

THE DVI EXPERIENCE

Congratulations, you're in for what many have called the most rewarding experience of their professional careers. Get ready to meet colleagues from around the world and to provide services to Jerusalem's neediest and at-risk children. Get ready to have all your senses heightened and amazed. This is the DVI experience.

Better yet, get ready to do all of this in one of the most amazing cities in the world...Jerusalem.

We've written this orientation brochure to help you plan your trip and make the most of it. It is very valuable information for those who have never before volunteered and those who might never have visited Israel. Along with the brochure, the entire American Friends of DVI (AFDVI) Board of Directors is at your disposal. Any of us, as well as the AFDVI office, will be happy to answer questions you might have. It's a good idea to speak to the office before your visit to DVI. Please call us at 201-336-0230, or email us at americanfriendsofdvi@gmail.com.

We all want to make your trip the most memorable experience of your life.

Israel is a mix of the ultra-modern, ultra-religious, ultra-secular, ultra-old, ultra-wealthy, and ultra-poor. Israel is an "ULTRA" country.

You can find the typical tourist information by visiting the following sites:

www.goisrael.com

www.itraveljerusalem.com

wwwnc.cdc.gov/travel/destinations/traveler/none/israel

www.frommers.com/destinations/israel

www.lonelyplanet.com/israel-and-the-palestinian-territories

www.fodors.com/world/africa-and-middle-east/israel

Specific Activities

Cycling: Jerusalem just opened up a beautiful new bike route along the old train route, which is no longer in use. See links to that bike path and three others below:

1. <http://en.jerusalem-hotels.org.il/category/train-track-park>
2. http://www.goisrael.com/Tourism_Eng/Tourist%20Information/Itineraries/Bicycle%20Itineraries/bicycle%201%20Day%20Route/Pages/Jerusalem-by-Bike.aspx

3. <http://www.jpost.com/Green-Israel/Tours-and-events-in-Nature/Cycling-on-New-Trails-in-Jerusalem-Park>
4. <http://www.funinjerusalem.com/en/sports/354-biking-in-jerusalem.html>

Here are some helpful tips for travelling for DVI volunteers:

GETTING READY

What to bring:

Check with an online weather service to see what the temperatures will be. Jerusalem is about 10 degrees cooler than Tel Aviv and the temperature from north to south can vary greatly. You might want to check for temperatures and weather for all the places you intend to visit.

If you plan to visit religious sites, bring head covering and clothes that are modest.

If you're staying in a DVI apartment (or even a hotel), you will need current adaptors. These are very inexpensive and will allow your 110 chargers and appliances to work off the 220 outlets.

WiFi is available in the DVI apartments.

You might want to bring a very small flashlight. Power outages are exceedingly rare, but if you're staying in an apartment, the hallways are usually poorly lit.

Israel Telephone Number:

Because international calls are very expensive, we recommend that you get an Israel telephone number.

One option is to rent a cell phone with an Israel telephone number and have it delivered to your home. Another option is to purchase a SIM card that you can put into your current cell phone.

Three companies that offer these services are:

TravelCell: <http://www.travelcell.com/rates/middle-east/israel.asp>

Amigo US: <http://www.amigo-us.com/rates.cfm?cvID=315>

TalkNSave: <http://www.talknsave.net/>

In the Clinic:

Dress is casual, though you should abide by OSHA and CDC guidelines as you do in the US. The clinic has scrubs (“greens”) or you can choose to bring your own. They do not supply pants or lab coats so if that’s what you prefer, you might want to bring your own.

Please do not wear open toed shoes to work in the clinic.

Remember to bring any special eyewear you use.

The clinic uses LATEX gloves. Should you have a latex allergy, please inform us. You will probably want to bring your own, non-latex gloves with you. Figure that you’ll see between 6-10 children a day to compute your need.

Materials , Equipment, and Supplies:

The clinic is generously stocked, mainly through donations, particularly from Henry Schein, a major corporate sponsor. Volunteers have brought specific items that they wish to use and other items the clinic routinely needs. Volunteers have found that by contacting local suppliers, they can get donations of many materials and even small equipment such as the ones below. If you wish to bring items, please contact the clinic before you pack as their needs are constantly changing.

