



Volunteer In Tanzania

Tanzania Information Booklet

Thank you for your interest in Agape Volunteers! We've sent you this booklet so that you can find out more about what we do in Tanzania.

- The first section serves as an introduction to Tanzania and our programmes there.
- The second section explains the process of applying for and booking a volunteer placement.
- The third section contains travel advice and is intended to prepare you for your time in Tanzania.
- The fourth and final section provides more details on the nature of the programmes on offer in Tanzania.

We hope to make you feel as comfortable as possible about volunteering in Tanzania, prepare you for your orientation and minimise any culture shock on arrival.

If you have any questions you can't find the answers for here please email us at info@agape-volunteers.com or contact your trip adviser.



CEO and Founder, Agape Volunteers

Contents:

Page	Description
3	Introducing Tanzania
6	Our programmes
13	Making an application
13	Personal trip advisor
16	Travel insurance
17	Flights
18	Visa
19	Fundraising
19	Physical & mental preparation
21-52	Living in Tanzania, Packing, Programmes in detail, HIV safety and prevention, Basica Kiswahili

Introducing Tanzania

Located on Africa's east coast between Kenya and Mozambique, Tanzania is an ethnically diverse country with over 120 different ethnic groups. Formed in 1964 following the union of Tanganyika and Zanzibar, Tanzania combines these names to symbolise a united republic.

Tanzania is well known for the natural beauty of its landscape and boasts three of Africa's most famous lakes: Victoria in the north, Tanganyika in the west, and Nyasa in the south. Mount Kilimanjaro, possibly the most famous natural landmark in Africa and the highest point on the continent, is located in the north. The island of Zanzibar is separated from the eastern of the mainland by a 22 mile channel.

Tanzania remains one of the poorest countries in the world, with many of its people living below the World Bank poverty line. However, unlike many African countries, whose potential wealth contrasts with their actual poverty, Tanzania has few exportable minerals and has had to progress from a primitive agricultural system. Agriculture is one of Tanzania's main exports, responsible for 25% of the country's GDP and 80% of the workforce. Tourism is also an important source of revenue, leveraging natural attractions such as Kilimanjaro, the lakes and the Serengeti national park.

As a result of these financial difficulties, infrastructure – both physical and organisational – can be poor, and institutions such as schools and care homes can lack the funding they need to provide adequate resources and staff. This is where you, the volunteer, can come in.

“

Agriculture is one of Tanzania's main exports, responsible for 25% of the country's GDP and 80% of the workforce. Tourism is also an important source of revenue”



Agape Volunteers & KATzVA

In Tanzania, Agape Volunteers operates in Arusha out of the KATzVA guesthouse and Maisha Cottage. We work closely with our partners to support a wide range of projects, including orphanages, schools, vocational training centres and medical clinics.

Agape Volunteers was founded by Guillaume Lefevre, who volunteered in Kenya for the first time in 2009. He felt that many volunteer agencies did not conform to his ideals and resolved to try for himself, alongside several likeminded employees of other organisations who were also eager to start out on their own.

They envisaged an organisation that was non-profit, volunteered and directly involved in projects in-country. Three basic aims guided this new venture: to make volunteering as accessible as possible; to provide real, long term and flexible help to those in need; and to let volunteers grow into their role and make a real difference. These aims have not changed.

KATzVA stands for Karibu Africa Tanzania. Karibu means Welcome in Swahili.

KATzVA was founded by Kelvin and Jodie Hezron in 2009, following Jodie's own experiences volunteering in Tanzania. She also found herself disheartened by what she had seen, particularly the seemingly unfair distribution of placement fees and the lack of in-country support offered by many large scale volunteer organisations. She believed that it was possible for people to volunteer for "less" without their safety or the service being compromised, while ensuring that Tanzanian communities see the benefit of volunteers' work and money.

"Our mission is to offer a safe and affordable volunteering experience tailored to suit individual needs, combined with comprehensive travel planning and friendly personal service from first contact through to completion. We provide the opportunity for volunteers to contribute to the lives of others in a meaningful way, learn and grow by challenging themselves and incidentally gain an extraordinary and unforgettable life experience."

