

GVI Playa del Carmen

Childcare, arts and education project



Training manual

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Welcome

Congratulations!

If you are reading this it means you will be participating in our program and we would like to begin by thanking you in advance for all the effort you are going to put in to teaching these children and helping us, and them, to improve their quality of life.



Working with children is hard work both physically and mentally but it is also extremely rewarding. The more effort and energy you put in the more you and your students will take from it. This doesn't mean we expect you to spend all your free time planning your lessons and activities. We sincerely hope this will be a

fun and very rewarding experience for you. However, in turn we must all keep in mind that the main focus of this project is to contribute to the integral development of the children in the state of Quintana Roo.

We don't ever want you to feel lost or that you are alone in this programme. A local coordinator will always be available, during planning time and the lessons themselves, to assist you in any way we can. While we may not be able to answer every query or solve every problem, we assure you we will try our best at all times. We also encourage you to work with your fellow volunteers to give each other support and reassurance, which is often much needed.

This is a new project, so you will have the opportunity to start building it up. Therefore, we ask for your patience and will appreciate any constructive feedback you can provide us with. We hope we can all work together to improve things where necessary and make this program as successful and effective as possible.

This training manual provides a basic introduction to the program, the relevance of our work in Mexico, and details on how you will contribute to the accomplishment of our long term goals. When you arrive to the project, you will get all the training you need, but to start warming up, this document will provide you with a basic background on the activities you will be doing.

On behalf of Save the Children and GVI, we would like to thank you for your time and contribution to our work here in Mexico.

Our partners



Save the children (STC) is a worldwide known organization that works towards improving the life quality of children all over the world and to create an immediate change that will last in their lives. It was established in the United Kingdom in 1919 in order to improve the lives of children through better education, health care, economic opportunities as well as providing emergency aid in natural disasters, war, and other conflicts.

STC works in over 120 countries like Australia, Canada, India, Brazil, Honduras, Japan, Cuba, etc, where they help children to develop their potential, protect them from exploitation, and assist them in accessing education and health care.

In 2011, Save the Children's education programs reached nearly 10 million children all over the world, thanks to the many families, teachers, government officials and community volunteers who helped children to get inspired.



STC has been working Mexico since 1973. And they started working in Quintana Roo in 2005.

About 25% of the population in Quintana Roo are children, most of these children suffer from some kind of temporary abandonment, sexual abuse, exploitation and traffic. There is a high index

of children with limited economic resources with low or no access to any education or development. The main focus of the work STC do around the area is to eradicate children exploitation, slavery, physical, psychological and sexual abuse through different workshops and programs.

Some of the different programs STC are running are:

Ludotecas or “toy libraries”: a recreational and education space where the children can come to learn through games, talks and workshops, and where the main objective is to improve their quality of life and to seek for their integral development.

High school talks: STC visits schools to give talks about children’s rights as well as sexual education.



Save the children in Quintana Roo is currently working with 6 primary schools, 1 secondary school, 11 ludotecas (toy libraries), and has around 3,311 participants (1,642 boys and 1,669 girls), with about 250 parents actively participating.

It is an organization that works thanks to donations and volunteers; they are continually raising funds and looking for sponsors to be able to continue working. There are several ways to contribute to STC programs by volunteering, donating or simply by spreading the word.

What will you be doing?

Depending on the duration of your stay you will be involved in different activities that will support the toy libraries.

We work on a two-week rotation program as all volunteers are here for 2, 4,6 weeks etc. This is a brief summary of the activities:

On the arrival day you will move in to the accommodation and you will receive an orientation and welcome meeting, health and safety and a brief introduction to the project. The rest of the training will be provided during your 1st week in Playa del Carmen. Training will include class management, lesson planning, rules and responsibilities in the toy libraries, 1st aid concepts, etc.

During the mornings you will be going to the toy library to help out with the different activities. Following breakfast around 7:30am, you will need to be at the toy library by 8:00 am to start getting ready to receive the children, preparing and cleaning the library, help with ensuring the toilets are clean and any other preparation required to create a clean and healthy environment for the children.



STC has different programs running monthly; therefore the activities will vary depending on the day of the week and the month. The most common activities are: singing songs, painting, playing games, helping children to do their homework from school, workshops on different topics (i.e. how to identify violence, children's rights, hurricanes, etc.). Your task will be to help out the ludotecarias (teachers in charge of the activities) to organize the activities and games as well as to organize sports sessions. If your Spanish is good enough, you might be asked to participate delivering a section of the daily workshop they run or to share experiences of the children in your country.

