



TEAM CAPTAIN MANUAL



PURPOSE

The purpose is to create a uniform Team Captain orientation that explains Commissioned International's vision, mission, and strategy. This will ensure that all Team Captains have the information needed to lead a team successfully, understand the team model, and feel empowered to fulfill their calling in life.

TABLE OF CONTENTS

VISION, MISSION, AND STRATEGY	1
MINISTRIES & WHERE WE SERVE	3
PURPOSE OF SHORT-TERM TEAMS	5
ROLES & RESPONSIBILITIES OF TEAM CAPTAINS	7
TEAM PLANNING & ONBOARDING PROCESS	9
TEAM BILLING	11
TEAM FEE & SUPERBILL	13
TEAM AIRFARE PROCESS	15
ACCIDENTAL INSURANCE POLICY	16

VISION, MISSION, AND STRATEGY



VISION

To mobilize and equip people for God's global glory.



MISSION

We exist under the Lordship of Jesus Christ to evangelize the lost, disciple the saved, and minister to the needs of the poor.

STRATEGY

Supporting Missionaries, Mobilizing Short-Term Mission Teams, Caring for the Vulnerable, Equipping Pastors, and Establishing Self-Sustaining Churches.

The reason we exist is to mobilize and equip God's people to leverage their lives for the global glory of God. There is no greater cause that we would leverage our time, talents, and treasures for.

This is our WHY.

The focus of our ministries is to evangelize the lost, disciple the saved, and minister to the needs of the poor. If the ministry initiative is not focused on one of those items, then it is not for us (however great the project/initiative might be). **This is our WHAT.**

We accomplish our vision and mission through five strategic ministry focuses: supporting missionaries, mobilizing teams, and caring for the vulnerable, equipping pastors, and establishing self-sustaining churches. **This is our HOW.**



MINISTRIES & WHERE WE SERVE

We currently serve in Honduras, Nicaragua, Guatemala, and Nepal.

The major Commissioned International ministries according to our five-point strategy are:

Equipping Pastors:

- Thomas Herrington Bible Institute, Honduras
- Dwight Carr Bible Institute, Nicaragua
- Pastoral Training, Guatemala
- Pastoral Training, Nepal

Establishing Self-Sustaining Churches:

- 150 churches in Honduras
- 31 churches in Nicaragua
- 2 churches in Guatemala + church partnerships
- Church partnership network in Nepal

Caring for the Vulnerable

- Hospital Bautista's Patrick Davis Memorial Surgery Center, Honduras
- Good Shepherd Children's Home, Honduras
- Good Shepherd Christian Academy, Honduras
- Emmanuel Home of Protection, Nicaragua
- Mount of Olives Christian School, Nicaragua
- Seeds of Grace Children's Homes, Nepal
- 20 Active Missionaries serving

Mobilizing Teams

- ~100 short-term mission teams per year to support our churches, missionaries, and ministries

PURPOSE OF SHORT-TERM TEAMS



The overarching purpose of a short-term mission team is to support the ongoing ministry efforts of our churches, missionaries, and ministries. Our ministries do not exist to accomplish the mission of the short-term team, rather the short-term teams exist to help accomplish the mission of Commissioned International. Short-term teams are a tremendous blessing to our churches, missionaries, and ministries. Short-term teams have become the catalyst to helping plant and establish around 180 churches in Central America. These short-term teams become a catalyst for advancing ministry initiatives in the countries we serve. Not only that – we believe going on a short-term mission trip is the single greatest spiritual investment you can make in your faith journey.

Commissioned International has various types of short-term mission trips:

- Church Growth Partnerships
 - This is a three-to-five-year partnership between U.S. Churches and indigenous Churches.
- Medical Missions Teams
 - Dental, Eyeglass, General Medicine, Pharmacy, Vet
- Children's Home Teams
- Surgical Teams
- Youth Camp Teams
- Pastoral Training Teams
- Construction Teams
- Evangelism Teams
 - Door-to-door ministry, food ministry, children's ministry
 - These teams work in the villages with churches.



ROLES AND RESPONSIBILITIES OF TEAM CAPTAINS

Team Captains have a major responsibility in the team planning, recruitment, fundraising, and operations of a short-term mission team. Our Team Activities Department has Team Coordinators that work directly with Team Captains in the team planning process. Commissioned International does not work with the individual team members, rather we work directly with the Team Captain who acts as a liaison to the team members on all information regarding the mission trip.

Over the years, the Team Captain will develop relationships with CI missionaries and national staff. This is great and encouraging. However, all team planning must happen through the Team Coordinators in the Home Office.



Team Recruitment

It is the primary responsibility of the Team Captain to recruit team members to serve on the team. The recruitment process takes longer and is more difficult than one might think. Commissioned International will provide digital resources to assist with promotion for the team and to explain our vision, mission, and strategy.

