



Pre-Departure Information 2012

The National Volunteer Center
The English Opens Doors Program



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I. Introduction

Congratulations on your acceptance to the English Opens Doors Program! The National Volunteer Center staff members have put together this informational packet to help you prepare for your arrival in Chile. Please carefully read the following information and complete the checklist below prior to your departure. To express any questions or concerns, please send an email to english.opens.doors.chile@gmail.com

¡Buen Viaje!

Pre-Departure Checklist

- Sign and submit Terms of Participation.
- Submit host family letter and health history form.
- Submit flight itinerary and proof of program payment (only for Spanish in Chile participants).
- Organize travel arrangements to ensure arrival in Santiago, Chile within volunteer service stipulated arrival dates.
- Verify that my passport is valid for the duration of my time as a volunteer with the English Opens Doors Program.
- Confirm whether or not I must pay any reciprocity fees or visa fees (see page 8) and bring sufficient funds to cover these costs.
- Visit my physician for a general health check-up, and obtain any vaccinations required for countries in South America that I plan to visit in advance of, during, or after my time volunteering. Carefully review the Volunteer Terms of Participation and communicate any doubts or concerns with National Volunteer Center staff via e-mail at: english.opens.doors.chile@gmail.com
- Read the documents found under the Accepted Volunteers section of our website www.centrodevoluntarios.cl. All are PDF files that you may easily download and print in advance of your trip should you wish; however, print versions of each document will be provided during orientation.
- Notify my bank and credit card companies that I will be out of the country.
- Make arrangements to take care of bills, loans, etc. while I am out of the country.
- Thoroughly review the information contained in this packet, including the sections on important documents and visa requirements.
- Ensure that I have access to funds beyond my bonus payment, as I understand that the bonus is not intended to reimburse my living expenses in full.
- Print and pack Appendix B of this document which provides important information about my arrival to Chile.

- Make sure not to pack any items that will violate Chilean customs restrictions (<http://www.aduana.cl>).
- Make sure that if I am flying to my region, all of my checked luggage **weighs less than 20 kilos** (See page 5). If I choose to bring additional luggage, I understand that I am responsible for paying this overage fee.
- Make sure that I pack all valuable items that I will want during my time in Chile with me (laptop, camera, iPod...) rather than having them sent to me.

II. General Information

Flight Arrangements

Please be aware that your arrival to Santiago should correspond to your Volunteer Service's official arrival days if you wish to avoid paying additional accommodation expenses. The Ministry of Education will not cover expenses incurred prior to the program arrival dates. Finally, make sure you **do not arrive after the official volunteer service start dates** as attendance is mandatory during in all orientation workshops. When booking your flight to Chile, be sure to find out the baggage weight limits for your particular airline. Keep this information in mind when reviewing Appendix B, which provides you with detailed information on what to bring according to the zone of your volunteer placement.

Volunteers headed for the regions of Arica and Parinacota, Tarapacá, Aysén and Magallanes fly from Santiago to their placements and should also note the baggage weight limits within Chile, which are provided below.

Luggage weight restrictions for domestic flights with LanChile and Sky Airlines

Domestic flights in Chile have a 20 kilogram weight limit (approximately 44 lbs.) for checked luggage and an 8 kilogram weight limit (approximately 17 lbs.) for carry-on luggage. The English Opens Doors Program will send any teaching materials provided by the Ministry of Education to the volunteer's placement by mail.

General Regional Placement Travel

Please note that the English Opens Doors Program provides volunteers with roundtrip transportation to their regional placement on the designated Program travel dates. The cost of any alternative travel arrangements and/or changes on these dates, including for family and health emergencies, must be assumed by the volunteer.

Important Documents

We strongly advise you to make copies of all your important documents (passport, credit cards, air tickets, etc.) In case they are lost, it will make obtaining replacements much easier.

Vaccinations

No vaccinations are required for traveling to or living in Chile. Before leaving home, you should speak to your doctor about recommended vaccinations and obtain those that are required for any other South American countries you plan to visit in advance of, during, or following your volunteer service.