Composite materials

Burs and diamonds

SS crowns

Cements

Rubber Dam and Clamps

Endodontic materials

Syringes

Children love receiving toys from the US, so many volunteers bring some with them.

Do not bring:

Handpieces. The clinic has excellent, fiber optic handpieces, donated by Star, Kavo, and Benco. IF you would like to bring NEW handpieces, please contact the clinic to find out exactly what connections they require.

Personal instruments that you do not wish to leave behind. Volunteers have brought specific instruments only to get them mixed up during autoclaving. So, if you want to bring some, just be prepared NOT to have them when you return.

Expired materials. The clinic practices up to US standards and will not use any expired materials. If you bring something old or expired, it will have to be thrown out, making more work for an already busy clinic staff.

Important note:

Should you bring anything you wish to “donate” please make a list of exactly what you are bringing and a retail value. Once the materials, supplies, instruments and/or equipment is received in the clinic, this list will be forwarded to the AFDVI office which will issue you a receipt that you can use for tax purposes. Without this list a receipt will not be issued and you might lose out on a tax deduction.

Money:

As mentioned, we have some very generous corporate sponsors. You can see the list on our website (www.AmericanFriendsofDVI.org). We are in need of financial support. The clinic is entirely funded by donations and often runs a deficit because of the great need. The clinic will not turn away an indigent child because of a lack of funds. Your donations and solicitations will help DVI treat more children and are greatly appreciated.

Many volunteers have, prior to their volunteering, solicited donations from friends, family, business acquaintances, and even patients. People are inspired by the gesture of volunteering and are often more willing to donate to a cause where they know their money will be put to good use.

The AFDVI office has copies of solicitation letters and email blasts that other volunteers have sent that you can use. Please email us with such a request and we will be happy to forward some of the more effective ones to you.

Should you solicit donations, please DO NOT bring checks or money to Israel or the clinic. In order to receive appropriate tax-deductible acknowledgement, all monies should be donated online at: www.americanfriendsofdvi.org. Or, send checks to the AFDVI office in New York where the AFDVI staff will assure that donors are appropriately thanked and tax-deductible letters are sent.

Once you volunteer you will want to assure that this wonderful program is successful. Your yearly, alumni donations and your personal solicitations will help assure that the children receive the best care possible and help facilitate this amazing professional experience for your colleagues around the world.

Shekels:

The Israeli currency is the Shekel (New Israeli Shekel or NIS). The value relative to the dollar changes daily, so you may want to download a currency converter app to the phone, iPad or computer that you're bringing.

It might be helpful to get some Shekels to bring with you or you can use an ATM in the Airport to get some. Please check with your debit or credit card company to assure that you'll be able to access it from Israel. Some companies such as American Express require you to have signed up specifically for this service.

Dollars are accepted in some places but please don't rely on this except at hotels, where you will not get a favorable exchange rate. Plan on using credit cards or Shekels, and not dollars.

Language:

Nearly everyone, except younger children understands and speaks some English. In the clinic, it's the main language of communication. The DVI staff speaks many languages and serve as amazingly effective interpreters. The DVI staff are veterans and are very dedicated to the children, assuring they are communicated with appropriately.

As with money, you might want to download a translation app to use while you're in Israel.

Nearly all signs are in Hebrew, Arabic, and English. Many restaurants also have English menus. As with all foreign countries, the residents appreciate an effort to communicate in their language. It would be nice if a child heard you say "hello," "how are you," "how old are you," or "what is your name" from YOU in their language. It might put them at ease or be a source of a laugh or two. Either way, it's a nice thing to try.

GETTING THERE

Please let us (AFDVI) know your travel plans so we can help track your progress. We have had instances where flights have been cancelled and we'd love to inform the clinic of such matters as it might affect your availability to the clinic and the children.

If flying, you will arrive at Ben Gurion Airport. You will immediately go through passport control where you will be asked the purpose of your stay. Our volunteers have found that telling the truth is always the best policy. Just say that you're volunteering your time at the DVI clinic in Jerusalem.

You will be asked to tell where you are staying and to supply a phone number. Please have the apartment address available and you can use the clinic phone number, if you do not have an international phone.