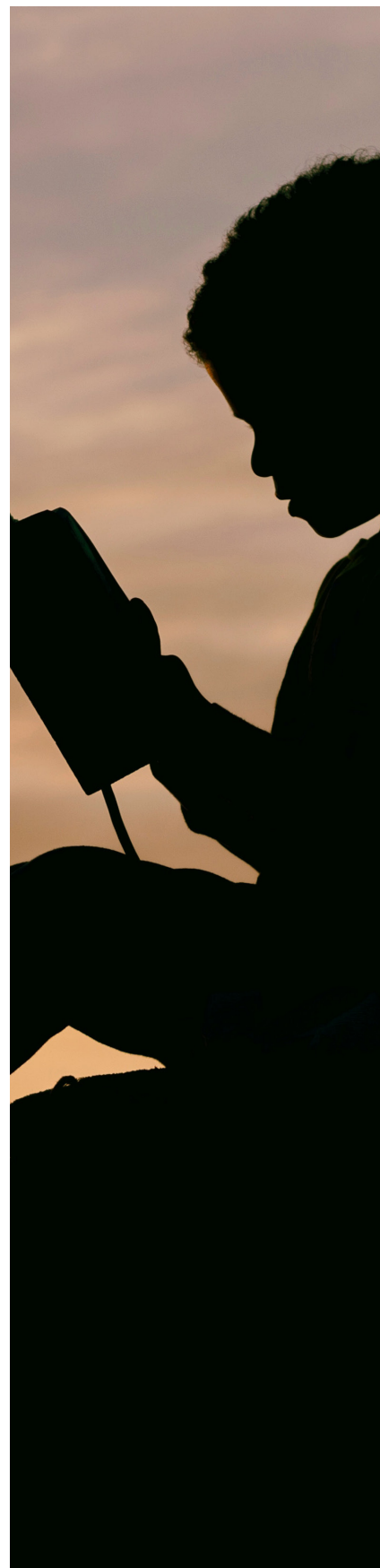
The KATzVA mission statement chimes with our own.

KATzVA's ultimate aim is to be able to supply direct funding to support communities with limited access to child development resources and mental health care. Every safari, trek, tour and volunteer opportunity they provide brings them one step closer to this goal, and Agape Volunteers is excited to be working with them.

KATzVA Cont.

“

KATzVA stands for Karibu Africa Tanzania. Karibu means 'Welcome' in Swahili.”



KATzVA Cont.

KATzVA's ultimate aim is to be able to supply direct funding to support communities with limited access to child development resources and mental health care. Every safari, trek, tour and volunteer opportunity they provide brings them one step closer to this goal, and Agape Volunteers is excited to be working with them.

By partnering with KATzVA, can we promote their projects to a wider audience. We can offer fantastic accommodation, placement coordination and in-country volunteer support alongside dedicated pre-placement travel planning and booking support, a comprehensive volunteer travel insurance policy, and more. We can ensure that volunteers' time and funds really help the communities they visit.

Our belief is that volunteers can make a real difference. They fill positions that would otherwise be empty, so that pupils can get more attention and orphans more care. Through fundraising, they can directly address areas of need, providing more resources for schools and orphanages, improving facilities and financing medical outreach for those without access to medical care. By volunteering with Agape, they provide us with the funds we need to continue outreach and development. Without volunteers, this would not be possible.

Other volunteer contributions have included HIV outreach projects in schools and care homes, development of social media sites for placement projects, and helping to create videos to promote awareness of the orphanages and schools where they work.

While Agape Volunteers continues to grow, our aims remain the same. We will make volunteering possible for as many people as we can. We will seek to support projects which make a real difference in their area. We will continue to improve our capabilities as an aid and development organisation. We will listen to and utilise the experiences and expertise of our volunteers, to improve the aid and services we offer.



“
Our belief is that volunteers can make a real difference. They fill positions that would otherwise be empty, so that pupils can get more attention and orphans more care.”



“
While Agape Volunteers continues to grow, our aims remain the same. We will make volunteering possible for as many people as we can.”



Our Team & Our Programmes

Meet The Team

Agape Volunteers has a fantastic team of volunteer coordinators and hosts in Tanzania, courtesy of KATzVA

You can find out a bit about the senior team below:

Kelvin Hezron

Kelvin is Director and co-owner of Maisha Cottage. You're likely to see him around the guesthouse when you're not on placement. He was born and raised in Arusha and has travelled extensively in Tanzania. Kelvin will always go the extra mile and takes great pride in ensuring travellers enjoy their African experience in the country he loves to call home.

Jodie Hezron

Jodie is the founder and co-owner of KATzVA and is directly involved in every aspect of the operation. You'll see her on an almost daily basis. As someone who came to volunteer in Tanzania herself, she is familiar with all the challenges volunteers face when coming to a developing country and an unfamiliar culture. She will go out of her way to ensure you settle in quickly and have a wonderful experience.

Queen Kenny

Our Guesthouse Coordinator Queen will arrange your accommodation and help you settle into your life at the guesthouse. Jodie and Queen will be your first port of call for any queries about placements, settling in, home comforts and so on.