Spanish in Chile Fee Payment

Spanish in Chile participants must remember to pay the Spanish in Chile program fee **no later than three weeks prior to their scheduled arrival in Santiago. Failure to receive on-time payment may result in dismissal from the program.** If you have not already paid, please review the payment instructions sent by National Volunteer Center staff.

III. Visa and Chilean Identification Card Information

During orientation, a National Volunteer Center staff member will collect passports from ALL volunteers. Since visa applications are submitted collectively and require the duration of the orientation to be processed.

On the first day of orientation, all volunteers must bring their passport

Also if applicable to your nationality, it is important to remember that prior to receiving your visa you must pay your visa fee. All accepted volunteers are responsible for these fees. Delay in providing fees will result in the delay of your Temporary Residence Visa and possible removal from the English Opens Doors Program.

PLEASE NOTE THAT VISA FEES ARE SUBJECT TO CHANGE. Volunteers should check the most current list of costs available at:

<http://www.extranjeria.gov.cl/filesapp/Valores%20Visas%202009.pdf>

The English Opens Doors Program will help to coordinate this process personally with each volunteer.

Step 1-Ministry of Interior *Departamento de Extranjeria.*

The first step to receiving a carnet is getting your Temporary Residence Visa. All volunteers will begin this process upon arriving to Santiago with the help of the National Volunteer Center staff. Once your Temporary Residence Visa has been stamped in your passport, you will have a maximum of **30 days** to register the visa with the **International Police at your placement site**. If there is no International Police Station at your site, you will have to register the visa at the Local Police Station. It is very important that volunteers complete this process within the given timeframe.

Step 2- International Police *Policía Internacional*

Volunteers must register their visa with the International Police. Not all placement sites have a Policía Internacional, however a city in every region of Chile does. For a list of Policía Internacional in your region, please go to <http://www.investigaciones.cl/> and click on "Extranjería" on the upper-left-hand side. Then click on "Deptos. de Extranjería" on the inner menu.

The International Police is open between 8:30 and 14:00. If you arrive after 14:00, you will not be able to complete the process.

When you go to the Policía Internacional, you must bring the following documents:

- 2 identity card size photos, *fotos de tamaño carnet (2cm X 3cm)*, with your Full Name and Passport Number imbedded in the photo
- Your passport.
- Two copies of the visa page of your passport.
- Two copies of the photo page of your passport.
- Two copies of the passport page containing the stamp you received when entering Chile.
- The exact address of your host family, your home phone number, as well as the address and phone number of your school.
- 800 pesos (as of January 2012).

You will be given a registration card at the International Police which you must save and bring to the Civil Registry.

Step 3- Civil Registry *Registro Civil*

Once you have registered your visa at the International Police, you can apply for the National Identity Card, or *Carnet de Identidad*, at the Civil Registry (*Registro Civil*).

Please go to: http://www.registrocivil.cl/Servicios/6.Cedula_Identidad/PDF/pdf_cedula.pdf and see page 2 for a complete list of locations that can assist you in this process.

The Registro Civil is open from 8:30 to 14:00.

When you go to the Registro Civil, you must bring the following documents with you:

- Registration Card given to you at the International Police
- Two copies of the visa page of your passport.
- Two copies of the photo page of your passport.
- Two copies of the passport page containing the stamp you received when entering Chile.
- \$4,050 pesos (as of January 2012).

At the Registro Civil you will be fingerprinted and asked to fill out a form. After completing these tasks, you will be given a receipt, which will tell you when you can return and pick up your Carnet. In the case that you do not live in the same city where you are soliciting the Carnet, you can request to have the Carnet sent to your local Registro Civil, where you can pick it up with your receipt.

The receipt you are given will include your future nine-digit RUN number (i.e. 22.333.333-3). You must inform your Regional Representative as well as staff in Santiago as soon as possible. Also, be sure to keep the receipt, as you will have to present it to pick up your carnet.

