



Mercy Ships Canada Long-term Crew Guidebook

Position Commitment Levels 3 & 4



WELCOME ABOARD

Congratulations on your acceptance and thanks for your willingness to serve with Mercy Ships! This Mercy Ships Canada (MSCA) *Long-term Crew Guidebook* has been created to help inform and support your service. This Guidebook serves as the primary Canadian resource for information related to: 1) Budget Planning: On-Boarding and Fiscal Year Service 2) Flights 3) Management of Funds 4) Supporting Volunteer Crew 5) Required Forms 6) Mercy Ships Canada Fundraising and 7) Media and Communications.

We are honoured and privileged to work with you as you embark on this magnificent journey.

Mercy Ships Canada operates in accordance with all Canadian laws, including the requirements of the Canada Revenue Agency. While Mercy Ships strives for uniformity in terms of practices and procedures for all crew members, the national laws of each country are explicitly recognized and acknowledged in the provision of information in this guidebook. Thus, for Canadians, information in this guidebook supersedes other background information that you may have viewed either electronically or in print.

1. BUDGET PLANNING: ON-BOARDING AND FISCAL YEAR SERVICE

Budget planning for your service involves the On-Boarding Budget and the Fiscal Year Service Budget.

On-Boarding Budget

Crew members at Levels 3 and 4 are required to go through the Mercy Ships On-Boarding training program. In order to participate in the program for your long-term service, volunteers must complete an On-Boarding Budget. This document will be included in your “Welcome” email sent from crewcanada@mercyships.ca.

The On-Boarding Budget may include: Round trip economy airfare (or travel costs) to the International Support Centre (ISC), return airfare to the ship and travel insurance. Please complete and return your On-Boarding Budget to the Crew and Donor Services Administrator within two (2) weeks of receiving them.

Note: *The Mercy Ships On-Boarding process is subject to change. The designated Mercy Ships Canada staff member will provide the long-term crew with any supplementary information to what is contained in this guide.*

Fiscal Year Service Budget

Once your On-Boarding training is complete, the MSCA designated staff member or Crew and Donor Services Administrator will be in contact with you to complete your Fiscal Year Service Budget. It is of utmost importance that the budget is as detailed and realistic as possible. The Fiscal Year Service Budget for your role could include: crew fees, annual return economy airfare(s), medications and vaccinations, medical, dental and vision care insurance, personal needs, incidentals, and professional licensing fees. At the end of each calendar year, a new Fiscal Year Service Budget

must be submitted for your following service year. *See Appendix 1 Fiscal Year Service Budget template.*

If a crew member is currently onboard and budgetary issues arise or your volunteer position changes, please contact the Crew and Donor Services Administrator to re-evaluate your budget.

2. FLIGHTS

To help Mercy Ships Canada get the best airfare rates, terms and overall benefits for volunteer crew flights, Mercy Ships Canada has partnered with the Canadian Office of Key Travel. They can be reached at:

E-mail: wecare.na@keytravel.com

Toll Free: 1-800-667-5559

Direct dial: 1-604-853-0751

Key Travel operates services on a 24/7 basis.

Volunteer crew are expected to travel only on economy-class tickets, which include cancellation insurance and to have no stop overs on route to the field service. Additionally, volunteer crew Levels 3 and 4 are permitted to book one annual return-flight home associated with personal time off (PTO).

Once a volunteer crew member has received International Support Center acceptance and has completed all required Mercy Ships Canada documentation, the Canadian office's Crew and Donor Services Administrator will advise the volunteer that they can begin the process of making the necessary travel arrangements through Key Travel.

Once the parties are satisfied Key Travel will inform the designated Mercy Ships Canada staff member by email, who will then approve the purchase of the flight. The flight will be booked on the Mercy Ships Canada account. Mercy Ships Canada will then recover the cost either through the funds you have raised or through your self-funding donation.

In the event of the need to cancel or reschedule a trip, the Mercy Ships Canada designated Key Travel staff member will either reschedule or cancel the flight. Any refunds for cancelled flights or credits for deferred flights are credited to the Mercy Ships Canada account. Also, any flight costs increases will be covered by Mercy Ships Canada.

Crew members may make their flight arrangements directly with the carrier(s) of their choice for any level of service they require beyond economy-class airfare, however, the crew member is then directly responsible for making their flight arrangements and for the full financial costs and associated risks (cancellation, delay, etc.).