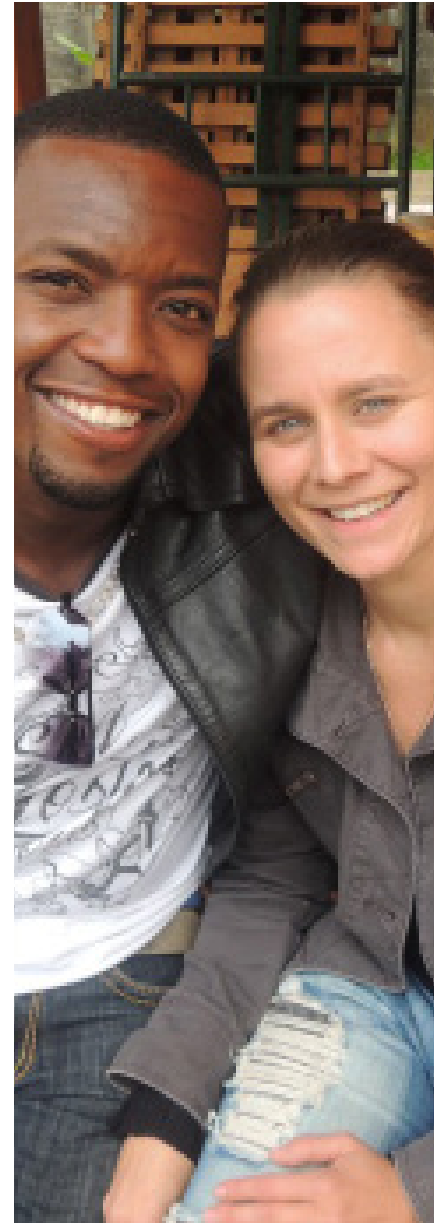
Thomas Kusaga

Thomas is the programme's right hand man and driver, and is likely to be the one picking you up from the airport when you arrive in Tanzania.

He is responsible for much of the behind the scenes work, including maintenance, safari prep and shopping. His standing in the local community and large network of trustworthy associates make him an invaluable member of the team.

Dada Doto

Dada is the guesthouse's head "mama", in charge of cooking and cleaning and ensuring that guests are welcomed and well cared for during their stay. Dada Doto loves to cook and you'll find her smiling away as she works. A woman of many hidden talents, she likes to bead local sandals in her spare time.



“Your application details will be passed on to the KATzVA team in Tanzania, who will read these carefully before making placement recommendations. They will then allocate a placement to you when you arrive.”



Our Programmes In Tanzania

There's a lot to get involved in while volunteering in Tanzania. We recommend you concentrate on one programme for your volunteer work to have the most impact.

An Over-View

Please select your programme when you apply, or let your trip adviser know what kind of programme you would like to be part of.

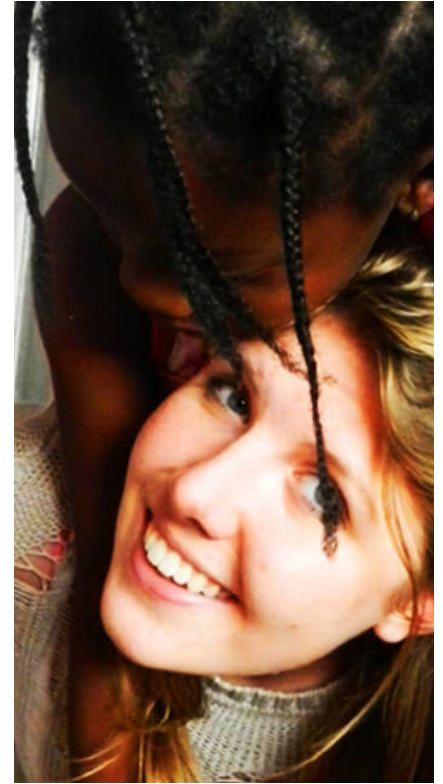
Your application details will be passed on to the KATzVA team in Tanzania, who will read these carefully before making placement recommendations. They will then allocate a placement to you when you arrive.

Placement allocations are based on personal requirements, suitability and placement needs.

Please be aware that the need for volunteers in different projects varies at different times of day and at different times of the week. Some placements are only available during the school term or school holidays while most are on offer year round. Sometimes placements may become unavailable unexpectedly. We encourage volunteers to be flexible and be prepared to work in different areas so you can make the greatest difference wherever it is needed. You can find an outline of some of the programmes we run below:

“

We encourage volunteers to be flexible and be prepared to work in different areas so you can make the greatest difference wherever it is needed.”



Teaching

As an education volunteer in Tanzania, you will work alongside school staff to teach a primary curriculum of English, Maths, Science, Religion, Social Studies, Sports or Arts and Crafts.