As a final reminder, please be advised to go to the *Policia Internacional* and the *Registro Civil* as early in the day as possible to avoid any potential complications. Also, be sure to bring enough money.

While the aforementioned visa information is provided for your convenience, you do NOT need to do anything in your home country to process the visa. National Volunteer Center representatives will begin the process during your orientation.

Appendix A: Arrival to Chile

Letter of Certification of Program Participation

To avoid any delays going through International Police, the National Volunteer Center will be providing each volunteer with an individualized Certification of Program Participation. While this letter may not be required upon entering Chile, it is a precaution taken to avoid any potential inconveniences. You will receive your individualized letter in an email; please print it and have it accessible when you go through International Police. Though every volunteer will receive a letter of certification, please note that volunteers arriving with a one-way ticket should check with their airline regarding potential complications clearing International Police.

Completing Flight Paperwork

En route to Santiago, you will be asked to complete an immigration card. One of the sections of this card will ask you to state the purpose of your visit. In this section, you should write that the purpose of your visit is as a tourist.

Reciprocity Entrance Taxes at the Arturo Merino Benítez International Airport

Please note that volunteers from the USA, Canada, and Australia must pay a reciprocity fee at the Santiago airport upon their arrival in Chile. The tax is ONLY paid once and lasts until the volunteer's passport expiration date. **(please note that these fees are subject to change-visit the following link for the most up-to-date fees)**

http://www.aeropuertোসantiago.cl/english/index.php?option=com_content&task=view&id=35&Itemid=51

Transportation from Airport to Accommodation

For all volunteers flying into the Santiago airport and arrive on the stipulated arrival dates before the start of their volunteer service, a transfer service will be provided by TransVip Ltda. The TransVip stand is located near baggage claim. Whether you arrive in a group, with other volunteers, or as an individual, you must pass by the stand and give your name. TransVip will have a roster of all volunteers and assist you in boarding the vans in front of the airport.

Transfer fees are pre-paid by the National Volunteer Center so you **should NOT exchange money with TransVip** representatives or anyone else. (Since TransVip is a shared service, do not be surprised if there are people, other than volunteers, in your van.) The transfer will take you directly to the pre-arranged accommodations where you will stay for the length of the orientation.

*Volunteers arriving to Chile outside of the official volunteer service arrival dates are responsible for arranging all transport and accommodation as well as any associated costs.

TransVip

TransVip Local Phone Number: 677-3000

Appendix B: What to Bring to Chile

Please read the following charts to find out more about weather, packing suggestions, and recommended teaching materials for your region. Please keep in mind that the recommended clothing will vary based on the length of your program.

