

# Frequently Asked Questions (FAQ)

## If you are visiting “Valley of the Angels Orphanage”

Address: Final Calle Principal, Aldea San José El Manzano, Zona 6, Santa Catarina Pinula

Phone: Administrative Office, (502) 5053-3636

Phone: Fr. Michael Della Penna, General Director, (502) 4005-8423

e-mail: valleyoftheangelsorphanage@hotmail.com

Website: www.valleyoftheangelsorphanage.com



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### Q: Do we need a visa?

A: No, you don't need a visa. We know for sure a US citizen can stay for 30 days in Guatemala.

### Q: What airport do we fly in?

A: You fly into “Aeropuerto Internacional La Aurora”.

### Q: What should we say at the border?

A: You should say that you are coming on a mission trip.

### Q: Where should we change money?

A: You can change money in the banks to “quetzales”. The exchange rate is approx. US\$1 x Q7.70. Example: US\$ 100 = Q 770.

### Q: Can we use Credit Card in Guatemala?

A: Yes. It is preferable to carry cash to buy in markets, but also International Credit Cards may be used in malls and restaurants. Visa is the most accepted credit card, but you can also use Master Card or American Express, although they are not received everywhere.

### Q: Is there computer and internet access?

A: Yes, we have computers that can be used but our internet WIFI signal is weak.

### Q: Can we contact our families by phone?

A: Yes, there is international calling available.

You can purchase a SIM card to work here at Guatemala, or you can receive calls at these numbers:

Valley of the Angels, Administrative Office, Ph. (502) 5053-3636

Fr. Michael Della Penna, General Director, Ph. (502) 4005-8423

### Q: Is there Skype available?

A: Yes, we have a computer available in with skype installed.

### Q: Is it safe?

A: Absolutely. Within the walls of “Valley of the Angels” you can feel safe; we have security 24 hours a day. We ask that you don't wander outside the complex alone.

**Q: How is the climate?**

A: We only have 2 seasons, summer and winter. Summer is mostly from February to March or April and winter is from May to October. During winter it is cold at night. The temperature varies from 18 to 28 degrees Celsius. It is recommended the use of a raining coat at winter, the area at Valley of the Angels is big and you could use it to go from one place to another.

**Q: Can we plug in our phone charger or any other type?**

A: Yes, we have regular American electric sockets.

**Q: Is there pure water?**

A: Yes, we have drinkable water, but we do not drink from the faucet. The water is safe to shower and brush your teeth with.

**Q: Should we bring food?**

A: If you prefer, but it is not necessary unless you have special dietary needs. We are located close to a supermarket.

**Q: Can we visit other orphanages while being there?**

A: Yes, there are several other orphanages around in which we could arrange a visit.

**Q: Do you have musical instruments?**

A: Yes, we have guitars, piano, marimbas and a stereo for CD's.

**Q: How many children do you have?**

A: We have approx. 140 children this year (2013). We have boys and girls from first to sixth grade and only girls in grades 7, 8, and 9.

**Q: How many workers do you have?**

A: There are 50 workers in total in addition to 6 guards and a host of volunteers.

**Q: What is the schedule of the children?**

A:

FROM	TO	ACTIVITY
07:00 am	08:00 am	Breakfast
08:00 am	12:50 pm	School
12:55 pm	01:40 pm	Lunch
01:45 am	02:20 pm	School
02:20 pm	03:00 pm	Prepare for homework hour
03:00 pm	04:00 pm	Recreation time
04:00 pm	05:00 pm	Homework hour
05:00 pm	06:00 pm	Spiritual formation (different every day)
06:00 pm	07:00 pm	Dinner
07:00 pm		Dorms, prepare for bed time

**Q: What should we bring?**

A: As much as we try, we cannot meet every need of our volunteers. Items we suggest you bring include: Toiletries (i.e. Shampoo, deodorant, etc.), tennis, comfortable clothes (shorts are not worn often by the locals), water bottles, Lysol, Raid, soap, washcloth, sunglasses, sun tan lotion, rain gear, any medications you are currently taking, shoes to wear in the dorms (i.e. Shower flip-flops), shoes to take a bath with.

**Q: What can we do while being there?**

A: This is limited only by your imagination; here at Valley there are endless opportunities to help. No matter what your experience or your expertise, here is a job for you. Examples of possible ways to help include:

- Teach English
- Direct games
- Recreation activities
- Spiritual formation activities
- Special projects
- Teach any skill or dance, sewing, sports, etc.
- Tutoring/assisting with homework
- Gardening
- Office work
- Building maintenance
- Coordination/Assistance with special events
- You could also share your faith, lead prayer services, or act out a gospel for mass

**Q: What other things can we do in our free time?**

A: You can go to malls and to the movies. You can also visit Antigua Guatemala, which is about 1 hour away. You can check it out in this website: <http://www.antiguaguatemala.com/>

**Q: What do I need to do before I come?**

A: We ask that all of our "extended-stay" volunteer provide a criminal background check. This is purely for the safety of the children, who are our first priority. We are also requiring that our volunteers purchase travel insurance. This is for your security and of your family. Should anything happen, we want to ensure that there is no financial burden placed upon you.

**Q: What should I expect?**

A: When you arrive we will ask you to fill out a very basic information sheet. It is our policy to have insurance and contact information for all of our personnel on file. You will be oriented and given some direction, but you are always free to do as much or as little as you like. If at any point you are in need of anything, or have questions, please ask. We are all here to help each other and we want you to feel welcome. Remember you always have a home at Valley of the Angels!