



TCM

INTERNATIONAL INSTITUTE

**SHORT-TERM WORKER
HANDBOOK AND PREPARATION
MANUAL**

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Dear STW,

Thank you for volunteering for the short-term worker program. The following pages will help you prepare for the physical, spiritual, and cultural areas of your trip. Each page contains important information that will answer many questions concerning your travels. Because we believe that prayer is such an integral part of this ministry, we ask that long before you begin the final preparations addressed in this booklet, you enter a very intentional, regular prayer time about your time at Haus Edelweiss. The TCM staff will also be praying for you before, during, and after your trip. We also suggest that you consider asking a small group of friends to pray with you as you prepare to travel and to continue praying while you are at the Haus. You might ask them to pray with you about specific travel concerns or to pray for you on a specific day while you are at the Haus. There is power in prayer and also comfort in knowing that someone else is praying when you are exhausted, jet-lagged, or feeling isolated. Additionally, inviting people to pray for you also makes them an active part of your trip. They may not be able to GO, but are still very much serving through prayer. These individuals will want to hear about your experience when you return home. One tool you can use is the resources on the TCM Prayer webpage which will guide you through specific prayer concerns and praises (www.tcmi.org/prayer). God has given you a servant's heart, and prayer from the beginning of your volunteer commitment will continue to foster an attitude to be even more like Jesus.

The true mission is not to serve the students or the staff, but to serve as one body, in Christ, living His great commission to make disciples of all nations by example.

From the TCM Staff



TCM Mission

Developing Christian leaders for significant service through higher learning

TCM Vision

That every nation will have effective leaders of disciple-making movements impacting their churches, cultures, and countries for Christ.

TCM Calling

Therefore go and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you (Matthew 28:19-20a).

TCM Values

Learning Lifestyle
Christian Maturity
Servant Leadership
World Christian Vision

A Brief History of TCM International Institute

Founded in 1957 by Gene Dulin as **Toronto Christian Mission** (TCM), TCM began as a church planting organization in the province of Ontario Canada. In the early 1960s Gene began to meet Russians from the U.S.S.R. who had migrated to Canada because of religious persecution. After a subsequent visit to Eastern Europe and the Soviet Union, he believed God was calling him to draw alongside those Russian and Eastern European Christians who were suffering persecution.

In 1963, another organization began to handle the original church planting ministry and Gene and his wife, Lenora, were able to focus on TCM **“Taking Christ to Millions”** by providing encouragement to brothers and sisters in Christ throughout Eastern Europe and the Soviet Union. This included distribution of Bibles printed in Russian, food, clothing, blankets, and education, as well as the broadcasting of the gospel via radio towers to all of eastern Europe. All of this work was done underground, as Christianity was illegal during the days of communism.

After the opening of the Berlin Wall in 1989 and the subsequent fall of Communism, Gene returned to TCM’s eastern European contacts and because of their response, TCM pivoted to focus on, **“Training Christians for Ministry.”** TCM developed theological leadership training for these Christian leaders to equip them to effectively lead and minister to people in their cultures and countries as they enjoyed the new freedom to worship and share Christianity openly.

Today, TCM International Institute is known simply as TCM. It is a fully accredited training institute offering a graduate-level certificate, M.A., and MDiv in Organizational Leadership based on biblical, practical, disciple-making-focused content. Classes are delivered in a flexible format at an average of 23 locations per year. Haus Edelweiss in Austria serves as its largest training location.



Every year, many pastors and church leaders come to Haus Edelweiss to study. Each session offers several graduate-level classes. TCM International Institute has trained over 11,000 Christians, awarded over 800 degrees to its graduates, and currently supports over 2,000 students, representing nearly 50 nations in Europe, Central Asia, Africa, and the Middle East. Each TCM student is actively involved in a ministry in his or her own country or culture. These students and graduates have taught God’s word, baptized new believers, disciplined men, women, and children, ministered to the poor and vulnerable, planted churches, started ministries, founded Bible colleges, trained others, and served God faithfully in the contexts in which He has placed them.

As a short-term worker, you will become a vital part of the history and ministry of TCM. If you have any questions, call the Indianapolis office at 317-299-0333 or e-mail Robin Beaumont (Robin@tcmi.org).

