



Mercy Ships Canada

Longer Term Crew Guidebook

Position Commitment Levels 3 & 4



Revised: January 19

WELCOME ABOARD!

Congratulations on your acceptance to serve with Mercy Ships! This Mercy Ships Canada (MSCA) Crew Guidebook has been created to further support you during your volunteer work with Mercy Ships. This Guidebook serves as a main Canadian resource for information related to:

1) Planning your fiscal year budget; 2) Process for fundraising; 3) Managing funds; 4) Required forms; and 5) Flight booking.

We are honoured to work with you as you embark on this *magnificent journey!*

1. PLANNING YOUR ON-BOARDING AND FISCAL YEAR SERVICE BUDGETS

Financial clearance is your first step in the Mercy Ships community of faith process. You must submit your service budget package to the MSCA Crew Coordinator. Crew levels 3 and 4 are required to go through the Mercy Ships On-Boarding training program. In order to participate in this program for your long term service, you must complete: 1) An **On-Boarding budget**; and 2) A **funding intention questionnaire**. These documents will be included in your “Welcome” email sent from crew.coordinator@mercyships.ca. The levels 3 and 4 crew On-Boarding budget may include: return economy airfare (or travel costs) to the International Support Centre (ISC), return airfare to the ship, travel insurance, and On-Boarding tuition. These documents are required in order to set up your service account with Mercy Ships.

Please complete and return all forms within two (2) weeks of receiving them.

Once your On-Boarding training is complete, the MSCA Crew Coordinator 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 could include: crew fees, annual return economy airfare, medications and vaccinations, medical, dental and vision care insurance, off-boarding expenses, incidentals, and professional licensing fees. Your budget dictates the disbursement amount that you will receive from MSCA once you finalize the **Levels 3 and 4 Crew Agreement**. At the end of each calendar year, a new fiscal year service budget must be submitted for your following service year.

If you are currently onboard and budgetary issues arise or your volunteer position changes, you may contact the MSCA Crew Coordinator to re-evaluate your annual budget and make amendments to your Levels 3 and 4 Crew Agreement at the discretion of MSCA.

2. PROCESS FOR FUNDRAISING

You must set a fundraising goal based on the Levels 3 and 4 Crew Agreement with the MSCA Crew Coordinator. Furthermore, MSCA will provide a free platform to help you establish an official fundraising campaign: [DonorPages](#).

As a registered Canadian charity, MSCA is able to issue official donation receipts for income tax purposes to Canadian donors who are supporting the work of MSCA. All funds raised and processed through MSCA via fundraising campaigns are considered part of the financial assets of MSCA. For every field service, all funds raised are directed towards programs and initiatives so we can make the largest impact possible in the host nations that we partner with.

MSCA encourages you to inform potential donors that you will not have access to their information if they make a donation.

Due to our [Privacy Policy](#) on donor confidentiality, MSCA is unable to release donor information. This includes the name, address, and contact information of our donors.

2.A. ACCEPTING DONATIONS

As a registered Canadian charity, MSCA can issue an **official donation receipt for tax purposes** to donors who are supporting the work of MSCA. MSCA offers several avenues where donors may make a donation:

Online:

Once you have been financially cleared a Designation Code has been (re)/activated, please click the following hyperlink to set up a fundraising campaign platform: [DonorPages](#). (You do not need to know the digits to your Designation Code, as it will be assigned to your DonorPages campaign page automatically upon approval to publish your page).

Step-by-step directions regarding how to register for DonorPages may be found as follows:

1. [Click Here](#) to begin registration
2. Fill out the information as it is presented to you
3. Record your username and password for future reference
4. Personalize your page by “scrolling” over different sections and “clicking” the pop-up edit tab
5. Using the hyperlink attached to your page, begin sharing your page with potential donors
6. Please include your contact information at the bottom of your page so supporters can reach out to you with encouragement

This page may be: 1) Shared with supporters to give **potential donors an opportunity to make donations online** and learn about your experience with Mercy Ships; or 2) Used to **make personal donations online** to meet a fundraising goal with MSCA.

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

Over the Phone:

MSCA accepts donations over the phone via: Visa, Visa Debit, MasterCard, MasterCard Debit, and AMEX. Please call MSCA at 1-866-900-7447 between the hours of 8:00AM – 4:30PM (Pacific Standard Time) from Monday – Friday to make a donation.

By Mail:

Cheques and money orders may be mailed to MSCA. In order for a cheque or money order to be successfully processed, they **must be made payable to *Mercy Ships Canada***. Please do not write your name or Designation Code on the memo line of a cheque or money order – if they are written, the cheque or money order will be returned to the sender.