Some Volunteers have found it necessary to have a letter from AFDVI with them to show the immigration officials.

At Passport Control you will be given a photo ID in your passport. Please keep it secure because you will need it when you leave the country.

You will be responsible for getting to Jerusalem and the apartment, if you are staying there. There are 3 options:

1. Rental car
 - a. Please note that parking in Jerusalem can be very tricky and the streets are windy, small, and not easily identified. Many find that a GPS is helpful and most car agencies can arrange one (from another vendor) to be delivered when you pick up your car. The GPS will speak English and can be programmed to avoid contentious areas.
2. Shared taxi called a 'Sherut'
 - a. This is the least expensive option. It just might take a bit longer depending on the route the driver takes for other passengers. You might get a little tour of Jerusalem for the same price!
3. Private Cab called a 'Monit'
 - a. This is the most expensive option and can cost between \$75 and \$90. It is about a 45-minute ride (in traffic it may take an hour). The cost is fixed between the airport and Jerusalem. It's best to discuss this prior to departing the airport to avoid confusion.
 - b. Cab drivers usually speak some English but it might be best to have the address of your apartment spelled out on a piece of paper that you can just give to the driver.
 - c. As opposed to restaurants, tipping in cabs is NOT expected in Israel, though is always appreciated.

THE APARTMENT

If you are staying in a DVI apartment, you will receive an email from the clinic with explicit directions to the apartment as well as the combination that opens the lock on the apartment door. Should you not receive this information, please contact the AFDVI office immediately at 201-336-0230 or email us at americanfriendsofdvi@gmail.com

DVI has three (3) apartments, each with its own flavor and charm. These are Israeli apartments and are typical of Jerusalem. All the basics are there. Some volunteers who require more luxurious, vacation-like accommodations have opted to stay in a hotel (there are many options, some within walking distance of the clinic).

Of note to Americans, one difference you might see is that the lights in the hallways are usually off and have to be turned on by a light switch. There are light switches that you'll find on every landing. They are timed to turn off automatically. This saves electricity...it's GREEN!

Should you arrive at night, in the darkness, you might require a small flashlight to find the light switch.

Apartments are usually ready by around noon on Friday. They will have been cleaned and made ready for your arrival. The cost of this cleaning process is a significant DVI expense. Many volunteers have generously offered to reimburse the clinic for this service, further helping give the children more care. The clinic staff will be happy to let you know the costs.

The apartment will NOT have food. There are many places close to each apartment where you can buy some staples. You might find some things such as salt, sugar, and even coffee so it would be best to assess what's there prior to purchasing anything.

Please note that you're coming to a relatively religious city. Many things close early on Friday in preparation for the Sabbath and are closed on the Jewish Sabbath, Saturday. If you arrive on Friday, we suggest that you drop your bags in the apartment and run out quickly to get a few staples before sundown that will hold you over until the end of the Sabbath on Saturday. The DVI website has more information about the Jewish Sabbath and a list of restaurants and grocery stores that are open on Saturday here: <http://dental-dvi.org.il/shabbat-the-jewish-sabbath/>.

Since our volunteers come from around the world and are of many religions, we cannot certify that anything in the apartment is 100% Kosher. If you require a strictly kosher kitchen, you might prefer to stay in a hotel or plan to eat all your meals out. There are many dining options in Jerusalem, and other than on Sabbath, food is easily obtained and relatively inexpensive.

You can stay in the apartment until 9 AM Friday of the last week you are volunteering. We then need the apartment for the incoming volunteer. Please leave it in the best possible condition.

SATURDAY IN JERUSALEM

Saturday is the Jewish Sabbath and you'll find fewer services available. Cabs are available and some stores and museums (www.ilmuseumes.com/) are open. Many are also closed so please check beforehand.

There is much open in the Armenian, Muslim, and Christian quarters of the Old City. The Jewish Quarter has a special air on Saturday. Please note that residents of that area may not want their photos taken. With all religious sites, please exercise respect and modesty.

Sabbath ends one hour after sundown and many stores and most restaurants open Saturday night. Depending on the time of year, as the Sabbath ends earlier, it's a big night out on the town.