The minimum team size is 10 members.

Team Planning

The team planning process typically takes 11 months. You will be in constant communication with a Teams Coordinator that will walk you through the onboarding process. This process is outlined below.

Team Application

The Team Captain is responsible for ensuring every team member has filled out a Commissioned International application. This application will ensure the team member has accidental insurance, has signed all necessary paperwork, and is approved to go on the mission trip. Team members will not be allowed to attend the mission trip without a completed application.

We utilize a third-party program called Managed Missions for the application process.

Managed Missions

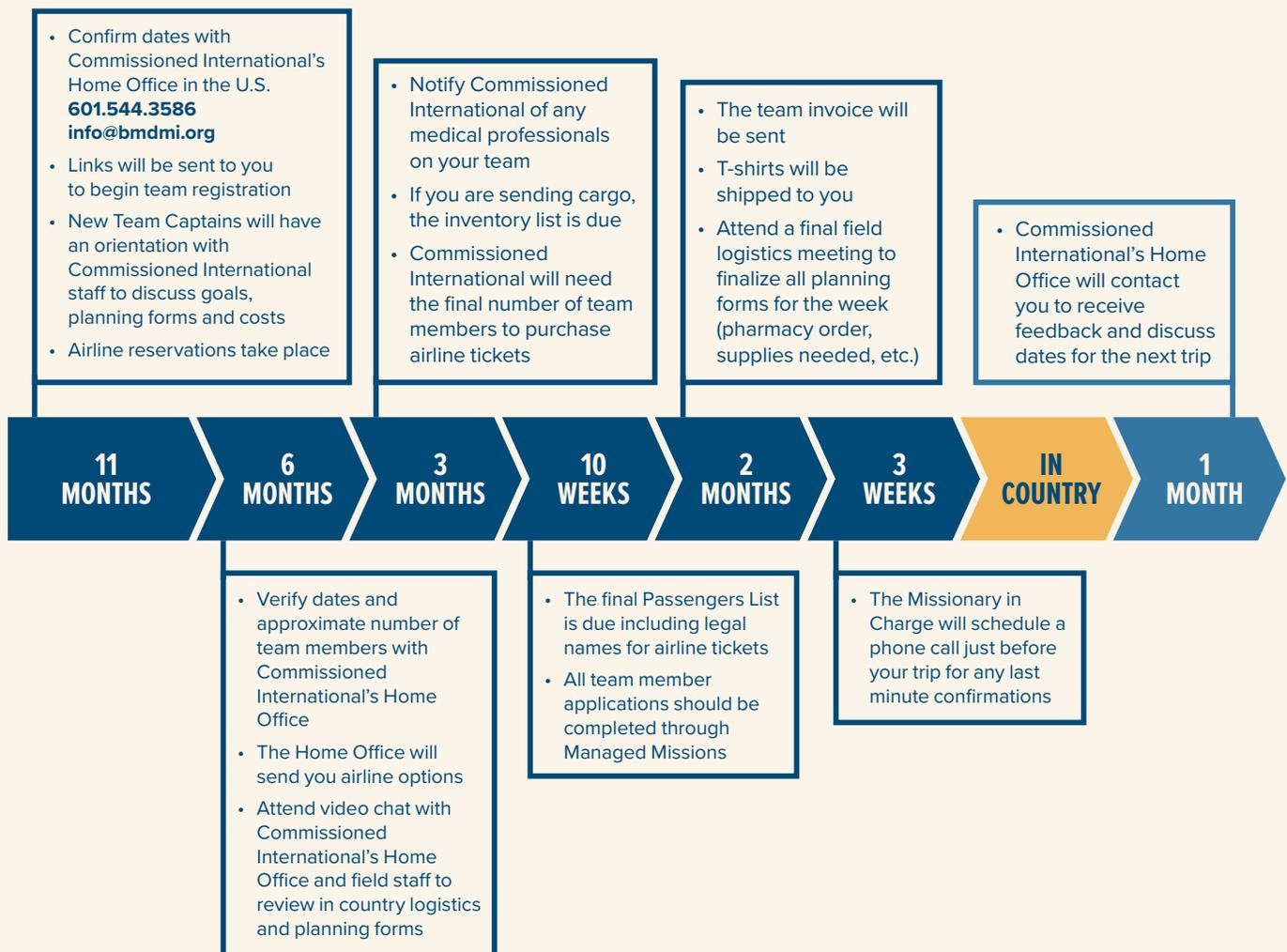
As mentioned, Commissioned International uses a third-party program called Managed Missions to organize each team along with all team member applications. You will receive an individual Managed Missions link that is specific to your team. From there, a digital application link can be sent to all potential team members. Team members will fill out their applications, sign release of liability, view documents, complete background checks, and make payments. Team Captains will have full access to see all their team members, their financial status, and application status. This is a powerful program for Team Captains to utilize.

