
Toothbrush	Cepillado de dientes
What is your name?	Cómo te llamas?
How old are you?	Cuántos años tienes?
Take a toothbrush and a cup.	Toma un cepillo y un vaso.
Brush your teeth in a circular form.	Cepíllate los dientes en forma circular.
Rinse your mouth.	Enjuágate la boca.
Don't drink the water.	No tomes el agua.
Spit out here / there.	Escupe aquí / ahí.
Wash your toothbrush.	Lava tu cepillo.

Now we will place flouride in your teeth.	Ahora pondremos flúor en tus dientes.
Open your mouth wide.	Abre la boca bien grande.
Don't eat or drink anything for an hour.	No comas ni tomes nada por una hora.
Don't drink milk for a day.	No tomar leche por un día.

Engaged Education Roundtable

What is the Engaged Education Roundtable Station?

At MEDLIFE, we believe that understanding the local context and culture is crucial if we are to make a meaningful difference in our partner communities. That's why our process always starts with listening to the voices of community members and learning from each other. The Engaged Education Roundtable station gives volunteers the opportunity to spend time getting to know our patients, professionals, and community leaders. By interacting with people from a different background and understanding their experiences we start to have a better understanding of their unique story.

What will I be doing?

- Participating in educational discussions with community members.
- Listening and learning from the experiences of MEDLIFE patients, professionals, and/or community leaders.
- Gaining a deeper understanding of the challenges faced by community members.

Recommendations:

- Try to think of a question or two beforehand to bring with you to the Engaged Education Roundtable Station.
- Don't be shy to practice your Spanish, keeping in mind that your Trip Leader can help translate.

Useful phrases for the Engaged Education Roundtable Station:

ENGLISH	SPANISH
What is the biggest challenge your community faces?	¿Cuáles son los mayores retos que enfrenta tu comunidad?
What was your experience like during the COVID-19 lockdown?	¿Cómo fue su experiencia durante la cuarentena causada por el COVID-19?
What dreams do you have for the future of your family/community?	¿Cuáles son tus sueños para tu familia/comunidad?

Where We Work



PERU



Country Overview:



Capital: Lima



Lima Population: 9,674,755



Language: Spanish

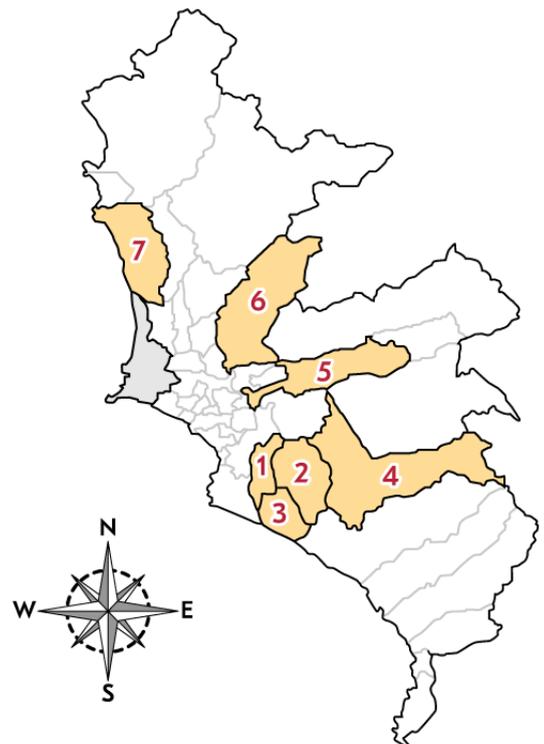


Currency: Sol (S/.)

