

AMBASSADOR NETWORK HANDBOOK



Updated on
9/18/2024

WHAT'S INSIDE

- Getting Started - Our Mission -What does an Ambassador Do? - Onboarding Checklist- Who is Involved? - Q/A for Ambassadors - How to Respond to these Questions - Advancing the Presentation Checklist - Presentation Checklist - Resources - Presentation Location Options - Other Ways to get Deaf children sponsored - Phone call script - Follow Up Form - Next Steps

Getting Started

Welcome! We are so excited to have you on our Ambassador Network team. This handbook will provide all of the info you need so please hang onto it and keep it somewhere accessible. It will be the primary resource to answer any questions you have along the way. In addition to this handbook your main points of contact are 1) Katie Rivera, Promotions (katierivera@deafchildhope.org) 2) JD King, Founder and CEO (jdking@deafchildhope.org)

***As soon as you are through the handbook next steps will be to**

1) Watch The Welcome Video

2) Schedule an Onboarding Meeting with Katie by emailing her at katierivera@deafchildhope.org

Our Mission at Deaf Child Hope International (DCH)

If you haven't done so yet, spend some time on our website so you get a good feel for the ins and outs of what we do. You can also easily direct others who have questions about our organization to the [website](#).

25 million Deaf children worldwide are currently living in isolation, outcast from their communities, and deemed unworthy of an education.

We are on a mission to change that. Deaf Child Hope spreads hope to Deaf children all over the world by providing basic essentials like clothing, food, shelter, safety, acceptance, medical care, education and the Gospel of Jesus Christ, thanks to the help of our many partners, deaf child sponsors, financial supporters, and volunteers.





(first photo: Kenya, second photo: Haiti)

What Does An Ambassador Do?

An Ambassador in the Deaf Child Hope Ambassador Network is helping the organization drastically by working to get Deaf Children in Poverty Sponsored. We have a goal of getting 200 more children sponsored in the year 2025 and we need a whole army of volunteers to help us do that. You will get ideas of how to accomplish this as well resources to help you accomplish this further down in this handbook. Generally though there will be those who feel comfortable giving presentations at their church or other venues (using the DCH presentation provided for you as a guideline) or maybe you'd rather meet with family and friends 1:1 or make phone calls or help others secure presentation locations. There are many possibilities so no matter your comfort zone there is something for you and we love it when Ambassadors get creative and come up with new ways to secure sponsorship!

Your Onboarding Checklist

New to the Organization? This list will help set you up for success.

TASK	STATUS
Read this Handbook cover to cover including all links and attachments. It is best to read it in the electronic form because there are links and Items to download.	<input type="checkbox"/>
Watch the Welcome video	<input type="checkbox"/>
Schedule an Onboarding session with Katie to go over questions	<input type="checkbox"/>
Request materials from the DCH office in Papillion, Nebraska	<input type="checkbox"/>
Practice the presentation (Powerpoint link in this handbook) -Updated Powerpoint Presentation will be coming out in 2025-	<input type="checkbox"/>

Who is Involved?

At Deaf Child Hope International

	Description
Staff	There are staff and volunteers spread out all over the United States. Visit the About Us & Team page on the website.
Board & Advisory Board	There are Board members and Advisory Board members. Learn more about them at About Us & Team page on our website.
Partners	<p>We refer to our partners as the schools or charitable groups that we partner with in developing countries. They are the ones doing the hands on work with deaf children in poverty living in that area. We currently have 18 partners in 11 countries and are actively vetting more to partner with in the future.</p> <p>Africa: Kenya, Uganda, DR of Congo, Ethiopia, Liberia Asia: Philippines, Vietnam North America: Mexico Caribbean: Haiti, Jamaica. Latin America: Honduras</p>
Ambassador Network (YOU)	Members of the ambassador network are critical in the expansion of Deaf Child Hope's primary objective which is to get deaf children in poverty a monthly sponsorship. Members of the network can be volunteers or staff.
Sponsors, Supporters, Donors	There are numerous ways to financially support DCH. A person can sponsor a deaf child or teacher. They can give monthly, quarterly or annually to the general fund or a special project or campaign. They can go on a missions trip and also support missionaries who are committed to the cause. They can also buy merchandise at our online store.

Q/A for Ambassadors

Question: What do I say if somebody says they already support another charitable organization or sponsorship program?

Answer: This may be one of the most common responses you get. It's good to validate and appreciate the way they support other children. You could say something like "Oh yes, that's wonderful! I also give to a couple of other organizations and each one is so rewarding and

unique in its mission. Pray on it and decide God if is calling you to also be involved in Deaf Child Hope. We would love to show you some of the children we have waiting for sponsorships right now.