Lunch will be served in a local restaurant. Depending on the necessities of the toy library, you might be asked to go back in the afternoon to help out with the evening group; if you are not



requested to help out at the toy library, you will have the rest of the afternoon free to plan the following day's activities or to get some Spanish lessons (if you requested them).

After your day at the Ludoteca, you will join your fellow volunteers and prepare dinner for the group (in turns). Following dinner a daily meeting with the project coordinator will serve as a daily summary of

the activities and the plan for the following day.

Saturday and Sunday are days off for you to explore the area or chill out at the beach.

The accommodation will be in a flat or house, with shared bedrooms. Therefore we ask you to respect your housemates and keep your rooms and apartments tidy. Keeping your stuff organized will help to avoid losing things as well as to keep the place clean. Saturday's will be communal cleaning day, where everyone helps and the shared accommodation gets cleaned inside out!

You will be split into teams to help out with the chores around the house. Breakfast and dinner during the working week will be prepared by the volunteers (in groups) and during the weekends you will be free to organize your schedule and cook at your leisure. Dinner teams will wash up after dinner but volunteers are responsible for washing up after themselves at all other times. Please make sure you let your project coordinator know as soon as possible if you will be out for dinner to avoid wastage.

We hope to have at least one social event per week. This will range from movie or games nights to trips out. Therefore, please bring anything you think might go down well such as old DVDs for our collection, games, ideas and a lot of energy.

On your departure day (Saturday) we will ask you to please vacate bedrooms by 10am so staff can prepare for new arrivals. Please also remember to give back your house key upon departure!

General Tips

- Remember, it is more than likely that on your first day most children will be just as nervous as you are, if not more.
- When assisting with activities think about your speech, make sure you understand the instructions to be able to ask questions the children might have. Do not panic if you cannot understand what they are saying, the project coordinator will always be around to help you out with translating. But it does not hurt to practice your Spanish in the afternoons so you can communicate better with the children.
- Always clear everything away after class so it is available for other to use.
- Keep in mind, you are here to help out and assist the ludotecarias, so you must keep your distance. While we all want to play with the children and be their friends this, unfortunately, can have a negative effect on classroom behavior. By all means play games and have fun together but make sure there is a learning focus that students are aware of.
- The toy libraries have their own norms of behavior. In the environment we are working in, volunteers coming from developed countries to developing countries, we need to be considerate of the system we are teaching in and the differences between that system and our own. While we may not agree with some aspects of their system we must respect it and ultimately we are not going to change those systems by trying to enforce unrealistic or unnecessary rules.
- We must treat equally all children or it will lead to tension between the ludotecarias and children but also among the children themselves. While it is common to have “favourite child” we must not show it. We must also avoid showing negativity to any children, no matter how disruptive they are. Remember, there will always be a reason for their disruptiveness and in the environments you are working in it is often understandable if we look at the bigger picture.
- Upon your arrival GVI’s childcare policy will be explained in detailed. It is extremely important to follow this policy in order to ensure the safety of the children and yourselves. For your information, the childcare policy is attached as an appendix.

Behaviour of children

It is not the volunteers' role to discipline the students; if they are misbehaving, volunteers should tell the coordinator or the ludotecarias.

Some of the students may be sick so it is important for volunteers to be conscious with their hygiene. Volunteers need to be aware that students may be more tired and distracted on some days due to the weather, hunger or circumstances at home.

All the books and toys that are in the toy library should stay there; children are not allowed to take them home with them.

When you encounter problems please consider that disruptive behaviors may be the result of an underlying issue. One of the key factors that influence a child's behavior is the family; home life has a serious effect on children's attitudes to both learning and discipline. Discipline can be traced back to a difficult home life and parents' attitudes. When you face a disruption, you must act calmly and carefully, you must be careful not to humiliate or embarrass disruptive children.

Volunteer conduct

It is important to be culturally aware and respectful while in the toy libraries:

- Dress appropriately: no shorts or tank tops, only trousers or Capri pants.
- Address the children and ludotecarias politely.
- Be friendly and make an effort to get to know the ludotecarias and students.
- Be respectful of toy library property.
- Volunteers need to ask permission to use facilities and materials that belong to the toy library that have not already been offered, wherever possible please do this through the toy library coordinator.
- We do not have access to any information about the personal lives of the students and volunteers should not delve too far into this area. Some children may have very difficult living conditions at home and the toy library can be the only place where these children



get to play and have fun. However, it is the job of volunteers to enhance their time at the toy library, not dwell on home life.