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TRIP PREPARATIONS

FLIGHT TICKETS/TRAVEL PLANS:

After your application has been accepted, the next step of your trip is to schedule your flight to Vienna, Austria. You may want to shop for the lowest fare or use your regular travel agent. **It is important that you arrive as early as possible on the date noted on your confirmation letter, usually Monday morning. Most American flights will depart the day prior to your assigned date of arrival** due to the time zone difference. It is also important to depart from Haus Edelweiss by 10:00 a.m. on Friday **morning** at the end of the session. **Staff at the Haus will immediately begin preparing for the next session and will be unable to house short-term workers between sessions.** Short-term workers needing to arrive early or depart later than the assigned dates will be responsible for their own lodging, meals, and transportation for the extension of their schedules.

Many short-term workers enjoy touring/traveling and sightseeing AFTER completing their service at Haus Edelweiss. TCM requests that touring take place **after** your service to insure focus on serving. **Please make and confirm all of your touring arrangements before leaving the U.S. (i.e., tours, housing, any transportation reservations and tickets, car rental, etc.). The Haus staff cannot assist you with touring arrangements.**

It is vital that each short-term worker send an official travel itinerary to the Indianapolis office so we can coordinate your transportation from the Vienna Airport to Haus Edelweiss. Please include any plans which will clarify your arrival at and departure from Haus Edelweiss. Send itineraries as soon as you receive them. **TCM must have a copy no later than 60 days prior to your U.S. departure date.** Please send them to Robin Beaumont at the TCMI office.

PASSPORTS:

You will need a passport that is valid for at least three months beyond your planned date of departure from Austria. If you are traveling to any other country, **it is your responsibility to check their requirements.** If you do not already have a passport, applications can be obtained from select local post offices, office of the county clerk, or at <http://www.travel.state.gov/passport>. The website and application will give specific requirements for obtaining a passport. You will need to present a birth certificate that is **certified** with the registrar's signature and a raised, impressed, or multi-colored seal. You can acquire one from the county clerk's office in the county in which you were born. Two identical signed photographs taken within the last six months will be needed. It is best to go to a professional who advertises "Passport Photos." They know the size and quality requirements and the accepted poses. Vending machine pictures are NOT acceptable.

For the Passport form, the purpose of your trip should be stated as TOURISM and the country to be visited will be AUSTRIA. This completed form with the passport fee, and any other requested information will need to be mailed to be processed. It takes about six to eight weeks to receive your passport.

INTERNATIONAL DRIVER'S LICENSE (IDL):

You will not be asked to drive while at Haus Edelweiss. This IDL license will be necessary only if you plan to travel on your own with a rental car after your time at Haus Edelweiss. Licenses can be obtained through AAA Motor Clubs. If you need directions to/from Haus Edelweiss, please contact the TCM office.

MEDICAL/HEALTH ITEMS:

Due to the physical demands required for serving at Haus Edelweiss, TCM requests that all short-term workers be in *good to excellent*** physical condition. The days are long (roughly an 11-to-12-hour overall schedule with an extended afternoon break), with lots of walking, standing, stairs, lifting, and other repetitive activities. If you feel this experience may be difficult for you physically, we suggest you recruit and perhaps sponsor another to serve in your place.

Since everyone's health status may vary, TCM recommends checking with your family doctor about any inoculations for traveling overseas. At this time, there are no inoculations required for travel to Austria, although a tetanus shot is a good safety precaution prior to any long distance travel.

For your information, Haus Edelweiss is situated within the Austrian National Forest and tick bites occur occasionally. Some ticks in this region are known to be carriers of encephalitis and/or Lyme disease. Physicians in Austria can treat both types of infections when caught early. Checking your body daily for ticks is strongly advised during your stay at the Haus. The ticks are quite small (the diameter of a pinhead) and black. Although most bites develop no complications, any bite that results in redness or swelling should be promptly reported to a member of the Haus staff.

The changes in time, water, and eating habits can cause some people to have diarrhea or constipation. If you are prone to either symptom, it is suggested that you pack an appropriate digestive aid.

Be sure to make arrangements with your doctor for an adequate supply of personal prescriptions and over-the-counter medicines to last throughout your trip. Contact lens solution is expensive and should be brought with you. If a medical condition or medicine changes after you've completed your Medical Release Form, please contact TCM Staff prior to your departure from the U.S.

Prior to your trip, make your health insurance information (coverage, address, phone, etc.) available to the emergency contact whom you listed on your Application and Medical Forms. **Check with your policy holder to make sure your insurance coverage is applicable while traveling overseas.** You and your group may want to purchase trip insurance to be sure that you have adequate coverage while traveling.