ZONE & REGIONS	WEATHER	CLOTHING AND FOOTWEAR
Great North Arica-Parinacota Tarapacá Antofagasta	Includes the Atacama Desert, the driest desert in the world. The average winter temperature is 7°C (45°F), and the average summer temperature is 23°C (74°F).	Summer clothing: T-shirts, shorts, swim wear, beach towel, light material pants, and jeans. Semiformal wear: A shirt and tie for men and a nice dress for women. School wear: Business casual (khakis and a collared shirt for men and dress pants or a skirt and blouse for women).
Small North Atacama Coquimbo	Rain is rare and there is absolutely no rain in the summer. The winter is light and lasts only a short time. The average temperature in the summer is 19°C (66°F), and in the winter is 12.5°C (55°F).	Mild winter clothing: Long sleeve shirts, sweaters, raincoat, and a jacket. Footwear: Dress shoes, sandals, sneakers, and hiking shoes or boots. Tip: It can be cold at night and in the morning, so bring jackets and sweaters to wear to school.
Central Valley Valparaíso Libertador General Bernardo O’Higgins Maule	This region has a Mediterranean climate with well-defined seasons. Spring, between September and December, is mild. Summer, between December and March, is dry and hot with temperatures that can reach over 35°C (95°F). At night it cools down slightly, and on the coast this temperature drop can be much more extreme. Autumn is between March and June, and temperatures decrease gradually. In Winter, mornings are cold, some as low as -2° C (28°F) and although the temperature rises at midday, it rarely exceeds 15°C (60°F). Coastal cities like Valparaíso have a sub-tropical climate, with an average temperature of 20° C (68°F). The coldest months are July and August, although the winter is mild, thanks to the sea breeze that blows through the Valley of Aconcagua. The rainy season is in May.	Summer clothing: T-shirts, shorts, light material pants, jeans, long sleeve shirts, cotton shirts, and swim wear. Semiformal wear: A shirt and tie for men and a nice dress for women. School wear: Business casual (khakis and a collared shirt for men and a skirt or dress pants and blouse for women). Winter clothing (inland placements): Thermal underwear, waterproof jacket, heavy coat, scarves, gloves, and a winter hat. Mild winter clothing (coastal placements): Long sleeve shirts, sweaters, raincoat, and a jacket. Footwear: Dress shoes, sandals, sneakers, and hiking shoes or boots. Tip: It can get quite cold at night, even in the summer, so it pays to dress in layers.
South Los Ríos Bio Bio Araucanía	South to Temuco: The climate is very agreeable in the summer, but from April to September the rains are heavy; the annual average rainfall, nearly all of which falls within those six months, is from 1,250 to 1,500 mm. The average temperature in the summer is 15°C (60°F) and in the winter is 10°C (50°F). Temuco to Puerto Montt (includes Chiloe Island, Pucon, Valdivia): The climate is colder; the summer is no longer dry for rain falls every season, heavier further north. The rain decreases as you go inland: 2,500 mm on the coast and 1,350 mm inland.	The winters in these regions are very cold so we advise that you plan to bring very warm clothes. Houses in these regions have heating; however, there is not necessarily a heater in every room. You should consider asking a member of the family to mail additional winter clothing. It is better to have lots of thin layers rather than one thick layer so that you can adapt to the changing climate. Also keep in mind that outdoor activities, such as skiing, hiking, and ice-climbing requires more insulated gear. Heavy winter clothing: Waterproof and windproof rain gear, long underwear, wool socks, a winter coat, a hat and wool cap, and sunglasses with UV protection. Semiformal wear: A shirt and tie for men and a pants and a nice blouse for women.
Patagonia Los Lagos Aysén Magallanes	The average temperature in summer is 10.6°C (51°F) and in winter is 2.0°C (36°F). Punta Arenas registers an average rainfall of 425 millimeters annually, mostly in the spring and summer and in winter as snow. This is an area with constant strong wind throughout the year.	School wear: Business casual (khakis and a collared shirt for men and a skirt and blouse for women). Footwear: Dress shoes, sneakers, and sturdy hiking shoes or boots.

Information for Chilean Placements

Teaching materials

Materials provided to volunteers by the English Opens Doors Program:

Bilingual Dictionaries, pens, white paper, white & colored poster boards, notebook (for volunteer's use), glue, construction paper, scissors, rulers, pencils, markers, erasers.

Volunteers are encouraged to bring any of the following:

Pictures of yourself, family, home, hometown, pets, etc.

Visual Aids Picture books, flashcards, cartoons/comics, magazines, horoscopes, cookbooks, newspapers, menus, postcards, catalogues, recipes, ads, maps, baseball cards, ticket stubs, catalogues, recipes, etc.

Music Favorite music, pop songs (students may like), MP3s, blank CDs, etc.

Fun Stuff Board games (Pictionary, Word Yahtzee, Scrabble, Jeopardy, Trivial Pursuit), karaoke videos, Disney sing-a-long, pop and folk songs, music book.

Sports Coaching/drill book, equipment (frisbee, soccer ball, basketball, etc.) Think of what extracurricular activities you may want to develop.

Teaching Support ESL texts, lesson plan ideas, picture dictionary, games books, and song books.

Electronics

The electrical current in Chile is 220 volts. The outlets are continental European style and they take plugs with two round prongs. If you have appliances that only run on 110 volts, we recommend that you bring a 110 to 220 volt transformer with you. However, many upper end electronics (camera battery chargers and laptop power supplies) automatically adjust for voltage so you may only need an adapter.