**Exchange Rate
(approximate):** \$1 = S/.3.83

Where we work in Lima

1. San Juan de Miraflores (Pamplona)
2. Villa Maria del Triunfo (Nueva Esperanza, Tablada de Lurín)
3. Villa El Salvador
4. Pachacamac (Manchay)
5. Ate (Huaycan)
6. San Juan de Lurigancho
7. Ventanilla



Issues Communities Face

Lima is Peru's capital and a modern, sprawling city of 10 million inhabitants. MEDLIFE is headquartered in this diverse city, but for reasons beyond why a typical tourist might stop here. MEDLIFE's work in Lima focuses on the human settlements or "pueblos jovenes" in the outskirts of Lima, where almost 1 million people live in impoverished conditions. These communities consist of small shacks, often made of reed mats or plywood and built into the precarious rocky hillsides around Lima. Most of these communities lack access to basic services like running water and electricity. While the entire city was badly hit by COVID-19, these communities were affected severely. With the majority of the population living hand-to-mouth on wages from informal jobs, the pandemic brought months of financial hardship and food insecurity. Our COVID-19 relief effort helped make sure that families didn't go hungry, but further support is needed to get communities back on their feet.

Common health issues:

- **Intestinal Parasite Infections:** Parasites infect the gastrointestinal tract of people, living in their intestinal walls. This condition affects mostly children, and it is commonly caused by drinking unclean water, fecal-oral transmission, and through skin absorption.
- **Common Cold:** Is a viral infectious disease of the upper respiratory tract that affects the nose, throat, sinuses and larynx. Colds are transmitted through direct contact with infected nasal secretions or contaminated objects. Transmission is common due to the proximity of people with little immunity and frequently poor hygiene. Some of the viruses are seasonal and occur more frequently during cold or wet weather.
- **Lower Urinary Tract Infections (UTIs):** These infections affect part of the urinary tract due to viral or fungal infections. UTIs are frequently transmitted by sexual intercourse and commonly occur due to poor hygiene habits and lack of contraceptive use. These infections may reoccur.
- **Mycosis:** Is a fungal infection that affects the skin and may be caused by a variety of environmental and physiological conditions. People with weakened immune systems are at risk of developing fungal infections.
- **Osteoarthritis:** Is a degenerative and chronic disease that results from the breakdown of joint cartilage and underlying bone. It is common among elderly people.
- **Lumbalgia:** Is a common disorder involving the muscles, nerves, and bones of the back. Pain can vary from a dull constant ache to a sudden sharp feeling. It is believed to be caused as a result of multiple sprains or strains over time

Safe & Respectful Behavior in the Communities



- Always follow the instructions of your Trip Leader and other MEDLIFE staff.



- It is not permitted to take photos during medical care or in the clinic. Please be respectful with all patients, as they are receiving medical attention.



- Do not leave your station. If you need to use the restroom or to grab a snack, please tell your Trip Leader so they are aware of where you are and can find a temporary replacement for your spot.



- The Trip Leader will alert volunteers when it's time to eat lunch and change stations.
- Every student is responsible for reporting missing utensils or materials from each station.



- Do not pet or feed animals. We cannot determine if they have diseases, rashes, or a poor temperament.

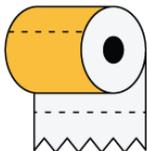
General Recommendations



- Do not drink tap water. It can make you sick!



- Exercise caution when eating street food-- especially meat.



- Please throw your toilet paper in the trash instead of flushing it. Plumbing systems in Peru cannot handle massive amounts of toilet paper. It will clog the pipes and risk flooding.

After Your Trip

Take your experiences from the field and put them into action at home by participating in MEDLIFE activities all year round. **Keep the momentum going!**

Moving Mountains

- Moving Mountains is our fundraising campaign that supports our day-to-day work of bringing medicine, education, and development to communities.
- MEDLIFERs participate in Power Hours where they invite their contacts to donate, often completing some wild fundraising challenges!
- Learn more about our Moving Mountains campaign [here!](#)

Grow the Movement

- If you have friends or acquaintances who attend a different school/university and would be interested in starting a MEDLIFE Chapter, refer them to us via our Grow the Movement campaign.
- Encourage others to get involved with MEDLIFE and travel on a Service Learning Trip.
- Recruit new members for your MEDLIFE Chapter.
- Learn more about Grow the Movement [here!](#)

Leadership Activities

- Give back to your own community by participating in your Chapter's local volunteering activities.
- Running for an E-Board position at your Chapter.
- Become a MEDLIFE Ambassador or Active Member to unlock discounts on your next SLT.