In Austria, it is customary to pay all medical/hospital expenses **in-full** at the time of service (insurance will not be billed). You will need to obtain receipts and file a claim with your health

insurance provider once you return to the U.S. If the expenses exceed your available funds, TCM *may* be able to provide temporary assistance until funds are available. If any additional bills arrive after your departure, TCM will forward the bill to you via the Indianapolis office.

DIETARY RESTRICTIONS:

Due to the number of meals to prepare, we are unable to accommodate dietary restrictions with special foods or special meals. If you require a special diet, we suggest you bring supplemental food products from home to keep in your room. A list of ingredients (in German) is available to help you purchase items on Vienna Day if you do not want to bring food from home.

CLOTHING:

For all areas of service, your attire should be comfortable and conservative for the workday. You may wear work pants, coveralls, jeans and t-shirts or work shirts (modest shorts may be appropriate for some activities). A combination of long-sleeved and short-sleeved shirts help with the weather changes. Additionally, women may also wear modest, comfortable skirts. Tank tops, halters, low-cut, tight or revealing clothing is inappropriate.

For Food/Kitchen Services, be sure to have comfortable shoes as you will be on your feet most of the day. For sanitary and safety reasons, we ask that you wear closed-toe and closed-heel shoes.

For Grounds & Gardens/Maintenance Services, be aware that some of the work may include painting, composting, or other tasks that may soil or stain your clothing and shoes. Consider bringing work gloves and a rain poncho or work jacket.

For Guest Services, note that cleaning chemicals may spot clothes. Be sure to have comfortable shoes as you will be on your feet most of the day and there are several buildings and many steps on the property.

For Worship Services, clothing should be what you would normally wear to church services at home. (High-heeled shoes/dresses for women and suits/tie for men are **NOT** necessary)

OTHER CLOTHING ITEMS:

1. Bring clothes that require little care. There are laundry facilities and supplies available for your use, so you will not need as many clothes as you may think.
2. Regardless of your service area, bring comfortable, closed-toe walking shoes. You will travel many miles by foot which may require walking in inclement weather and on uneven terrain.
3. Weather is unpredictable: from hot in the Summer/Fall to icy cold in the Winter/Spring. A jacket and/or sweater will help fend off the chill in the mornings and evenings.
4. Swimming pool is available for recreation during warm weather (modest swimwear only).

WOMEN'S JEWELRY/COSMETICS:

1. Jewelry is very conservative. TCM suggests no expensive jewelry be worn. Usually, Eastern and Central European Christian women wear only wedding rings, conservative post earrings, and small pins.
2. Use cosmetics conservatively.

LUGGAGE:

For a transatlantic flight, one suitcase (50-pound limit), one carry-on, and one personal bag are *usually* allowed per person. Umbrellas, coats, books, and purses are generally not considered carry-on items.

Check with your airline carrier for their specific guidelines.

NOTE: Your carry-on bag should contain a toothbrush, face cloth, contact lens supplies, underwear, and several days' supply of medicines in case of delayed luggage.

Also, when checking your luggage, be sure every piece has your name, stateside address, country name, and phone number clearly displayed. Also be sure to check your bags through to your final destination to avoid handling them at every airport.

If you plan to travel after your time at Haus Edelweiss, please check your specific carrier (plane, train, etc..) for baggage guidelines. The rules for baggage weight and size can vary widely for travel between countries and are generally much more restrictive than on a transatlantic flight. Overweight bags can be quite costly and delay your travel plans.

****Please see information on page 15 about extra luggage for the benevolence center at Haus Edelweiss****

ELECTRICAL APPLIANCES:

Using items like electric shavers, hair dryers, curling irons, etc. overseas requires some preparation because of the difference in voltage.

In Europe, electricity is 220 volts (the U.S. is 110 volts) and requires a different plug. To compensate, you will need an ADAPTER for the plug **AND** a CONVERTER for the electricity. Some appliances are made for dual voltage and only require an ADAPTER. If you are bringing anything that requires electricity, CHECK to see what you need before you leave the U.S.

An ADAPTER and a CONVERTER can be purchased separately or in a set for \$10-\$20. Please read the packaging carefully to make sure you have what you need. These can be purchased in the luggage/travel area of discount stores, electronic stores, and some of the larger AAA offices.