Question: [What if the technology isn't cooperating?](#)

Answer: It's always good to have a backup plan in case the technology isn't working for you. Even issues as common as the wifi going out can cause uneasiness. However, to be the most prepared, make sure you contact the venue beforehand to ask what kind of tech you will have access to. At a church, for example, you may want to ask if they have a screen for you to use and if they use Pro Presenter or how you should get the presentation to them. With a USB drive or downloading it? It's best to talk to somebody who knows about the tech at the church so if you need to ask for the IT or A/V person that is the best route.

A backup plan can be a printed version of the presentation. You can ask someone to quickly make copies in the event of a tech issue and then go through the presentation on paper.

Question: [What's the best way to follow up with people who said they want to sponsor but haven't done it yet?](#)

Answer: Hopefully they wrote down their info on a contact form, if they did then you or somebody at the office can make a follow-up phone call and/or email after a week or so. Oftentimes, people want to talk to a spouse, look at their finances, or pray about it before sponsoring on the spot. While understandable, this isn't ideal because the likelihood of them making time to get on the website and sponsoring after they leave your event decreases. We want to make it as easy as possible so explain the steps to them when they are in front of you, and let them know somebody will be following up later in case they have any questions or concerns.

Question: [Am I going to need to handle money?](#)

Answer: It's not often you will have cash for donation purposes, but if it happens the best way to get it to the office is to deposit it into your own account and then

- Mail a personal check, cashier check, or money order to the office (1203 Cottonwood Circle, Papillion, NE 68133).
- Venmo the funds to Deaf Child Hope (@deafchildhope).

Merchandise can be purchased straight from our website [DCH Merch Store](#)

How to Respond To These Top 5 Questions You Might Be Asked While Presenting or Meeting.

Question: **How do you find partner locations?**

Answer: Our staff has a Field Director. Once we've made contact with a possible new partner, the Field Director and members of her team vet them. This can be a difficult process since the distance and cultural differences make communication tricky at times. There is no shortage of possible new partners, and we get inquiries often.

Question: **How do I sponsor a Deaf child or a teacher?**

Answer: You can visit the sponsorship pages on our website. It will allow you to filter by country and gender if you would like.

[Sponsor a Deaf Child](#)

[Sponsor a Teacher](#)

Question: **How do I go on a Missions Trip? What are the Mission Trips like?**

Answer: You can visit the [Mission Trips](#) page on our website to see what are the upcoming mission trips. It will provide you with all of the info you need to make a decision, such as cost, length of trip, and how big the trip will be.

Each country and even regions of the country are very different, so it depends where you are going, just like visiting Colorado and Florida would be two very different experiences. Luckily our team has a Missions Trip Handbook that they can send you upon request and you can get a better understanding of what to expect.

We have Zoom meetings early each year so people can join and learn more about the upcoming missions trip for that specific year. Look for these dates on our website, social media and the E-news.

Question: **How else can I help if I can't commit to a monthly sponsorship?**

Answer: There are a variety of things you can do:

- Go on a mission trip.
- Make a one-time, monthly, or annual donation to the general fund or a special project.
- Join the prayer team.
- Purchase merch and be a walking billboard.
- Follow us and share on social media.
- Sign up to receive the blog and E-news.
- Host a DCH event (any size)

Become part of the Ambassador Network.

Question: Can I go visit the Deaf child that I sponsor?

Answer: Yes, depending on where the child lives you may be able to visit them on a Missions trip with DCH. We typically take annual or bi-annual trips to Jamaica, Kenya, Uganda, Honduras, and Mexico. If you would like the possibility of going on a trip to visit your sponsored child sometime it would be best to select a child in one of these countries.

Question: Why are there so many deaf children in poverty?

Answer: There is a higher percentage of deaf individuals per capita in developing countries. The main factors that contribute to this are: a higher rate of disease, less access to suitable medical care, fewer resources in general, lack of awareness or education around the need, limited to no access to assistive tech (such as hearing aids) or therapies such as speech and language therapy.

Question: How many sign language are there?

Answer: There are over 300 different signed languages in the world. Even in the United States, there is more than one. The primary one is American Sign Language or ASL. There is also SEE or Signed Exact English and Pigeon Sign Language or PSE (although PSE is not considered a true language but more of a bridge between ASL and English)

Question: If somebody sponsors a deaf child where is the money going?

Answer: 85% goes to the school and the deaf children such as food, clothing, shelter, school fees, and school supplies to name a few, and 15% goes to general operations.

Question: Why is child sponsorship so important?