By volunteering as a teacher, you can help local teachers with large classes, ensuring that pupils receive more personal attention and tutelage. By setting an example of English pronunciation and grammar everyday, you will create an improvement in your pupils' language skills.

There are a range of opportunities available, including Nursery, Primary and Secondary school placements – remember to inform your trip adviser of your preference. Please be aware that Secondary placements require previous teaching experience.

It's recommended that you work alongside a local teacher in the classroom. Working closely in partnership with the teacher gives you a chance to learn from them, while ensuring that any new ideas and interactive learning techniques you are able to introduce will continue to benefit classes after you leave.

This is a great programme for volunteers applying for or studying a PGCE, or qualified teachers looking for a different challenge. If you have studied or are enthusiastic about teaching, you can be an invaluable aid to the schools we work with.

Even if you have not or do not plan to study teaching, don't let this put you off. You can always make a difference. Having a pro-active attitude and sharing new games, songs and interactive learning methods will take you far in a teaching environment.

Please remember that the school holidays fall in April, August and December. If you plan to travel at these times, consider volunteering on a different programme, as there will not be a lot for teaching volunteers to do!



Orphanage

Agape Volunteers and KATzVA work with several children's homes in the Arusha area.

Although "orphanage" is common parlance in the volunteer industry, most of our placements are more properly referred to as care homes or children's homes. They exist to provide support and care for vulnerable and at-risk children. These kids may have living parents or family who are not currently able to care for them.

Two of these, Cradle of Love and Watoto Kicheko, are homes for at-risk babies and young children. They provide care when a baby's family cannot, and aim to return the children to a stable family environment once the vulnerable period has passed.

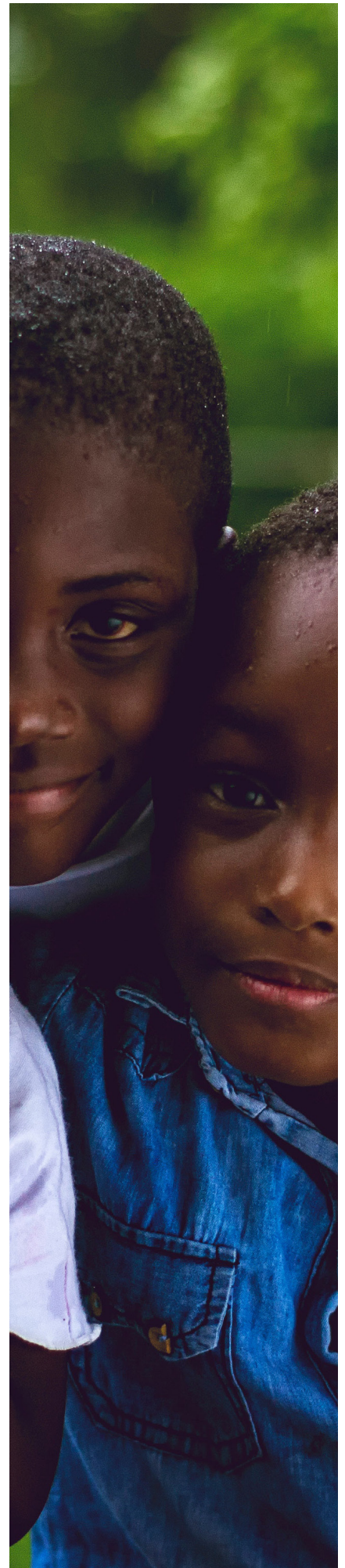
We also place volunteers at a number of care homes and initiatives supporting school age orphans and vulnerable children. Mornings can include teaching while afternoons tend to be more focused on play.

You can be as involved as you like, assisting with the day to day running and maintenance of your placement orphanage, as well as organising games and activities.

Spending the entire day with the children you'll be working with is one of the most rewarding experiences for a volunteer, and the bonds you will make will endure long after your placement is over. During classroom hours you'll be as helping other volunteers to teach a primary curriculum of English, Maths, Science, Religion and Social Studies.

This is a great programme for volunteers who are interested in childcare or working with children, or anyone happy to give of their time and themselves, and doesn't mind hard work!

Please note that some placements may only be available during the school holidays in April, August and December.



Medical

As a medical volunteer in Tanzania, you will work either in a government hospital, a local community clinic, or a local private clinic.

Hospital placements are restricted to medical students with at least some study behind them, as well as qualified doctors, nurses and midwives. There are opportunities to specialise in specific departments or to take on a more generalised role across several areas. Hospital placements offer an in depth insight into healthcare provision in a developing country and are not for the faint hearted.

Community clinic placements are available to healthcare students and practitioners. As a volunteer you will assist clinic staff in the surgery, lab and pharmacy. Community clinic placements offer an ideal introduction to African medicine, with a good balance of guidance and hands-on experience.