Haus Edelweiss provides hair dryers and alarm clocks in all short-term worker and professor rooms. **WARNING:** Blow dryers of 1000 watts or more, heating/disinfecting machines (for contact lenses), curling irons, and U.S. made electric clocks do not run properly even with converters and adapters.

ITINERARIES:

It is very important that you send a copy of your official arrival and departure itineraries to the Indianapolis office at least 60 days prior to your U.S. departure date to assist us in transportation scheduling at Haus Edelweiss. If you are arriving by car, bus, or train, please call or e-mail Robin Beaumont to coordinate your pick-up in Vienna.

YOUR FLIGHT:

A flight across the ocean involves a lot of sitting, pent-up excitement, and a change for the body's internal clock.

Here are a few suggestions that may help you:

1. Don't let everything pile up for the last minute. Avoid stress. Get a good night's sleep for several nights before your departure. Make your departure as relaxed as possible. Arrive at the airport with plenty of time to spare.
2. If you are concerned about becoming air sick, contact your doctor for suggestions about appropriate over-the-counter medicines. Limiting caffeine and drinking lots of water will help you sleep better and ease your transition to Austrian time once you arrive. It is good to stand up at least every two hours (walk in the aisle if possible) to minimize swelling in your legs and feet.

ARRIVAL AND BEYOND

PASSPORT CONTROL/LUGGAGE:

For many who travel frequently outside the United States, the following instructions will be unnecessary. But for others, this part of the trip can cause the most anxiety. International travel is a little different from domestic, primarily in the area of security. It is not uncommon for airport staff and guards to ask questions about luggage, destinations, and request to see a passport. It can be alarming to see armed guards with automatic weapons in the airport. Both of these scenarios are very normal and help ensure airport safety for everyone.

On the ground in Vienna, you will exit from the plane onto the runway to a waiting bus, which will shuttle you to the airport terminal, or you will exit directly into the terminal. Inside the terminal, follow the signs to passport control and baggage claims. There will be two booths. One will be for Austrians/EU countries and one for foreign visitors.

Show your passport at the foreign visitors' booth (usually the longer line). If you have already landed once within the European Union before arriving in Austria, your passport may not be checked.

After you go through passport control, you will enter the baggage claim area. If you need a cart for hauling luggage, you will need to deposit a one or two EURO coin into the cart handle. The coin will be returned to you when you return the cart.

After you have claimed your luggage, you will exit baggage claim through the doors marked “Nothing to Declare” and proceed to the arrival hall. When you exit the baggage claim area, you will enter the main arrival hall. Please go to the right and move toward the Anker Bakery. Wait in front of the store. The Anker sign is illuminated red. If you get to Burger King, you've gone too far. Our driver will have a small TCM sign and should be waiting for you. If you do not see our driver right away, please stay in the designated area and wait. On rare occasions, flight schedules, traffic, or miscommunication may result in no one meeting you at the airport. After waiting a reasonable length of time (15-30 minutes), call the Haus from a pay phone (instructions in English are on the phone). Haus Telephone 02258-8727.

If any of your luggage is missing, you will need to report it to the lost luggage counter **BEFORE leaving the baggage claim area.** You will need the Haus Edelweiss address and telephone number so your lost luggage can be delivered to you. If you are traveling with a group, send one person (someone who has all his/her luggage) out to the arrival hall and let the Haus Edelweiss driver know you've arrived.

If you need assistance, go to the information desk. Most airport personnel speak English.

Note: Customs officials periodically make additional ID checks. If you are stopped, it is normal, do not be alarmed. Simply show your passport and say that you are a TOURIST. This is your legal classification in Austria.

IMPORTANT: *Carry a card with TCM's address, directions, and phone number in your purse or wallet in case of lost luggage or other emergency!

JET LAG:

Jet lag affects people in different ways and at different times (flight going or coming). You may feel tired, sluggish, and perhaps even disagreeable after your flight to Europe. Following the guidelines listed in the section titled **YOUR FLIGHT** will help with jet lag.

When you arrive at Haus Edelweiss on the designated arrival date, try to take a walk and get some fresh air. Also try to stay awake until at least 8 p.m. local Austrian time. The next day breakfast will be from 7:30 a.m. until 8:15 a.m. Your body may adjust to the time change immediately or you may feel tired for a few days. The TCM staff has experience in conquering this phenomenon and is happy to help you.