Answer: Sponsorships provide a consistent revenue stream for the school that can help get that partner to the next phase, whatever that might look like for them. Depending on the circumstances in their country and in their community, this can look very different from place to place.

Advancing the Presentation Checklist

(Communication and prep work with host venue ahead of time)

TASK	STATUS
Contact the venue to ask what kind of presentation tech they are using. You may need to send them the presentation ahead of time. (For example: Pro Presenter)	<input type="checkbox"/>
Check to make sure all of your Deaf Child Sponsorship cards are current. If not, request more from Heidi with at least eight days notice. (heidibolkema@deafchildhope.org)	<input type="checkbox"/>
Also check to make sure you have the other supplies (pens, magnets, info cards, most recent annual reports, banner, flyers) for a booth space. Request from Heidi with at least eight days notice if you don't.	<input type="checkbox"/>
Make sure you know the address of where you are going and where to park and what time to be there with plenty of time to set up the booth (If necessary) and make sure the powerpoint presentation is working.	<input type="checkbox"/>
Let your point of contact know you will need to be there early to set up a booth. Do they have a table for you or will you need to bring one? Solidify the time with them to make sure someone is there to let you in.	<input type="checkbox"/>
Think about the display table/booth space and if you want to add anything in addition to the Deaf Child Hope items. (tablecloth, lights, seasonal decor, slideshow on display, etc.)	<input type="checkbox"/>

Your Presentation Checklist

(Prep in the days leading up to the presentation)

TASK	STATUS
Do you have a way to share the Presentation? Have it downloaded on a thumb drive/computer or have emailed it to the venue to bring up through their pro presenter or other presentation software.	<input type="checkbox"/>
Items for booth space/display table (pens, magnets, info cards, most recent annual reports, banner, flyers, Deaf Child Sponsorship cards) including table decor.	<input type="checkbox"/>
Download Keynote App (used with Pro Presenter programs once you are on the same wifi) * works with both android and Iphone.	<input type="checkbox"/>

Resources

- [Sponsor a Deaf child](#) page, located on our website. This is where someone can see all of the deaf children who are currently waiting for sponsorships. There is also a [Sponsor a Teacher](#) page. Deaf child sponsorship is \$43/month and teacher sponsorships are \$50/month (starting in Feb 2025)
- [Presentation \(Powerpoint\) Link](#) *With Scripture* This should be downloaded to your personal device and/or a USB to be easily accessible. That way it can be sent to the church or venue you are presenting at if they have pro presenter or another presenting software. You can also connect your personal device to a monitor and show it that way.
- *Without Scripture* [Presentation Link](#). If you are giving a presentation and don't want to use scripture, maybe a rotary club or something like that.
- [VBS/Camp Curriculum](#) (5-day plan) in the Google drive folder.

*** Since this document lives in Google Drive it can be improved as needed.*
- [Blogs](#): There are dozens of blogs published on our website. They can be a great resource for telling a story or sharing about one of our specific partners or projects.
- [YouTube](#): Our YouTube channel also has a lot of videos that can be used to spread the word.

- Facebook and Instagram: Right now, we use Facebook and Instagram social media platforms. The way social media works is the more interactions a post gets the more it appears to new people and the word gets spread. If you are a social media user please subscribe/friend us and interact with each post. It makes more of a difference than you could imagine. Generally just “liking” a post doesn’t do much as far as convincing the algorithm to spread the post. Sharing it or doing one of the other reactions has a greater impact.
 - [Facebook Page](#)
 - [Facebook Group](#)
 - [Instagram](#)
- Merchandise: We have a lot of awesome merchandise for sale at our online store on our website: check it out here- [DCH Merchandise Store](#)
- Flyers to hand out at booths or meetings or hang up in public places. *Let us know if you don’t have access to a printer and need the DCH office to send you some.
- Printable [Flyer 1](#).
- Printable [Flyer 2](#).

SPONSOR A DEAF CHILD AND CHANGE A LIFE!

Many Deaf children in under-privileged areas lack access to education and resources. Your sponsorship can provide them the opportunity for a brighter future for only \$43 a month.



EDUCATION



FOOD & SHELTER



SIGN LANGUAGE



THE GOSPEL



LOVE & COMMUNITY



Join us today by sponsoring a child and making a lasting difference by scanning this QR Code!



"PROVIDING HOPE FOR DEAF CHILDREN IN POVERTY"

www.deafchildhope.org

SPONSOR A DEAF CHILD AND CHANGE A LIFE!

Many Deaf children in under-privileged areas lack access to education and resources. Your sponsorship can provide them the opportunity for a brighter future for only \$43 a month.