Travel Insurance for medical evacuation and repatriation is required and is included in the volunteer's crew fees through Talent Trust Consultants (TTC). There is also TTC Top up insurance that covers extra medical and non-medial benefits and is available at <https://www.talent-trust.com/insuranceprograms/outreach/mercy-ships/#enrol>.

Insurance can also be purchased through Manulife insurance.

In Canada call: 1-888-220-5212

Or email: travel_referral@manulife.ca

Use agency code: MENN001

User ID: RUTDAW

Reimbursement for non flight travel insurance may occur with proof of purchase (original receipts) and is at the discretion of MSCA.

3. MANAGEMENT OF FUNDS

Levels 3 and 4 Crew Agreement

Prior to your arrival on the Mercy Ships hospital ship, you must collaborate with the MSCA designated staff member with support from the Crew and Donor Services Administrator to establish a Levels 3 and 4 Crew Agreement regarding the distribution of funds into your crew bank account. This agreement will determine the fixed amount of US dollars which will be transferred monthly by MSCA into your crew bank account on the third week of each month.

The Mercy Ships Canada Volunteer Crew and Human Resources Committee makes recommendations to the Mercy Ships Canada Board for volunteer crew approvals as well as Service Budget Worksheets.

Crew Bank and Personal Expenses

Once you arrive on the hospital ship you may go to the crew bank, where you can set up a crew bank account. A crew bank account is a safe and convenient place for you to store your money while you are on the ship. Funds can be deposited into your crew bank account via US cash, credit card (with a 3% service fee added), or US money draft. Once you have funds in your crew bank account it can be debited (using Mercy Ships ID badge) to pay for items that you purchase on board. You can also withdraw funds from your crew account in the local currency to pay for off board purchases.

The crew bank account is internal to Mercy Ships and is not connected to any outside banking network. However, it offers many of the same amenities as an external banking network. You may set up automatic payment of crew fees, automatic deductions from on board purchases

(provided there is a sufficient balance in your account), as well as automatic withdrawal for offerings. The crew bank account also offers free transfer of funds into another crew member's crew bank account as well as free transactions for payment of crew fees paid via credit card. Mercy Ships does not charge fees to cash a personal cheque. The cheque must first be deposited into your crew bank account and then withdrawn as cash. Furthermore, it is also possible to purchase local currency of the service host country if requested in advance.

When a volunteer crew member departs a Mercy Ships vessel (i.e. *Africa Mercy* or *Global Mercy*), any remaining balance in their crew account may 1) Be withdrawn in US funds or cheque 2) Be transferred to another crew member or 3) Remain in your account for up to 18 months to be used for another field service.

4. SUPPORTING VOLUNTEER CREW

Each volunteer has a designated Mercy Ships Canada staff member assigned to them to help address any concerns that may arise prior to, during and after a field service.

We may be able to connect you with Canadians who have “been there” and can answer any questions you may have before or after your service with Mercy Ships. Please reach out to the Mercy Ships Canada Crew and Donor Services Administrator at crewcanada@mercyships.ca if you wish to be connected. We also encourage you to take advantage of all the support resources that are available while you are on the ship, through the HR and Chaplaincy departments.

Crew member safety is of utmost importance to us and you must abide by the rules and regulations. Please be aware that volunteering for Mercy Ships involves some risks that could result in personal injury, damage, or loss of your property and belongings. Always inform the ship of any concerns you may have regarding your safety and protection.

We understand the changes your life will undergo before you serve, while you are on board, and when you return home from the ship. Please ensure that you respond to the Crew Exit Interview questionnaire that will be emailed to you at the end of your service. This will allow your perspectives to be known and help Mercy Ships to make improvements to the volunteer process. Shortly after your return home, the designated MSCA staff member will welcome you back with an email (sharing various opportunities you can join if you wish to stay involved with Mercy Ships) and a thank you letter sent to your home address.

5. REQUIRED FORMS

Completion of all required forms is necessary to best prepare volunteer crew for service with Mercy Ships. Upon acceptance to serve with Mercy Ships, volunteer crew will be required to sign Mercy Ships Canada Code of Ethics as well as an annual Conflicts of Interest form from msfrevvo@mercyships.org.