COMMUNICATION:

TELEPHONE

- From outside Austria, but within Europe, you will need to dial 0043- 2258-8727.
- From within Austria, dial 02258-8727.
- From the United States, dial 011-43-2258-8727.

Please tell family and friends to whom you give the Haus Edelweiss phone number that there is a time difference of six to nine hours, depending on the time of year and where you live in the U.S. Vienna time is later in the day than New York. For example, 10:00 **p.m.** in New York is 4:00 **a.m.** in Vienna. **Please call between 8:00 a.m. and 10:00 p.m. Austrian time unless it is an emergency.** If calling after 7 p.m. you will be connected to an answering machine. If you want family and friends to call you in the evening near your room, they can dial 011-432258-8727-44.

The best way to make phone calls to the U.S. is to use a prepaid calling card or your personal cellular device. Haus Edelweiss phones are equipped with quick access buttons if you use an AT&T, Sprint, or MCI calling card.

E-MAIL AND COMPUTER:

You may use your personal wireless electronic device (laptop, cellphone, etc.) on the Haus Edelweiss wi-fi network. Please be aware that websites may be restricted at times to better serve our students and are always monitored for inappropriate content.

• HAUS ADDRESS

Haus Edelweiss
Sattelbacher Strasse 16
A-2532 Heiligenkreuz NÖ
Austria EUROPE

CURRENCY:

Although food and lodging are paid for during your stay at the Haus, workers often need some cash for souvenirs, public transportation, sightseeing, tipping at restaurants, or travel after their time of service. The currency used in Austria is the EURO. Utilizing the Internet to see the current exchange ratio before leaving on your trip will be very beneficial to you. This will give you an idea of the ratio between US dollars needed when exchanging into EUROS.

Exchanging dollars for EUROS can be done before leaving for Austria at your local airport currency exchange counter or at your local bank. Once you have arrived in Vienna, you can exchange dollars for EUROS at the Vienna airport currency exchange, ATM (automatic teller machines), or local banks. The least expensive method is via an ATM and requires a bankcard that operates on the CIRRUS and/or PLUS networks.

We encourage you to bring your CIRRUS/PLUS card with you and change money at the airport upon arrival. (You will need to exchange some funds at the airport so that you have EUROS for the outing on Tuesday. You will not have a chance to exchange money before Tuesday except at the airport. There are ATMs available in Vienna.)

At the ATM, you will get the official exchange rate and will NOT be charged any commissions. The ATM can also provide cash advances on VISA, MasterCard, or American Express (you will need to know your PIN in numerical form, not letters). All bank and exchange offices will

charge at least 10 EUROS to exchange traveler's checks and between 3 to 5 EUROS to exchange US cash into EUROS. The Haus Edelweiss staff member who meets you at the airport can assist you with these options. If you do not have an ATM bank card or credit card and would prefer to exchange U.S. cash, that is possible to do only at the airport or when you go to Vienna.

POSTAGE:

Mail to the USA takes from four days to two weeks if it is sent Priority Mail. Priority postage to the USA is 1.70€. Postcards and stamps are available in our office. You cannot use U.S. postage on letters and post cards mailed in Europe.

OUTINGS:

One all day outing and one afternoon outing are scheduled during your time of service at Haus Edelweiss. **These outings are optional.** Haus staff chooses the destination of the outings, but typically a day trip to Vienna and an afternoon trip to a small local village are planned. Depending upon the activities you wish to participate in during your outing, you will need to bring some EUROS. Each location has different optional activities that might include museums, boat rides, shopping, or local cultural events. You will need to budget how much you wish to spend. Prices can range from 7 EUROS for Museum entrances to 25 EUROS for the Danube boat rides. You may also wish to have lunch or a snack while walking and seeing the sights. With the number of activities to choose from at each location, TCM cannot give you a specific amount

to bring, so please budget how much you wish to spend during each outing.

Prior to your all-day outing, Haus staff will provide you with maps and information on your destination. Please budget how much you wish to spend on this day. Your outing may include a visit to Vienna. If you would like to see what is available to do in Vienna, please utilize the web site links at the end of this document **before** traveling to Austria so that you can be better acquainted with the city. **Note: There is no lunch served at the Haus on this day.**

During the last Thursday evening at Haus Edelweiss, an option is presented for you to eat in a local Austrian restaurant. Most of the STWs and professors take part in this evening meal. It is an evening away from campus and is usually fun for everyone. You will need about 25 EUROS to eat out with the group that evening.