In Israel, the week begins on SUNDAY. It's the first day of the week and a regular workday.

IN THE CLINIC

Your clinic experience will start on Sunday morning. Usually, someone will contact you and bring you to the clinic. Clinic hours are 8 AM to 1:30 PM Sunday, Monday and Tuesday and 8 AM to 12:30 PM on Thursday.

You will be given a tour to familiarize you with the clinic, the staff, and the facility. You will, along with your fellow volunteers, be given an orientation by the Pediatric Dentist/Director of the clinic. You will want to pay special attention to this orientation as it will help you provide the best possible care to the children and make your time spent in the clinic more enjoyable and productive.

Please note that world renown dentists such as Dr. Gordon Christensen, Dr. D. Walter Cohen, and Dr. Joel Berg have visited the clinic and marveled at the work being done. While everything may not be exactly as you would want in your own clinic, this is the DVI way and it has met the standards of care of these illustrious dentists as well as over 500 others from around the world.

Our volunteers are always impressed by the professionalism of the DVI staff. They act as interpreters, secretaries, travel guides, and assistants. Many volunteers continue relationships after their visits. The assistants, in particular, will be an invaluable help to your caring for the children. They will tell you what to do, when to do it, how to do it, and sometimes, do it themselves (they are all expanded function assistants). Volunteers have joked that they wish they had assistants of this caliber at home in their own practices. They are truly amazing because of their skills and their caring.

Everyone at the DVI clinic is there because of the children. They want the best for them regardless of their ethnicity or religion. This is the magic of the DVI clinic. This is why we say that we're "healing the world, one smile at a time."

You will be amazed at the diversity. Arab, Christian, and Muslim families sitting next to ultra-orthodox Jews (called Charedim) are common sites at DVI. Ethiopian children treated next to Russian, Moroccan, or Iranian immigrant children are common sights as well. Diversity is what DVI is all about. Diversity in patients and diversity in Dentists, that's what's special about DVI. Dr. Amed Ismail, Dean of Temple's dental school, has called DVI a "model for delivery of dental care to the indigent that should be duplicated around the world".

TECHNIQUES:

The Pediatric Dental Specialists in the clinic are responsible for what happens in the clinic. It is their reputations that are on the line when

volunteers provide service. Please adhere to their treatment plans and their recommendations. You are a guest in their home. It's helpful to keep that in mind.

There may be certain procedures you prefer to do or not to do (Stainless Steel Crowns). Please discuss this with the clinic director on Sunday at the orientation or beforehand, via email.

Unless you are a specialist (Endodontist, Oral Surgeon, Pediatric Dentist) you will be asked to do basic, restorative dentistry. While you might have specific expertise, there is no way for the Clinic Director to vet all the volunteers. So, please be patient and understanding. No one is questioning your ability or expertise. To make such a volunteer-driven clinic function best, there are some assumptions that must be made.

Once you've become a frequent flier, your specific skills and capabilities will be put to better use. As a first-timer, be patient. You're in a new environment; it takes some getting used to.

The techniques used are those taught at the Hadassah School of Dentistry, a world-class institution. In fact, one day a week, a resident from Hadassah comes to the DVI clinic to provide specialty care as part of their training.

You may want to visit the Clinic. Please ask the Director or secretary to arrange such a visit. It's a beautiful school and DVI is proud of its affiliation with such an institution.

AFTER WORK

Work concludes when the last child of the day is cared for, usually before 2 o'clock on Sunday through Wednesday and before 1 o'clock on Thursday.

You may want to do some sightseeing in the afternoons. You can arrange your own itineraries or ask the clinic staff for help and/or recommendations. They'll be happy to assist you.

Since getting **to** the clinic is usually only arranged for the first workday, Sunday, you'll want to check to see how you will get to and from the clinic the rest of the week. The staff will be helpful with this as well.

THURSDAY

Thursday is the last workday of the week at DVI. This workday ends a little earlier than others. There is usually a small farewell ceremony during the morning where you will be presented with some special mementos of your stay. It's great to have a camera or video camera available, since you might want some mementos of your own to take home.