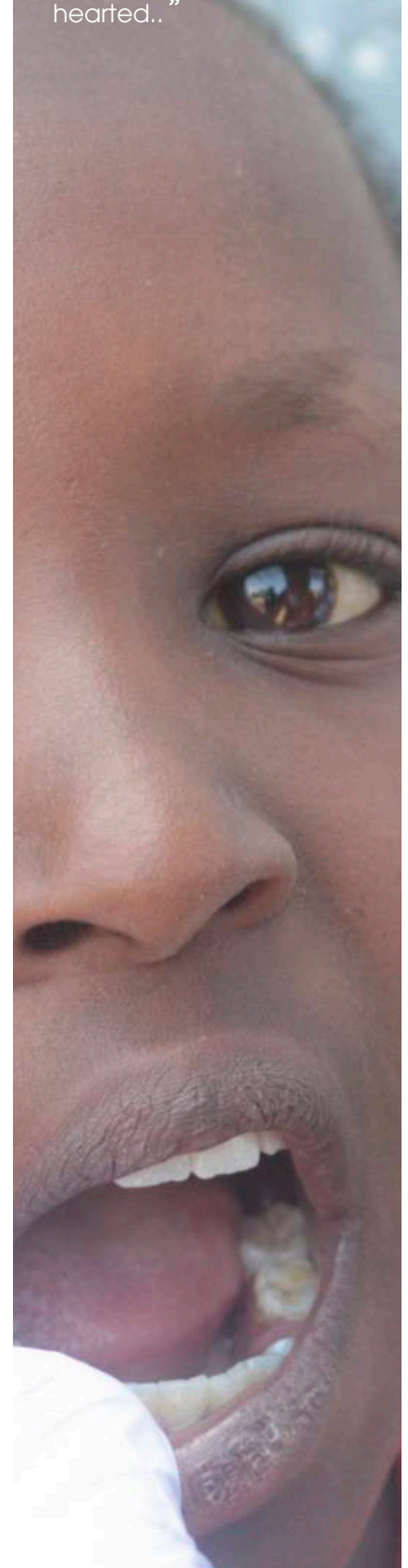
Private clinic placements are available to healthcare students and practitioners. The private clinic offers a more familiar western setting, training opportunities and several departments with high quality facilities, making it ideal for students looking for medical experience earlier in their degree.

You must be a qualified health care practitioner or have completed at least one year of a medical degree to qualify for this programme. You must provide proof of your credentials at least 8 weeks before your date of departure. Please also note that all medical placements require a £95 surcharge to register volunteers; this will be included as an item with your programme fee.



“

Hospital placements offer an in depth insight into healthcare provision in a developing country and are not for the faint hearted..”





Booking a Programme

Making An Application

If you have not done so already, the first step in booking a programme is to make an application on our website, at www.agapevolunteers.com/programmes.

Just hit apply now to get started.

In general, our intake is flexible in Tanzania. This means you can arrive and start your programme on any date which works for you, and volunteer for any period from two weeks to one year. However, the number of placements available in Tanzania is limited, and your accommodation at Maisha Cottage must be reserved. Payment will be required at least 45 days before your date of departure. Therefore, please make sure to apply ahead and to complete your booking in good time.

Fees scale according to the length of your stay. For fees and what they cover, please see www.agape-volunteers.com/costings.

When filling in the application form, please provide the following information:

- Name
- Date of Birth
- Nationality
- Email address
- Contact telephone number
- Address
- Length of stay
- Programme
- Approximate arrival date
- Whether you are travelling with anyone else
- Previous volunteering experience
- Dietary requirements or medical concerns