Please ask potential donors to include a separate note with how they heard about us and the name of the volunteer fundraiser for MSCA.

Our address is as follows:

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

2.B. 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](#). Funds received 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.

2.C. TRUE DONOR

According to CRA 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. personal donation). Therefore, if you engage in fundraising (i.e. submit a donation that was raised via crowdfunding or 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.

MSCA must have evidence of the “true donor” for every official donation receipt 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 msca@mercyships.ca at any time. You must include the donors’ name, address, and amount that was donated in order for them to receive an official donation receipt. More information regarding “true donor” may be found on the [CRA Website](#).

2.D. ETHICAL FUNDRAISING AND FINANCIAL ACCOUNTABILITY

Please ensure that you review and adhere to our [Ethical Fundraising and Financial Accountability Policy](#).

3. MANAGING FUNDS

Prior to your arrival on the Mercy Ships hospital ship, you must collaborate with the MSCA Crew Coordinator to establish a **Levels 3 and 4 Crew Agreement** regarding the distribution of funds into your crew bank account. To better prepare for your service, MSCA strongly advises that you determine and track your monthly expense needs. This budget will determine a fixed amount of US dollars which will be transferred monthly by MSCA into your crew bank account on the **third week of each month**. Therefore, it is of great importance that the monthly service expenses indicated on your agreement are realistic to your needs while volunteering with Mercy Ships. If you are fundraising your service, we encourage your fundraising goal to be equal to or exceed the fixed amount of US dollars transferred into your crew bank account each month.

3.A. CREW BANK AND PERSONAL EXPENSES

Once you arrive on the hospital ship you will 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 spending money while you are on the ship. Funds can be deposited into your crew bank account via USD cash, credit card (with a 3% service fee added), or USD 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 setup 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.

It is important to note that the crew bank account only accepts monetary deposits made in USD, British Pounds, Euros, or the local currency of the host country. It is highly recommended that you convert CAD to one of the aforementioned currencies prior to arrival on the hospital ship.

3.B. PROCESSING FUNDS THROUGH MERCY SHIPS

The MSCA Crew Coordinator will contact you regarding your funding intentions. MSCA cannot process donations to non-Canadian crew members; therefore, they must be processed through their respective national office.

4. REQUIRED FORMS

Upon acceptance to serve with Mercy Ships, you will be required to sign MSCA's Code of Ethics as well as an annual Conflicts of Interest form from msfrevvo@mercyships.org.

At the end of each month, you will receive a Monthly Activity Report from msfrevvo@mercyships.org on behalf of the MSCA Crew Coordinator. This email will include a link to an electronic form that must be filled out and submitted each month. All of our 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 we receive these Monthly Activity Reports on time. Please read, sign, and **return these forms within one (1) week of receiving them**. Failure to comply will put our charity status at risk.

4.A. RISK

All required forms are in place to best prepare you for your service with Mercy Ships. Your safety is of utmost importance to us and you must abide by the rules and regulations. Please be aware that volunteering for MSCA 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.

Please note that MSCA policies and procedures may change at any time.

5. FLIGHT BOOKING

MSCA has partner travel agency account with **Raptim Humanitarian Travel**:

Glenda Weglo: wecare.na@raptim.org
Toll Free: 1-800-667-5559 ext. 31173
Open Mon-Fri: 8:30 - 17:00 (PST)

Once you have received financial clearance and your Designation Code has been (re)/activated, the MSCA Crew Coordinator will be in contact with you regarding how to book your flight to and from your service location. Crew levels 3 and 4 can book initial airfare and travel insurance to the ISC for On-Boarding on the MSCA's partner travel agency account with Raptim Travel. Raptim Travel will provide you an itinerary for your review. If you are satisfied, Raptim Travel will book your flight and invoice MSCA for the cost of your flight (SEE 1. ON-BOARDING AND PLANNING YOUR FISCAL YEAR SERVICE BUDGET).

Crew are expected to purchase economy-class tickets only. If you specially request to book business- or first-class tickets, you must personally fund the difference between the economy-class and first-class ticket price. Crew are only permitted to use the MSCA account for return economy airfare, to and from the service location.

Furthermore, crew levels 3 and 4 are permitted to book through the MSCA account for one annual return-flight home associated with personal time off (PTO).

FREQUENTLY ASKED QUESTIONS

HOW CAN I FUNDRAISE FOR MERCY SHIPS?

All fundraising volunteers must have a fundraising plan prior to arriving to the field service location. This reduces stress while serving with Mercy Ships. 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, set up monthly pledges, or create a fundraising campaign platform offered by MSCA. Please request a Fundraising Guide from MSCA at any time.