Keep in Touch

- Follow us on [Facebook](#), [Instagram](#), [LinkedIn](#), [TikTok](#), and [Twitter](#), and check out the latest updates from the field on our [blog](#).
- If you have photos or stories you'd like to share, send them to us at media@medlifemovement.org
- Tell the stories of the people you met and things you saw on social media and tag us.

Emergency Preparedness

In the unlikely event you have a travel or health emergency and there are no MEDLIFE staff to assist you, you can contact us via the following numbers.

When in-destination or in transit to destination	PERU EMERGENCY PHONE	+51 932 036 509 (whatsapp, call, or SMS)
When calling from within North America	MEDLIFE HQ PHONE	1-844-633-5433

Emergency or Medical Assistance Procedure

Before Your Trip

- Contact your local emergency authorities
- For non-urgent matters, contact your Chapter, MEDLIFE HQ Phone, or email info@medlifemovement.org.

In Transit to Destination

- Contact our Peru Emergency phone

At Your Accommodation

- Seek out your Trip Leader or a MEDLIFE Representative (there will be a MEDLIFE Representative at your hotel for the duration of your trip)
- Speak to reception
- Contact our Peru Emergency Phone

During Mobile Clinics

- Seek out your Trip Leader
- Mobile Clinic nurses and doctors are available to attend

During Excursions

- Seek out your MEDLIFE Trip Leader
- Contact our Peru Emergency Phone

During Departure

- Contact our Peru Emergency Phone

Insurance Coverage

MEDLIFE volunteers are covered with emergency medical and evacuation insurance up to \$250,000 USD with a \$250 USD deductible once on a trip.

Medical Hotel Visits

In all MEDLIFE locations, a doctor's visit to your hotel can be arranged should you be feeling unwell. The costs vary from \$50 - \$100 USD though they are typically lower than paying the \$250 insurance deductible. Our staff or hotel reception can assist with coordinating a visit.

Emergency Cash Recommendation

We recommend that you bring \$250 USD in cash (in addition to your spending money) to cover the insurance deductible in case you require medical attention. If you have access to a credit card that you can use in case of emergency, we would recommend that you bring that as well.

National Emergency Numbers	Nearest Embassies
<p>Police: 105</p> <p>Tourist Police: +51 980 122 335 (Whatsapp Number)</p> <p>Fire Brigade: 116</p> <p>Medical Emergency: 106</p> <p>Civil Defense: 119 in case of earthquakes or other natural disasters</p> <p>Peruvian Red Cross: 01-266-0481</p>	<p>Embassy of the United States of America Address: Avenida La Encalada cdra. 17 s/n, Santiago de Surco 33, Peru Phone: +51 1 6182000</p> <p>Canadian Embassy Address: Bolognesi 228, Miraflores 15074, Peru Phone: +51 1 3193200</p> <p>British Embassy Address: Torre Parque Mar, Av. José Larco 1301, Miraflores 15074 Phone: +51 1 6173000</p>

Lima Emergency	Insurance Provider	Lima Accommodation
<p>Clínica Anglo Americana Address: C. Alfredo Salazar 350, San Isidro 15073, Peru Phone: +51 1 6168900</p> <p>Tourism Police Peru Jr. Maria José de Arce 268, Magdalena del Mar 15076, Peru Phone: +51 1 4601060</p>	<p>Trawick International Inside USA: 833-425-5101 Outside USA: 603-952-2686</p> <p>MEDLIFE Staff can assist with any claim in- destination</p>	<p>Hotel NAIA (Formerly Selina) Address: Calle Alcanfores 465, Miraflores 15074 Phone: +51 991 870 093</p>