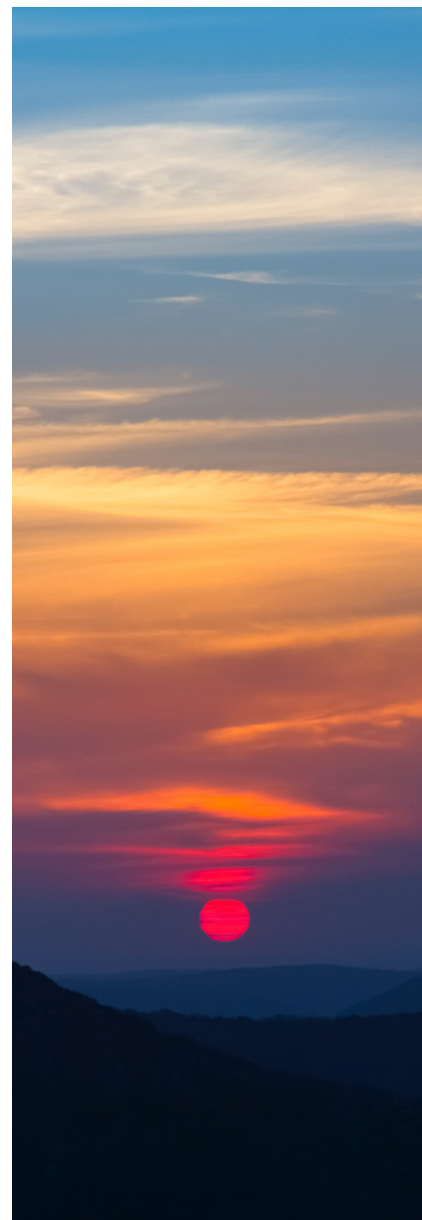
Personal Trip Advisor

Once you've applied, you'll be assigned a personal trip adviser. Trip advisers are the friendly face of Agape Volunteers, providing you with a consistent, human point of contact with Agape Volunteers. They are there to answer any questions you have, guide you through the booking process, and help prepare you for your time in Tanzania.

You should receive an email from your trip adviser within a week of making your application. As well as answering any queries you may have, they will confirm your programme details, including programme

Personal Trip Advisor Cont.

“
You can arrive and start your programme on any date which works for you, and volunteer for any period from two weeks to one year.”



Personal Trip Advisor Cont.

type, approximate arrival date and length of stay.

Trip advisers are mostly former volunteers with Agape. They are paid a commission for every booking they complete, but also donate a great deal of their own time to provide volunteer support and administrative work, which they carry out alongside degrees, jobs and busy lives! If you'd be interested in joining the Trip Adviser Team, please contact the Chief Trip Adviser at amyus@agape-volunteers.com.

Billing

When you're ready, your trip adviser will bill you according to your planned length of stay (we call this your "programme fee"). Agape Volunteers does not charge registration fees, so paying your programme fee is all you need to do to book your placement.

Programme fees must be paid at least 45 days before your date of departure. Up until this point, programme fees can be refunded, minus transaction fees incurred by the transfer, which is conducted by merchant bank.

If you choose to book a safari or other excursion, your trip adviser will bill you for these too.

The programme fee includes the following:

- The Agape Travel Policy – the most comprehensive travel insurance provided as standard in the industry
- Guesthouse accommodation
- Two meals a day
- Airport pick up and drop off • Orientation
- All Agape admin and registration
- 24 hour helpline
- Pre -, mid- and post-programme support from your trip adviser
- In-country support from the experienced staff at Maisha Cottage
- A donation towards Agape's projects fund
- Orientation

“

Programme fees must be paid at least 45 days before your date of departure. Up until this point, programme fees can be refunded, ”



The programme fee does not cover other travel costs, such as:

- Flights
- Visa
- Vaccinations and anti-malarials
- Transport to and from your placement and accommodation
- Additional excursions



Where is my Money Spent?

Most of your programme fee is spent on the costs of making your volunteer programme possible. The majority covers your airport transfers, food and accommodation, and the KATzVA staff who support you in Tanzania and organise your volunteer placement. A smaller sum goes towards the costs of Agape Volunteers in the UK, including: merchant banking fees on payments and international transfers; commission for the trip advisers who help you to book and offer contact support during your stay; the marketing which helps us to bring our programmes to your attention.

After these costs, the surplus on your programme fee is committed to funding the projects that Agape Volunteers and KATzVA support and spearhead in Tanzania, including some placement projects. However, this does not necessarily mean we give a set amount of money to your placement during your time in Tanzania. More often, we accumulate this surplus until we have enough to fund larger scale projects with a more pronounced impact – for example, expanding a placement's facilities or aiding with debt.

Funds from volunteers have contributed to:

- Building a new playground at one of our placement schools
- A project to support HIV testing for young people
- Development of websites and videos to raise awareness of the needs of the schools and orphanages.
- 6 months research forming the platform for Malaika Mdogo NGO, which aims to provide mental health support to children living in institutionalised care
- The provision of sports holiday clinics to orphaned and vulnerable children living in care homes in April and August
- Providing 10 orphanages (and more than 200 children) with over 200kg beans, 200kg Rice, 200kg Lentils, flour, cooking oil, sugar, salt washing soap, toothbrushes and toothpaste and clothes
- Running and monitoring of Malaika Mdogo's child Education sponsorship program

If you would like a breakdown of where we spend our money, we would be more than happy to provide one. Please email our CEO, Guillaume Lefevre, at gee@agape-volunteers.com, or ask your trip adviser



“

The surplus on your programme fee is committed to funding the projects that Agape Volunteers and KATzVA support and spearhead in Tanzania, including some placement projects.”