Team Preparation

God's word instructs us to "work at it with all your heart, as working for the Lord," Colossians 3:23. We ask all team members to be prepared mentally, spiritually, and emotionally for the mission trip. This will require the Team Captain to lead multiple team meetings to prepare the team for their mission trip. All team members should be prepared to share the gospel (three circles method), to share their testimony, for non-ideal sleeping conditions, and to be culturally sensitive. A successful and fruitful mission trip starts months before the departure date through planning, praying, and preparing. A Team Coordinator will be there to assist you every step of the way.

TEAM PLANNING & ONBOARDING PROCESS

TEAM CAPTAIN TIMELINE



TEAM PLANNING MEETING DETAILS

FD = Field Director
AFD = Assistant Field Director
MIC = Missionary in Charge

11 MONTHS PRIOR

WHO? Home Office Team Coordinator, FD, AFD, MIC & Team Captain. **Home Office schedules this meeting.**

WHAT? Overview of Commissioned International. Goals and philosophy of Team Ministry.

HOW? Video meeting. Planning Form Discussion, Ministry Options, Billing Process

WHEN? Immediately (11-12 months before the trip)

6 MONTHS PRIOR

WHO? Home Office Team Coordinator, AFD, MIC & Team Captain. **MIC schedules this meeting.**

WHAT? Review Team Planning form including Pharmacy, Vet, Dental order forms, Cargo due dates, etc.

HOW? Video meeting. Planning Form Discussion, Ministry Options, Billing Process

WHEN? Approximately 6 months before trip

2-3 MONTHS PRIOR

WHO? MIC, AFD, Team Captain, and Home Office Coordinator. **MIC schedules this meeting.**

WHAT? Finalize **ALL** planning and order forms. Review Estimated Superbill

HOW? Video meeting. Have all planning and order forms ready to review to confirm all numbers.

WHEN? 2-3 months prior to trip

3 WEEKS PRIOR

WHO? AFD, MIC and Team Captain. **MIC schedules this call.**

WHAT? Confirm any remaining details.

HOW? Phone call from MIC. Discuss any last-minute items.

WHEN? 2-3 weeks before the trip

TEAM BILLING

All teams will be billed through the Home Office Accounting Department. Invoices will originate from the Accounting Department based on information received from the Team Activities Department and In-Country Admin Office (field expenses) when applicable.

- Initial invoice sent to Team Captain with the following billable items:
 1. Team airline tickets – Based on the number of airline tickets purchased by Commissioned International
 2. Team fees – Based on the total number of team members
 3. Estimated Superbill (field expenses) – Based on team planning forms and questionnaires completed prior to departure date
- Team Billing Schedule

Billing Item	1st Invoice	2nd Invoice (Reminder)	Due Date
Airline Tickets	10 weeks prior	8 weeks prior	6 weeks prior
Team Fees	10 weeks prior	6 weeks prior	4 weeks prior
Estimated Superbill (field expenses)	10 weeks prior	6 weeks prior	50% - 4 weeks prior
Actual Superbill (with payments received reflected)			4 weeks after

- The invoice will be a “rolling invoice,” which will include all billable items along with payments received from/for team members. It will be updated prior to being sent to Team Captains each time.
- The invoice will also be updated to reflect actual team field expenses when the trip is completed.



TEAM FEE & SUPERBILL

TEAM FEE MASTER LIST

- Honduras General Team Fee - \$900
- Nicaragua General Team Fee - \$900
- Guatemala General Team Fee - \$900
- Nepal General Team Fee - \$850 (starting in March 2025)
- 2nd Trip of the year - \$600
- Back-To-Back Trips - \$600
- Large Immediate Family
 - 1st & 2nd Person - \$900
 - 3rd Person & following \$600 (no additional discount for back-to-back or 2nd trip)

INCLUDED IN THE TEAM FEE

- Home Office Administration Support
- Home Office Logistic Support
- Accidental Insurance
- Field Office Administration
- Field Office Logistic Support
- Team Shirt
- Lodging
- Transportation
- Gas
- Food
- 2 Translators
- 1 Cook
- Food for 10 people in village assisting with team (village teams)
- Field and ministry staff for the week
- Various team supplies

FOOD WHILE SERVING IN-COUNTRY

The team fee covers food expenses while in the country. This includes a meal when you arrive at the airport – most of the time it will be pizza. This also includes lunch on your free day up to \$12 per person. Commissioned International has a set food menu in each country for the meals we serve.