Hairdryers can be purchased here. It is possible that your host family might let you borrow theirs.

Internet is available in most town centers and schools. Internet cafes are widely available in Chile.

Cell phones can be purchased from many stores and from the cellular providers themselves. Entel, Claro, and Movistar are major providers and have offices in all areas. A cell phone is but helpful to communicate with other volunteers, friends, and school/family when needed.

Please note: It is quite cold in Santiago during the July orientation session and few buildings in Chile have centralized heat. Therefore, even those volunteers placed in the Northern regions should bring some warm winter clothes to wear during their orientation.

Cosmetics

Pharmacies are located in all locations throughout Chile.

Cosmetics, including soap, shampoo, deodorant and toothpaste are widely available at reasonable prices.

Tampons are generally available throughout Chile.

Vitamin supplements are available in Chile's larger city centers. In smaller towns, they are difficult to find.

Sunscreen is essential as the sun is very strong in Chile. It can be found in most local pharmacies.

Allergy medicine and favorite cold remedies If you have a prescription or a favorite brand, it is best to stock up and bring an ample supply from home.

Lip balm can be difficult to find in small towns. Be sure to bring that if it is something you use.

Soft and hard contact lenses You should bring your glasses and contacts with you from your home country, as vision is not covered by your health insurance.

Appendix C: International Banking in Chile

Withdrawing money from ATM's in Chile is easy, even with a foreign card. However, there are a few precautions that volunteers should consider before arriving in Chile.

1. Contact your bank to ensure that withdrawals will be approved in Chile. If there are restrictions, confirm what banks will allow withdrawals here in Chile.
2. Inform the bank that issued the ATM card you plan on using in Chile that you will be traveling. To be on the safe side, make sure to mention every country (even dates of travel) you plan on visiting while stationed here in Chile. The same holds true for credit cards. In addition, contact your credit card issuer in advance to notify them of any large purchases (trips, flights, etc.).
3. Ask your bank and credit card issuer about current foreign transaction rates.

Helpful advice from former volunteers:

Bank of America Rewards Visa credit card charge in Chile will incur a 3% transaction fee on any purchase. However, as of January 2009, all **Capital One** credit cards have a 0% transaction fee. This is a great option for those planning on charging occasional purchases to a credit card while in Chile.

As far as ATM cards go, the foreign transaction and exchange fees vary enormously. A common Bank of America checking account incurs a 1% currency conversion fee as well as a \$5 foreign transaction fee for every ATM withdrawal. However, **withdrawals from any Scotia Bank ATM in Chile are free of foreign fees for all Bank of America checking customers.** Scotia Bank is fairly well placed in Chile from Arica to Los Lagos (although not in Patagonia). For all Scotia Bank locations in Chile, see: (http://www.scotiabank.cl/constructor.html?clientes/centro_atento/index.shtml).

Other banks such as Citibank and HSBC charge 3% conversion fees. Good solutions are Capital One Online Money Market accounts, certain Fidelity accounts, State Farm accounts, and Schwab Investor Checking accounts, all of which offer 0% foreign fees and fair exchange rates.

For an exhaustive list of all current foreign credit card and ATM fees, see: (http://flyerguide.com/wiki/index.php/Credit/Debit/ATM_Cards_and_Foreign_Exchange)

4. Wiring money, especially through Western Union, is fairly simple.
5. If you have student loans, check with your loan issuer about getting a deferral while in Chile. Proof of volunteerism might result in loan payment deferral until you return to your home country.

Appendix D: Suggested Resources

Websites

Chilean Government

- Ministry of Education (MINEDUC) <http://www.mineduc.cl/>
- Programa Ingles Abre Puertas (PIAP) <http://www.ingles.mineduc.cl>
- National Volunteer Center (NVC) <http://www.centrodevoluntarios.cl/>

Immigration

- Foreign Legalization Service <http://www.extranjeria.gob.cl>