EDUCATION



FOOD & SHELTER



SIGN LANGUAGE



THE GOSPEL



LOVE & COMMUNITY



Join us today by sponsoring a child and making a lasting difference by scanning this QR Code!



"PROVIDING HOPE FOR DEAF CHILDREN IN POVERTY"

www.deafchildhope.org

Presentation Location Options

- Your Church
- Other Churches
- A Bible Study or Adult Sunday School Group
- A Group of Friends
- A Community Group such as Rotary, Lions Club, Kiwanis
- A Networking Event
- A Sponsored Dinner or Banquet
- The Missions Department of a Church
- VBS or Summer Camp
- At a School
- Public Library
- Conferences
- Concerts

**It is VERY helpful to have a volunteer to assist you when you present. Helping to load and unload the vehicle, set up and take down the booth as well as managing the booth and the sponsorship cards.

Other Ways to Get Deaf Children Sponsored

- Over the phone
- Share with friends over coffee
- Take the Annual Report or Newsletter to local businesses (dentists, doctors, hair salons, coffee shops, etc.)
- Hang the flyers up at local community boards
- Booths at concerts, conferences, etc.



(Katie Rivera presenting at a Day Camp/VBS in Eagle, CO)

Phone Call Script

Hello! My name is _____ and I work with Deaf Child Hope International which is a Christian Charitable Organization. Our mission is to help Deaf Children who live in poverty in several ways which include providing food, clothing, shelter and sign language. Once the child knows sign language they will be able to get an education and learn about the love Jesus has for them.

Do you have five minutes for me to tell you a little more about how you can help us with this crisis facing over 25 million children around the world?

(No) Okay no problem, can I offer to call you back at a more convenient time, or can I send some info via email?

(Yes) Okay, that's great! I really appreciate your time. So the statistic is that there are 32 million children who are Deaf globally and 25 million of those live in poverty in developing countries. Seventy percent of those children are language deprived. They face many hardships due to poverty and are totally isolated because they don't have a language or communication skills due to their hearing loss. Children in developing countries don't have access to suitable medical care including a pediatric audiologist, and don't have access to hearing aids or cochlear implants or other assistive tech. These children don't have resources like Speech/Language therapy, sign languages classes or teachers who use sign language.

Oftentimes they are even struggling to have access to clean water, sufficient food, safety, shelter, and education. The situation is truly dire.

So we actively seek out people who would like to join us in being part of the solution. A situation so dire it often seems insurmountable and sometimes people assume there isn't anything they can do to make much of an impact; however, that would be a very unfortunate assumption because there is absolutely something you can do to make a difference.

One of the best ways to make an impact is to sponsor a deaf child (or more than one). A deaf child monthly sponsorship is \$43/month and you get to have a special bond with that child by exchanging correspondence with them annually. The financial gift goes to the child's school and helps ensure the school has a reliable monthly income to care for and educate the deaf children. This can include buying and preparing healthy food and safe water; educational resources such as books, paper, pencils, and even computers; security measures, student transportation, beds, clothes, and athletic equipment and so much more.

So at this point, I'll pause and give you a moment to tell me what you think and ask any questions.

Additional Things to Remember:

- *Pass along their info to the office to follow up later (if appropriate). You can use the [Follow-Up Needed Form](#)*

Follow-Up Needed Form

This is a document that will help streamline names and numbers at the booth or after a phone call. You can send this along to the DCH office and our staff will do any follow-ups needed. The best email to send it is hello@deafchildhope.org. It's a communication tool to make things easier for you, it is NOT REQUIRED.

[Follow-Up Needed Form](#) (in Google drive) Print some and take them with you. Fill them out on the spot then either photograph and email them to the DCH office or scan and send as a PDF.

Follow-Up Needed Form

Example

Ambassador Name: *Katie Rivera*

Event: Church in Eagle CO

Date: 9/1/24

Name	Jenny Quinn
Phone #	555-456-6789
Email	jennyquinn@yahoo
Interested In	Child sponsorships
Follow Up About What	Jenny wants to sponsor two children in Haiti but we don't currently have kids available in Haiti and she's wondering why.
Notes	She has children who are adopted from Haiti. Please follow up with her about this and provide more info.

Way to go!

You made it through the Handbook like a Pro!

Next Steps: Please watch the [Welcome Video](#) and then schedule a time to do a 1-hour Onboarding Meeting with Katie Rivera by emailing her at katierivera@deafchildhope.org.



DEAF CHILD HOPE
INTERNATIONAL

PROVIDING HOPE FOR
DEAF CHILDREN IN POVERTY

Sponsor a deaf child in poverty today!
WWW.DEAFCHILDHOPE.ORG

 **deaf
child
hope**
INTERNATIONAL