- Be flexible as schedules sometimes do not go as planned.

Final thoughts...

Global Vision International supports numerous NGO and organizations around the world providing the human resources required to run critical community development and conservation projects.

The Childcare program in Playa del Carmen and the area is one of the newest projects in Mexico; we hope that you have found these introductory materials informative and the prospects exciting. Playa del Carmen is a fast growing city, but we know that you will find your time in the toy libraries both rewarding and enjoyable. Thank you for joining us and making this program possible.

See you soon!

Appendices

Appendix 1. Useful Spanish phrases

Greetings:

| | |
|---|----------------------|
| Hi! | ¡Hola! |
| Good Morning! | ¡Buenos días! |
| Good Evening! | ¡Buenas tardes! |
| Welcome! (to greet someone) | ¡Bienvenido! |
| How Are You? | ¿Cómo estás? |
| I'm Fine, Thanks! | Estoy bien ¡Gracias! |
| And You? | ¿Y tú? |
| Good/ So-So. | Bien/ Más o menos |
| Thank You (Very Much)! | ¡(Muchas) Gracias! |
| You're Welcome! (answering "thank you") | ¡De Nada! |
| I Miss You So Much! | ¡Te extraño mucho! |
| What's New? | ¿Qué hay de nuevo? |
| Nothing Much | Nada |
| Good Night! | ¡Buenas noches! |
| See You Later! | ¡Hasta luego! |
| Good Bye! | ¡Adiós! |

Help & Directions:

| | |
|--|---|
| I'm Lost | Estoy perdido |
| Can I Help You? | ¿Puedo ayudarlo? |
| Can You Help Me? | ¿Puede ayudarme? |
| Where is the (bathroom/ pharmacy)? | ¿Dónde está (el baño/ la farmacia)? |
| Go Straight! Then Turn Left/ Right! | ¡Vaya derecho! Después gire a la izquierda/ derecha |
| I'm Looking For John. | Estoy buscando a Juan. |
| One Moment Please! | ¡Un momento, por favor! |
| Hold On Please! (phone) | No cuelgue, por favor |
| How Much Is This? | ¿Cuánto vale/ cuesta eso? |
| Excuse Me ...! (to ask for something) | Perdone / Disculpe |
| Excuse Me! (to pass by) | Perdone / Disculpe |
| Come With Me! | ¡Venga conmigo! |

Spanish Personal Info:

| | |
|----------------------------------|----------------------------------|
| Do You Speak (English/ Spanish)? | ¿Hablas (Inglés/ Español)? |
| Just a Little. | Solo un poquito. |
| What's Your Name? | ¿Cómo te llamas? |
| My Name Is | Me llamo ... |
| Mr.../ Mrs.../ Miss... | Señor.../ Señora.../ Señorita... |
| Nice To Meet You! | ¡Mucho gusto! |

You're Very Kind!
Where Are You From?
I'm From (the U.S/ Spain)
Where Do You Live?
I live in (the U.S/ Spain)
Did You Like It Here?
Spain Is a Wonderful Country
What Do You Do For A Living?
I Work As A (Teacher/ Businessman)

I Like Spanish
Oh! That's Good!
How Old Are You?
I'm (twenty, thirty...) Years Old.
I Have To Go
I Will Be Right Back!

Spanish Phrases about wishes:

Good Luck!
Happy Birthday!
Happy New Year!
Merry Christmas!
Congratulations!
Enjoy! (For meals...)
Bless you (when sneezing)
Good Night & Sweet Dreams!

Misunderstanding:

I'm Sorry! (if you don't hear something)
Sorry (for a mistake)
No Problem!
Can You Say It Again?
Can You Speak Slowly?
Write It Down Please!
I Don't Understand!
I Don't Know!
What Does "gato" Mean In English?
How Do You Say "Please" In Spanish?
What Is This?
Don't Worry!