At the end of each month, a volunteer crew member will receive a Monthly Activity Report from msfrevvo@mercyships.org on behalf of the Mercy Ships Canada Crew and Donor Services Administrator. This email will include a link to an electronic form that must be filled out and submitted each month. All of our Canadian volunteers are required to complete a monthly activity report that outlines the duties and activities of their role on the ship. It is of critical importance that Mercy Ships Canada receive these Monthly Activity Reports on time. Volunteer crew members are required to read, sign, and return these forms within one (1) week of receiving them. Failure to comply with this requirement can place the charity status of Mercy Ships Canada in jeopardy.

Please note the policies and procedures of Mercy Ships Canada may change at any time.

6. MERCY SHIPS CANADA FUNDRAISING

How Can I Fundraise For Mercy Ships Canada?

All volunteer crew are required to have a fundraising plan prior to arriving to the field service location. Creating awareness of Mercy Ships is a great way to spread the word about the mission of the charity and the role you will be involved in while serving on-board.

Long-term crew members must set a fundraising goal based on the Fiscal Year Service Budget.

There are many ways to raise funds for MSCA. For instance, one may build donor support relations, blog, create prayer cards to be distributed, host a variety of fundraising events, or create a fundraising campaign platform offered by MSCA.

A designated Mercy Ships Canada staff member is available to help you at any time with a fundraising plan. Also, the resources below are informative:

- **Websites** that have wonderful information regarding how to successfully fundraise:
 1. <http://www.peopleraising.com/>
People Raising offers over 40 years of successful ministry and fundraising strategies and provides the necessary tools required to construct a fast, effective fundraising campaign.
 2. <http://www.raiseyoursupport.com/>
Raise Your Support provides techniques to enhance your strategy and build a support team.
- **Books** have been a helpful resource for many of our fundraisers:
 1. **Friend Raising** (Morton, Scott)
 2. **Be a Fully Funded Missionary** (Darils, Walter)
 3. **More Than Money More Than Faith** (Johnson, Paul)

How Mercy Ships Canada Thanks Donors

When a donor first gives to support MSCA, the organization sends a welcome package including a thank you letter for their support.

In accordance with the Mercy Ships Canada [Privacy Policy](#) on donor confidentiality, MSCA is unable to release donor information. Information includes the name, address, and contact information of Mercy Ships Canada donors.

Official Donation Receipt from Mercy Ships Canada

As a registered Canadian charity, Mercy Ships Canada (MSCA) can issue an official donation receipt for tax purposes to all donors who are supporting the mission of MSCA.

Donation Methods

MSCA offers several avenues where donors may make a one-time or monthly donation.

By Mail

Cheques and money orders can be mailed to Mercy Ships Canada. In order for a cheque or money order to be successfully processed, they must be made payable to *Mercy Ships Canada*. Your name should not be written in the memo line of a cheque or money order. If your name is in the memo line of the cheque or money order it will be returned to the sender. Our address is as follows:

Mercy Ships Canada
5-3318 Oak Street
Victoria, BC, V8X 1R1

Over the Phone

Mercy Ships Canada accepts donations over the phone via: VISA, MasterCard, and AMEX. MSCA can be reached at 1-866-900-7447 between the hours of 8:00 am – 4:00 pm (Pacific Standard Time) from Monday – Friday to make a donation.

Online

MSCA support volunteer crew members in fundraising efforts and offers Canadian volunteers an easy to use fundraising web page via the on-line platform Raisin. Raisin provides an intuitive, user-friendly and modern fundraising system. Individual fundraising pages for MSCA can be shared with your network via social media or direct email to give supporters the opportunity make a one-time donation online. At this time monthly donations cannot be processed through Raisin fundraising page. However, donors can set up a monthly donation by calling our office with their credit cards or sending a void cheque.

Please note fundraising pages may be modified at the discretion of MSCA at any time in order to ensure that all information is accurate.

Ethical Fundraising and Financial Accountability Mercy Ships Canada

The ethical fundraising commitment of Mercy Ships Canada acknowledges the fact that all money raised and the determination of any expenditures are confined to Mercy Ships Canada Board approved programs, projects or activities and is at the discretion of the Board. Thus, Canadian volunteer crew who engage in third party fundraising efforts accept the fact that they are supporting the mission of MSCA.