Please be aware that if you choose not to go to the Austrian restaurant with the group, no regular food service is available at Haus Edelweiss.



SERVICE AT HAUS EDELWEISS

PERSONAL PRAYER and DEVELOPMENT:

It is an exciting time of service for you, and just as you prayed before your trip, TCM asks that you pray during your time of service. Pray that God will be foremost in every aspect of your service, for cross-cultural sensitivity, for strength, stamina, and for God to personally teach you. Haus Edelweiss is first and foremost a Haus of prayer. Pray for the TCM staff, other workers, professors, and the TCM students. Your time spent in prayer will greatly enrich you and the ministry.

We pray that your purpose in being at Haus Edelweiss is to serve others in the name of the Lord. We believe your experience at the Haus and your time of service will change you. If you have never kept a journal, a life-changing experience is an excellent reason to start.

The Haus is physically isolated in a small valley near Vienna. It is not close to shopping areas or other tourist attractions. The area is rural. In the evenings after the dinner cleanup, there is an opportunity for personal Bible study and prayer, reading, walks on the trails in the Vienna Woods, board games, outdoor games (e.g., ping pong, basketball, volleyball), and swimming. The Haus has some classic and contemporary books you may borrow, as well as a very limited video library of family movies.

As a short-term worker, you, alongside our full-time and long-term staff, serve the students who study at Haus Edelweiss. The staff realizes you may have certain gifts or talents that you regularly use at home. They may try to incorporate these gifts into your service, but often help is needed in areas outside your favorite activities. It is best to come with the attitude of our Lord in Mark 10:45 who "did not come to be served, but to serve."

In preparation for your service, TCM recommends using the "Great Commission Experience"



[workbook](#) posted on our website. This workbook unpacks the mission, vision, values, and calling of TCM and will assist you in understanding these key elements of TCM prior to your time of service. You can access this workbook at the QR code provided. If you would like a hard copy, please contact Robin Beaumont at robin@tcmi.org, and we will send one to you.

STAFF AND ACCOMMODATIONS:

The Haus Edelweiss staff team includes members from the United States, Moldova, Romania, Ukraine, and Russia who live in Austria year-round. They coordinate sessions and help to direct sessions and volunteer workers like you most of the year. If you have any questions or concerns about your time of service, please ask.

For each area (kitchen, guest services, grounds, maintenance) one staff member and an assistant (Area Coordinators) will be in charge and available for orientation and questions. Your faithful

service to Christians from Europe, Central Asia, the Middle East, and beyond is an indescribable encouragement. You may put in 10-12-hour days. You will arise early and go to bed tired.



You will stay in a clean, comfortable room similar to college dormitory housing. You will be assigned a room as soon as you arrive. Each room has indoor plumbing, hot water, etc. and is very comfortable. Each married couple is assigned to their own room. If you are traveling alone, you may be assigned a roommate.

LIVING AND WORKING IN COMMUNITY

TCM is a Christian organization. Every volunteer is expected to reflect the attitude, posture, and behavior of Jesus Christ while on campus. As you serve at Haus Edelweiss, you will live in community with other volunteers, TCM staff and faculty, and students. The TCM staff will provide volunteer work assignments under the coordination of an Area Coordinator. TCM requests that you respect and follow the leadership of the Area Coordinators and participate in the work, meals, and activities on campus. Please direct any questions to your Area Coordinator during your time of service.

OTHER IMPORTANT ITEMS

CULTURAL SENSITIVITY:

TCM serves people from many language groups, cultures, traditions, and ethnic backgrounds. They have many different norms, communication patterns, and unwritten expectations. In such an intercultural setting, it is quite easy to make comments, commitments, or promises, which cause major problems and misunderstandings. For example, a friendly American hug is not always welcomed or proper. Jewelry and make-up do not always convey the same image as in America. The Haus Edelweiss staff will help you become aware of many of the differences among cultures at the orientation meetings. The important thing to remember is you are meeting different cultures and need to monitor what you say and do. Err on the side of conservatism when interacting.

SOCIAL MEDIA:

As a volunteer, please remember that when posting on Social Media Platforms (Facebook, Instagram, etc....), your online presence reflects TCM and ultimately represents Christ. Avoid using bad language and making negative or derogatory comments that could damage TCM's ministry.