HOW DOES MSCA THANK DONORS?

When a donor first gives to support MSCA, the organization sends a welcome package including a thank you card for their support. MSCA respects donor privacy and is unable to distribute the personal information of our donors to fundraisers. We strongly advise you to communicate this to potential donors when fundraising so you can stay connected.

We recognize the hard work involved in support raising. MSCA contacts individuals from your campaign four months after your return home requesting the continued support of the work of Mercy Ships. If you indicate that you will be returning to the ship (i.e. submit an application to serve) MSCA will not make this request. By engaging in supporters in this way, the amazing work of Mercy Ships can grow and flourish.

HOW DOES MSCA CARE FOR ME AS A VOLUNTEER CREW MEMBER?

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 at the end of your service. This will allow your perspectives to be known and help Mercy Ships improve our organization for future volunteer crew. Shortly after your return home, the MSCA Crew Coordinator 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 package sent to your home address. The email will also share the contact information of an MSCA Alumni in Member Care who understands the struggle you may feel now that you have left the ship. Unless otherwise stated, you will receive a call from them approximately three months after your return home.

MSCA connects you with Canadian Alumni 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 MSCA Crew Coordinator at crew.coordinator@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, such as through the HR and Chaplaincy departments. If you serve on the ship for 3+ years, you are eligible for a Debriefing program offered by Member Care. If you serve on the ship for 4+ years, you are eligible for a Re-Entry Savings Account program offered by MSUS, which you can contribute to after one year of service to be matched after four years of continuous service.

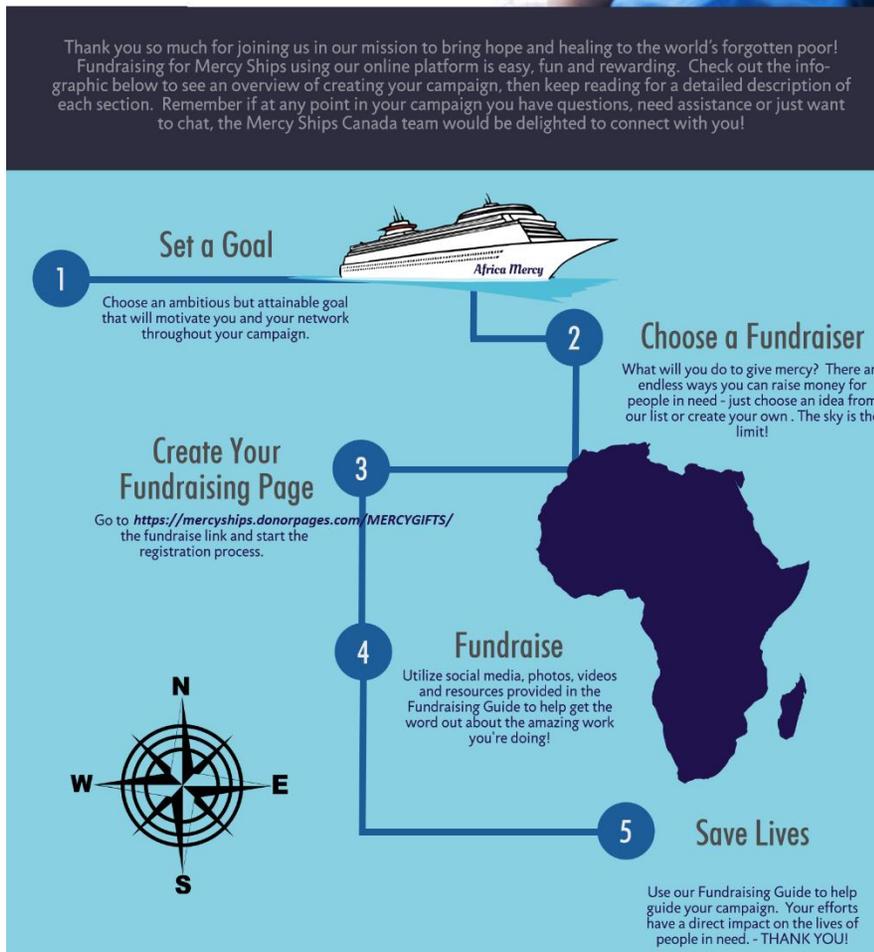
ADDITIONAL RESOURCES

The following **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)

There are also a multitude of **websites** that have a lot of 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.





Thank You!

Our crew members are the lifeline for the work of Mercy Ships. We recognize the sacrifices that you have made to serve with us. You are an invaluable asset to our team.

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