Spanish Expressions & Words:

Good/ Bad/ So-So.
Big/ Small
Today/ Now
Tomorrow/ Yesterday
Yes/ No
Here You Go! (when giving something)

¡Eres muy amable!
 ¿De dónde eres?
 Soy de (los Estados Unidos/ España..)
 ¿Dónde vives?
 Vivo en (los Estados Unidos/ España)
 ¿Le gusta a usted aquí?
 España es un país maravilloso
 ¿A qué te dedicas?
 Trabajo como (Maestro/ Hombre de negocios)
 Me gusta el Español
 ¡Oh, Qué bien!
 ¿Cuántos años tienes?
 Tengo (veinte ...treinta) años.
 Me tengo que ir.
 Regreso en un momentito.

¡Buena Suerte!
 ¡Feliz Cumpleaños!
 ¡Feliz Año Nuevo!
 ¡Feliz Navidad!
 ¡felicidades!
 ¡Buen provecho!
 ¡Salud!
 ¡Buenas noches y dulces sueños!

¡Disculpe!
 ¡Lo siento!
 ¡No hay problema!
 ¡Puede repetirlo!
 ¡Puedes hablar más despacio!
 ¡Escríbalo, por favor!
 ¡No entiendo!
 ¡No (lo) Sé!
 ¿Qué quiere decir "gato" en Inglés?
 ¿Cómo se dice "please" en Español?
 ¿Qué es esto?
 ¡No Te Preocupes!

Bueno/ Malo/ Más o menos
 Grande/ Pequeño
 Hoy/ Ahora
 Mañana/ Ayer
 Sí/ No
 ¡Aquí tiene!

Do You Like It?
I Really Like It!
I'm Hungry/ Thirsty.
In The Morning/ Evening/ At Night.
This/ That. Here/There
Me/ You. Him/ Her.
What? Where?
What Time Is It?
It's 10 o'clock. 07:30pm.
I Love You!
I Feel Sick.
I Need A Doctor
Fire!
One, Two, Three
Four, Five, Six
Seven, Eight, Nine, Ten

Useful teaching phrases:

Sit down please
Very good!
Please be quiet!
Can I go to the toilet?
Get your books out
Do not hit your classmate

¿Te Gusta? ¿Te Encanta?
¡Me Gusta/ Encanta Mucho!
Tengo Hambre/ Sed.
Por La Mañana/ Tarde/ Noche.
Eso/Ese. Aquí/ Allí
Yo/ Tú. Él/ Ella
¿Qué? ¿Dónde?
¿Qué Hora Es?
Son las diez en punto, las siete y media.
¡Te Quiero!
Me siento enfermo
¡Necesito un Médico!
¡Fuego!
uno, dos, tres
cuatro, cinco, seis
siete, ocho, nueve, diez

Siéntate por favor
¡Muy bien!
Por favor guarda silencio
¿Puedo ir al baño?
Saquen sus libros
No le pegues a tu compañero

Appendix 2 GVI Child Protection Policy

GVI Child Protection Policy aims to ensure that the actions of any person in the context of the work carried out by Global Vision International are transparent and safeguard and promote the welfare of all young people and children associated with the organization.

If any staff member, volunteer or community member has any concerns about the conduct of any member within the organization or communities where GVI operates, this should be raised in the first instance with one of GVI's designated Child Protection Officers.

Principles upon which the Childcare Protection Policy is based.

- The welfare of a child or young person will always be paramount.
- The welfare of families will be promoted.
- The rights, wishes and feelings of children, young people and their families will be respected and listened to.
- The organization will follow safer recruitment practices and criminal background checks during our selection process for all GVI staff and any volunteers working on GVI childcare and teaching projects.
- Any allegations of abuse will be taken seriously and the appropriate Child Protection Procedures will be followed.
- Those people in positions of trust or responsibility within the organization will work in accordance with the legal and safe guarding frameworks as well as with, the interests of children and young people, following GVI Child Protection Policy at all times.

Current GVI Child Protection Officers

Steve Gwenin Strategic Child Protection Officer steve@gviworld.com

Daniel Ponce-Taylor Child Protection Officer dan@gviworld.com



Appendix – GVI Volunteers or staff who are under age of 18 years.

- Will not be permitted to consume any alcohol.
- Must abide by all pertinent laws regarding minors for the country they are visiting.
- If for any reason a GVI participant who is a minor is required to depart a GVI program early we will do our utmost to assist them onto a flight to get them back to their home country as quickly and safely as possible and will notify legal guardians.