Travel Insurance

Travel insurance is provided as standard and at no extra cost when you volunteer with Agape Volunteers. Travel insurance is essential, covering you against untoward developments which might affect your time away. By offering travel insurance as standard, we aim to make sure you have cover designed for you.

Underwritten at Lloyd's of London by ProSight Specialty Insurance, the Agape Travel Policy provides bespoke travel insurance tailored to the needs of our volunteers.*

Travel insurance with Agape Volunteers covers you not only for the standard risks of travelling, such as flight delays and lost passports, but also situations specific to volunteers.

This includes:

- Medical insurance covering emergency treatment, hospitalisation and repatriation; with 24 medical assistance
- Needle stick cover and exposure to biological fluids as standard.
- Cover for over 70 activities and sports, including volunteer work and Agape Adventures activities such as safaris and mountain hiking.**

As such, the Agape Travel Policy is the most comprehensive travel insurance policy provided as standard in the industry.

Travel Insurance with Agape Volunteers is available to both UK and non-UK residents, regardless of where you'll be travelling from. Your cover is valid from the moment you pay your programme fee, insuring you against cancellation and curtailment, so it is in your interest to pay as soon as possible.

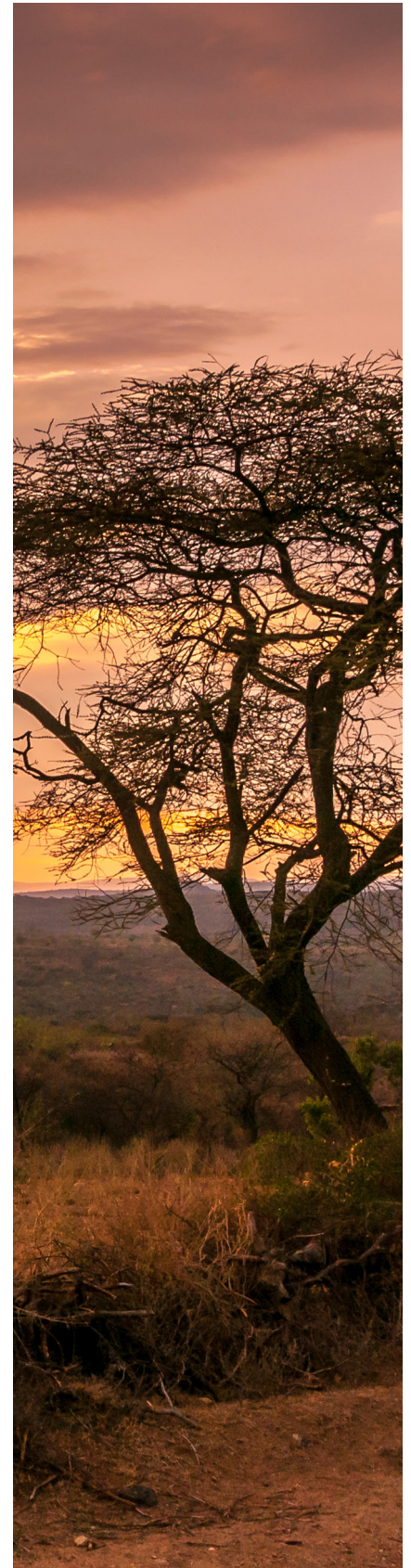
For a summary of the cover provided, or the full policy wording, simply ask your trip adviser. Full policy documentation will also be included with your volunteer policy (please see below).

****Please note, this policy is not available to persons aged 70 years or older. If you are not eligible for this policy, please contact your trip adviser for advice on alternatives.***

*****The Agape Travel Policy does not provide medical indemnity to practitioners. Medical volunteers should consult the British Medical Association or the relevant authority.***

“

As such, the Agape Travel Policy is the most comprehensive travel insurance policy provided as standard in the industry.”



DBS (formerly CRB) Certificate

Volunteers working with children are required to obtain a certificate of good conduct. This is a legal requirement and volunteers are not permitted to work with children without providing this. If you are a UK resident you need to contact the Disclosure and Barring Service (DBS). If you are resident elsewhere in the world, you should contact your local police department and ask to apply for a “certificate of good conduct”.

Criminal records checks can take several weeks to a month to obtain so please ensure you make the application for your DBS in advance.

Flights

Flights are not included in your programme fee, but your trip adviser can help you to look for low flight fares, so make sure they know your travel dates as soon as possible.

Depending on how early you book and when you plan to fly, return flights from the UK to Kilimanjaro International airport should cost between £400 and £600, with flights from the US between \$800 and \$1200. Flights from elsewhere in the world will vary.