According to Canada Revenue Agency registered charity guidelines, only a “true donor” may receive issuance of an official donation receipt. A “true donor” is classified as any specific individual or organization that provides a “gift” (i.e. donation). Therefore, if you engage in fundraising (i.e. submit a donation that was raised via any fundraising initiative where multiple donations were collected), an official donation receipt may only be issued to each individual who made a monetary contribution. For this reason, you must notify MSCA should you make a donation for which you are not the true donor, as no official donation receipt will be issued. Should the individuals who donated to a fundraising initiative wish to receive an official donation receipt, you can request a Declaration of True Donor letter from Mercy Ships Canada. You must include the donor’s name, address, and amount that was donated in order for them to receive an official donation receipt. More information regarding a “true donor” may be found on the [Canada Revenue Agency Website](#).

For more information you can visit the MSCA [Ethical Fundraising and Financial Accountability Policy](#).

Non-Canadian Donors

If a potential donor resides outside of Canada, s/he may be able to donate through their respective Mercy Ships National Office. Mercy Ships has 16 National Offices around the globe that can accept donations according to the Charity Tax Law practices of each country. Please look online for Mercy Ships National Offices. To facilitate the processing of a non-Canadian donation you will need to request an international designation code. This can be done when completing your Fiscal Year Budget. Funds processed by other National Offices of Mercy Ships may be transferred to your crew bank account, which you will have access to once you arrive on board.

7. MEDIA AND COMMUNICATIONS

Engaging in media is an optional part of your volunteer service, and you can let the Crew and Donor Services Administrator know if prefer not to pursue this step.

Upon your approval, our Crew and Donor Services Administrator, will be in contact with you via the portal on ask If you would like to share your story about the journey you are about to embark on. If you are interested, you will need to sign our Publicity and Privacy Waiver and Release form (via Frevvo). Once your form is complete you will be connected you with our Communications & Marketing Coordinator who will send you a **Media**

Questionnaire to be completed and returned. We encourage our crew volunteers to engage in media opportunities as this allows you to share your story with a broader audience in order to create greater awareness of your field service and for increased fundraising effectiveness. Completion of the Media Questionnaire also helps us in getting to know you better.

The information gathered from the Media Questionnaire is essential in the process of pursuing relevant media outlets on your behalf and determining potential story pitches and angles. Media options may include: local TV, radio, newspapers, and alumni magazines among others. There may be opportunities to engage in media interviews before your field service and once you have returned.



Thank You!

Volunteer crew members are at the frontline of the mission of Mercy Ships to bring hope and healing. You are often the most visible members of our team. We recognize the sacrifices that you make and are deeply grateful for your service with us.

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Victoria, BC, V8X 1R1
(T) 1-866-900-7447
(T) 1-250-381-2160
(F) 1-888-730-6936
www.mercyships.ca

Appendix 1: Fiscal Year Service Budget



Fiscal Year Service Budget

ROOM AND BOARD		PERSONAL NEEDS	
Crew Fees		Clothing and Assessories	
Paper and Cleaning Products		Toiletries / Hygiene Products	
Laundry		Sunscreen / Repellent	
Academy Fees		First Aid Supplies	
		Outings from the ship	
TOTAL - ROOM AND BOARD	\$ -	Cell phone / Calling cards	
		Shipping / Handling	
HEALTH			
Prescription / Medications			
TTC - Alpha			
Eyeware and Optometrist			
TOTAL - HEALTH	\$ -	TOTAL - PERSONAL NEEDS	\$ -

ONE TIME EXPENSES (non-monthly)	
Flight to ISC (to Onboarding)	
Flight to the field service	
Immunizations	
3 Months Antimalarial Meds	
Membership/Professional fees	
International Driver's License	
Return Flight Home	
TOTAL - ONE TIME EXPENSES	\$ -

Please Note:

- Expenses should be in USD.
- Fill-in only the cells that are applicable.
- Extra spaces are provided in each category for any additional expenses.
- The TOTAL cells are set to auto-calculate.

BUDGET FOR SERVICE	
Total Monthly Budget	\$ -
Number of months serving	
Plus: ONE TIME EXPENSES	\$ -
TOTAL BUDGET FOR ENTIRE SERVICE	\$ -