DATA PRIVACY

TCM complies with the General Data Protection Regulations of the European Union as well as U.S. data privacy laws. You can learn how TCM uses your personal data by reading our Data Protection Policy and Privacy Policy posted on our website. By participating on campus as a volunteer, you agree to TCM's use of your image in photo, video, or other media. You have the right to refuse this consent by notifying TCM of such refusal.

STUDENT PRAYER

During your time at the Haus, you will find a concert of prayer. Many of the students will be praying in their native tongues. You will be assigned a person to pray for during your term of service. Please take this assignment seriously. Prayer is a privilege given by God. Prayer brought down the Berlin Wall. It determines the success of the mission! Tony Twist, TCM President, has said, "Haus Edelweiss is many things, but let it first of all be a house of prayer."

As you interact with the students in this area of ministry, be careful and respectful of cultural differences. If you have questions about your role in that relationship, talk with one of the Haus staff.

GIFT GIVING AND RECEIVING:

Some workers like to provide small tokens or gifts for the students they serve. This is voluntary and is not required or missed if you choose not to do so. A few guidelines ensure a pleasant experience. Please make sure the gift is small (i.e., Bible-verse cards, pencils, pens, bookmarks, small-sized candies, etc.). Give to the person you are praying for only or to all the students (approximately 30-60 students). Please do not give to some of the group but not all of them. If you have ideas for other gifts, please contact the TCM office before proceeding on your own.

You might receive a small token of appreciation from a student. It is important to realize that each gift is given sacrificially. Knowing this cannot help but cause you to feel humble and appreciative. If you do receive a token of appreciation, it is not necessary for you to reciprocate. The token gift is a way for the individual to express appreciation for being at Haus Edelweiss. Your gracious response is simply to thank the individual.

LANGUAGE BARRIERS:

Most of the Austrians with whom you come in contact will have some skill in English. In fact, you may step into a store, and the shopkeeper will speak English automatically because "you look American." With many of the students, you will also find some familiarity with English. It may be limited, but with patience, most messages can be understood. Many of the sessions have a translator in the classroom, and they are usually happy to bridge the language gap outside of the classroom. Be sensitive by speaking more clearly and slowly, not louder.

SPECIAL NOTICE:

Haus Edelweiss Benevolence Center

Over-the-counter medicines and vitamins (including those for children) are items that can be very costly or unavailable in our students' home countries. If you would like to donate some of these items, the students are so appreciative. (We cannot accept medications that are expired or opened). Some items are used by the students and their families, but many of these items go home with them and are used for ministry purposes. Luggage limits and the additional cost have had a huge impact on the quantity of items received. If you have an extra corner in your suitcase to bring a few of these items, that would be great! If you are willing to carry an extra suitcase, check with your airline. Some reward programs allow an extra piece of luggage. Additionally, some STWs have coordinated a group of people from home to "sponsor or adopt" a suitcase. Each person provides items to fill the suitcase or donates a few dollars to offset the "extra baggage" cost. This provides those who cannot go the Haus a tangible way to participate in a mission trip. If you do participate in this area of ministry, items brought to the Haus should be given to the staff and will be distributed to the students one afternoon during the session.

DEPARTURE

STWs will need to depart from Haus Edelweiss by 10:00 a.m. on Friday morning.

Transportation to the airport or Siebenhirten subway station is provided by a Haus Edelweiss staff member. Please reconfirm with the Haus staff your flight and departure times.

U.S. CUSTOMS:

KEEP A LIST! While you are in Europe you should keep a list of every- thing you acquire (through purchasing or gifts received) and are taking home with you. Every time you buy a souvenir, write it down, indicating the price in American money. (That is, if you pay in EUROS, do not write down the amount in EUROS; write down the equivalent American dollar amount.) Total your list at the end of your trip. Keep this list handy in your carry-on luggage because you will need it as you go through U.S. customs upon your return to the States.

EXEMPTION FROM DUTY:

Articles totaling \$400 per household (based on the fair retail value of each item in the country where acquired) may be brought back to the USA free of duty **IF THE FOLLOWING STATEMENTS ARE TRUE:**

1. Articles are for personal use (not for selling).
2. You have the articles with you at the time of your return to U.S. Articles purchased but left in Europe to be shipped to you later cannot be a part of the \$400 exemption. (That is, you may have to pay customs when the package arrives.)
3. You have been in Europe more than 48 hours.
4. You have not used any or all of this \$400 exemption in the previous thirty days.
5. Articles are not prohibited or restricted (examples of restricted articles include liquor-filled candy, narcotics, plant seeds, sausage, snail shells, fireworks, etc.)