The following food items/request will be added to the team superbill.

- Any change and/or addition to the set food menu
- Additional snacks
- Additional food required for feeding

FREE DAY ACTIVITY

All free day activities will be at the expense of the team and its members.

SUPER BILL EXPENSES

All costs associated with materials, medicine, professional support, and supplies needed to complete the ministry of the team will be added to the superbill. These items include, but are not limited to:

- Additions & changes to the food menu
- Additional translators
- National doctor
- National dentist
- Medications
- Dental supplies
- Bibles
- Band
- Project Life cases
- Rice & beans
- Additional cook
- Construction materials

TEAM AIRFARE PROCESS

Commissioned International works with a Christian travel agent for group airline reservations. This is a service to our Team Captains and ensures the flight schedules are correct. If a team chooses to book their own airfare, the flight must be approved by the CI Team Coordinator prior to booking. We have specific time slots for the teams to arrive in the country.

CI will reserve group reservations starting 11 months prior to your trip. This allows the Team Captain to reserve enough seats to cover his/her entire team.

- **Utilization Date:** Three months prior to the trip is the airline utilization date. You can drop as many seats as needed (the minimum seat requirement is 10) without charge. However, if you cancel your entire reservation or drop below the 10-seat minimum, there will be a \$350 charge from the airline or up to \$700 if you are flying with United Airlines.
- After the utilization date, the Team Captain is responsible for 90% of the seats. Meaning, if the Team Captain keeps 20 seats, he is responsible for 18 seats (90% of 20).
- **Passenger List:** 10 weeks prior to the trip, the Team Captain must turn in a passenger list with all the team members. After this point, there is a \$50 charge for every name change.

After the utilization date, the Team Captain and members are fully responsible for the cost of their flights including cancelations, name changes, etc. Any flight credits will be issued to the team members and not to CI.

ACCIDENTAL INSURANCE POLICY

All Commissioned International team members will be covered by our Accidental Insurance Policy. This policy is only an accidental policy, not medical. If team members would like additional international medical coverage, there are many great providers that we can recommend.

CHUBB

Important Information: Travel and Medical Assistance Provider

When traveling for business or pleasure, you can now feel confident that you are in safe hands if an emergency arises. Chubb partners with Europ Assistance, a leading global medical assistance provider, to give you 24/7 access to medical and travel assistance services around the world.

With medical assistance services from Europ Assistance, help is only a phone call away. Europ Assistance has a local presence in 200 countries and territories worldwide, including 35 assistance centers staffed with multilingual assistance coordinators, case managers, and medical staff.

If you are insured and need to locate medical care, Europ Assistance is available for timely help anywhere around the world. Europ Assistance provides the following services worldwide:

Medical Assistance Services:

- Medical provider search and referrals to help find hospitals and doctors in a given locale
- Medical monitoring of treatment
- Facilitation of medical payment
- Coordination of medication

Medical Evacuation and Repatriation Services:

- Emergency medical evacuations and medically necessary repatriation
- Coordinate transportation to join a hospitalized family member
- Dependent children/traveling companion assistance

Europ Assistance Contact Information

Toll free in the U.S. or Canada: 1.800.243.6124

From other international locations, call collect: 1.202.659.7803

Travel Risk Intelligence Portal:

As part of your Chubb insurance solution, insureds can access Europ Assistance's website that features information and tools to support travelers before and during their travel excursions. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- Mitigation tips and consulate contacts
- News and real-time security alerts
- General travel information

The Europ Assistance portal also includes useful tools to help minimize the inconvenience associated with international travel and support travelers in an emergency, such as translators for drugs and medical terms.

Access the Portal:

Go to the URL listed below to access Europ Assistance's portal and click on the "Sign Up Now" link in the gray **Log In** box. Use your **Group ID** and **Activation Code** to fill out the registration information.

Once registered, an automated e-mail will be sent to confirm your registration. Follow the link in this email to complete your registration. You can now access the Europ Assistance portal at any time using your new login and password.

URL: www.acetravelassistance.com
Group ID: **aceah**
Activation Code: **security**

For medical referrals, evacuation, repatriation or other services please call:

Chubb Travel Assistance Program
1-800-243-6124 (Inside the USA)
1-202-659-7803 (Outside the USA Call Collect)
OPS@europassistance-usa.com

Visit www.ACETTravelAssistance.com for access to global threat assessments and location based intelligence.

Register to access the site using the Group ID and Activation Code below:

Group ID: **aceah**
Activation Code: **security**

Travel Assistance Program

Plan Number: 01A1585
Organization: Baptist Medical and Dental Mission Int'l, Inc.
Policy Number: 6404-96-04
Assistance Provider: Europ Assistance USA

Europ Assistance provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

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