A word about photography. While Israel does not have HIPAA laws, the clinic does respect their patients' sensitivities. No photographs of children should be taken without the parents' permission. You should have pictures of yourself taken while working, just be sure the child's face isn't seen unless permission has been given.

You will be asked to make a short video expressing your thoughts about your experience. This is an important part of our awareness and fundraising campaign. On our website, you can see a compilation of testimonials given. These are powerful endorsements of the good work DVI does and encourages others to volunteer their time and give money.

In the packet you will receive on Thursday, there will be a Press Release. Again, we want to get the word out for the work we do at DVI. We need your help. If you feel able, please write or use the materials we send you to send to your local paper and media outlets letting them know of the good work we do. Your involvement can and should also be mentioned, as it will be a source of reward to you, as it should be.

Should you not be willing or able, we will gladly do this for you. Many volunteers have found us through articles written in local papers, the ADA, AGD, and Alpha Omega journals.

GETTING HOME

You will be responsible for arranging your own transportation back home. The process is basically the reverse of the one you took to get to Jerusalem. Check with your carrier before you leave for the Airport and plan to get there two (2) hours in advance of your flight. Ben Gurion airport is a modern one with many shops and restaurants. You can easily entertain yourself there.

If you bought anything and paid V.A.T., you might want to give yourself a little extra time to collect it at the airport. You'll have to have the item available to show the agent, so don't pack it in your checked luggage.

Once home, you'll receive a survey about your experience. Please help us by filling out and returning the survey. Foundations love to know how successful and effective we are, so your feedback is important.

YOU WILL SOON HAVE A NEW MISSION

As an Alumnus of DVI you now have a responsibility to further its mission of promoting diversity and helping indigent children. Once you see the need, you'll want to do more. Every volunteer does! You will be asked to become an alumnus/member for a minimum \$180 a year donation. Of course, many volunteers choose to donate more, especially during years where they can't donate their valuable time. If you can donate more, we have some wonderful gifts for you at the \$360 and \$1,000 levels.

We need you to help spread the word. Speak to your friends, family, and patients. So many of our alumni tell us of the keen interest their patients have in their work at DVI. People like to hear of others who do good things, as you're about to do. Many have also become member/friends and donate money to this worthy cause.

One of our volunteers told us about a patient who actually came to him specifically because she saw about his involvement in the DVI clinic on the Internet. She chose him because of his charitable work. So good deeds, while done for their own merit, can have other positive benefits too.

You will want to volunteer again. Please note that priority is given to Alumni members and that you'll want to let the clinic know as far in advance as possible. The clinic's ability to accept volunteers is solely a function of capacity, which is a function of money. The more money we raise, the more apartments we can rent, the more staff we can hire, and the more children we can care for.

Our clinic, while totally functional, is old and needs constant maintenance and repair. We will need a new facility at some point, so the more awareness we raise, the more likely, when the time comes, we'll be able to raise the needed funds for an expansion to a new facility.

Of course, there are other ways you can help as well. AFDVI's Board meets regularly by teleconference and once a year in person during the Greater New York Dental Meeting. It is responsible for assuring a constant flow of money to the DVI clinic.

You might want to volunteer to be on our Board or join one of our committees. Since we'll be in touch with you after you return, you can signify your level of interest at that time.

Many of our volunteers also arrange for fundraising events, together with other local alumni. If you are interested in this please let the AFDVI office know so they can help facilitate your efforts.

Everyone at AFDVI and DVI appreciate your efforts. We know what it means to take time out of your practice or academic activities to travel to Israel. We know the costs and we understand the sacrifice. We know because we've done it, too. What

we know, and you will soon learn, is that we get back way more than we put in. The feeling of gratitude from the children and their parents and the appreciation of everyone who knows about our work are benefits that far exceed the monetary and other sacrifices we make.

Dr. Michael Goldberg, a volunteer since 1984 and currently the President of AFDVI, was Director of the Practice Management course at Columbia University's Dental School. He maintains that his involvement with DVI was the single best practice booster he has ever experienced. The key is to let people know what you're doing. The AFDVI office has copies of letters and emails he and others have sent out. Just ask and ye shall receive. Don't do it for you, do it for the children and do it to make this world a better place. **JUST DO IT!**