If you spend over \$400 but less than \$1400, you pay only 10% of the amount over \$400. (For instance, if you spend \$500, you pay 10% of \$100, or \$10 customs.)

2025 OVERALL STW DAILY SCHEDULE

Note: This is a generic schedule; there may be minor variations to the schedule.

1st Monday

11:30am – 1:00 pm

5:30pm

6:00pm

After dinner clean-up

Arrive at Haus Edelweiss, Austria

Self-serve soup and/or snack buffet

Welcome meeting

Welcome dinner

Free time

1st Tuesday

7:30-8:15am

9:00 am

Noon meal

6:00pm

After dinner clean-up

Self-serve breakfast

Outing: Sightseeing (**Optional**)

Dine at outing destination

Dinner

Free time

1st Wednesday

7:30-8:15 am

8:45 am

12:00 pm

After lunch clean-up

6:00 pm

After dinner clean-up

Self-serve breakfast

Orientation and property tour

Lunch

Report to Area Coordinator

Dinner

Free time

1st Thursday (students arrive this day)

7:30-8:15 am

8:45 am

After meeting

Noon

After lunch clean-up

6:00 pm

7:30 pm

Self-serve breakfast

Prayer and praise meeting

Report to Area Coordinator for assignments

Lunch

Report to Area Coordinator for assignments

Dinner

All-campus informational meeting

1st Friday and Saturday (classes)

7:30-8:15 am

8:45 am

Noon

After lunch clean-up

6:00 pm

After dinner clean-up

Self-serve breakfast

Report to Area Coordinator

Lunch

Report to Area Coordinator

Dinner

Free time or all-campus lecture (Saturday)

Sunday

8:00-8:45 am	Self-serve breakfast
10:00 am	Worship service
After service	Group picture
After picture	Lunch
2:00 pm	Outing: Baden or other sightseeing (Optional)
6:00 – 6:45 pm	Buffet Dinner
After dinner clean-up	Free time or optional activity (Campfire)

2nd Monday and Tuesday (classes)

7:30-8:15 am	Self-serve breakfast
8:45 am	Report to Area Coordinator
Noon	Lunch
After lunch clean-up	Report to Area Coordinator
6:00 pm	Dinner (Tuesday: student farewell dinner)
After dinner clean-up	Free time and/or optional activities

2nd Wednesday (classes finish at 4:15pm)

7:30-8:15 am	Self-serve breakfast
8:45 am	Report to Area Coordinator
Noon	Lunch
After lunch clean-up	Report to Area Coordinator
4:30 pm	Good-bye meeting (student departures begin)
6:00 pm	Dinner
7:30 pm	Prayer and Praise Gathering (STWs, professors, staff)

2nd Thursday

7:30-8:15 am	Self-serve breakfast
Prior to 9:00 am	All remaining students leave campus
After breakfast clean-up	Report to “Next Session” prep
Noon	Light Lunch
After lunch clean up	Report to “Next Session” prep
Late afternoon	Free time (packing, etc.)
5:50 pm	Pictures at the Big Haus entry or gardens, then dinner at Austrian restaurant
After dinner outing	Good-byes

2nd Friday

7:30 – 8:15 am	Self-serve breakfast
Depart by 10:00 am	Haus staff member will provide transportation to airport or Sieberhirten subway station



May those
that cross this
threshold experience
Christ's perfect peace.
May joy's love always
present here
-Linda



HELPFUL WEBSITES FOR AUSTRIA

www.austria-tourism.at

Currency Exchange

<http://www.xe.com/ucc/>

<http://www.x-rates.com/>

Austrian Cities and Towns

www.virtualvienna.net

www.baden-bei-wien.at

www.info.wien.at/

Local Bed and Breakfast and Hotels

www.tiscover.com

Train Station Schedules

www.Bahn.de

www.oebb.at

Weather www.weather.com/

Once you arrive at this webpage type Baden,
Austria in the search box.

Mission Trip Devotions and Journal – A set of 3 books by Lena Wood
Called, Challenged, Changed

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TCM International Institute
6337 Hollister Drive
PO Box 24560
Indianapolis, IN 46224
Phone: (317) 299-0333
Fax: (317) 290-8607
Website: www.tcmi.org

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