After booking flights, you must provide your trip adviser with your flight details (arrival date and time, departure date and time, flight numbers) so that they can arrange your airport pickup and drop off. Please forward them the email or PDF itinerary provided by your airline

Volunteer Policy

Agape Volunteers requires all volunteers to sign our volunteer policy. This contains our code of conduct, detailing our promises to you and what we require in return. After you've paid your programme fee, your trip adviser will email you a copy of this policy to sign and return.

Vaccination and Anti-Malarials

Before travelling in Tanzania, you must consult your GP about vaccinations and anti-malarials. For our recommendations, see vaccinations below.

“Volunteers working with children are required to obtain a certificate of good conduct. This is a legal requirement and volunteers are not permitted to work with children without providing this.”



VISA

In order to make your arrival in Tanzania as stress-free as possible, we advise a two stage visa process.

On arrival in Kilimanjaro airport, you need to go to the Visa Desk and queue for a Tourist Visa. This will be before you pass through customs and go on to collect your luggage. The Visa Desk is difficult to miss, and you can always ask for help finding it from airport staff.

To purchase your Tourist Visa, you must ensure that you pack following in your hand luggage:

- \$50 USD visa fee (\$100 for US residents)
- Passport with 6 months' validity

Upon arrival at your accommodation at Maisha Cottage and prior to commencing your volunteer placement, you are required to obtain a Visitor's Pass or CTA (Carrying out a Temporary Assignment) visa. KATzVA director Kelvin will be able to obtain this on your behalf on the first business day after your arrival.

In order for Kelvin to purchase your CTA visa, you must provide him with:

- \$200 USD (visa fee)
- Passport for processing

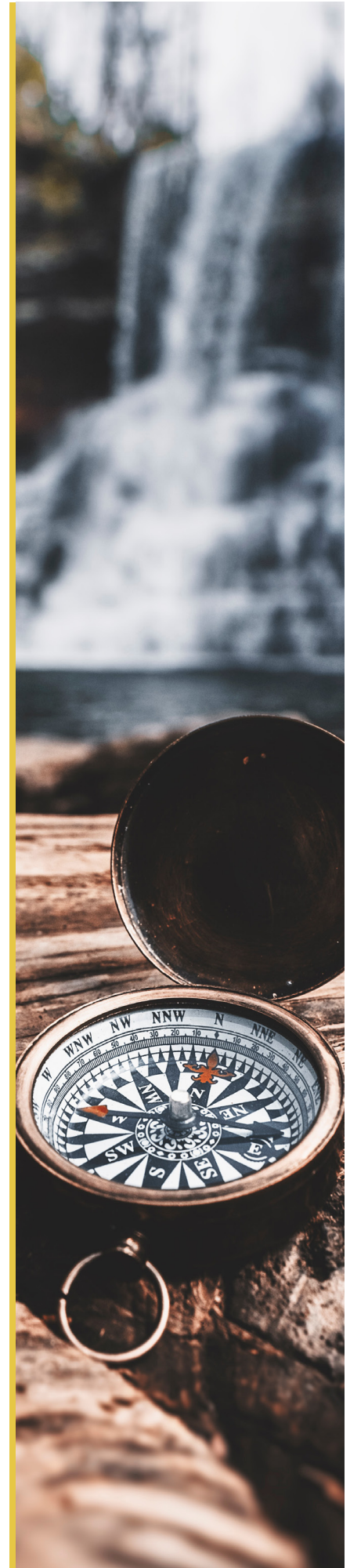
We consider this the easiest process for you, but please be aware that it is also possible to acquire a CTA visa on arrival at the airport, for a fee of \$250. However, this can take significantly longer to process. A letter of invitation from Agape Volunteers is required to purchase a CTA visa on arrival.

If you are planning to stay in Tanzania for longer than 3 months, you will not be eligible for a Visitor's Pass, and will need to explore other visa options. If you are planning to travel in Tanzania for longer than 3 months, please contact your trip adviser immediately requesting more information.

N.B. If you do not have an EU, Commonwealth or US passport, you may need to apply for a visa before you travel. Please contact the Tanzanian Embassy or High Commission to confirm that you are eligible for a tourist visa on arrival and to find out your visa requirements.

Arrival Procedure

On receipt of your signed volunteer policy, your trip adviser will take you through the arrival procedure. They will also provide a checklist covering all the necessary preparation for your trip (vaccinations, visa, etc.), as well as a list of contact numbers to take with you in case of difficulties.



Fundraising And Donations

Many volunteers elect to raise money before they volunteer, either to help cover their programme fee or to fund donations and projects in country. If you would be interested in fundraising, ask your trip adviser for the Agape Fundraising Guide.

Volunteer donations and project leadership are an incredibly powerful resource. If you really want to get stuck in while you volunteer, please let us know via your trip adviser, and we can suggest a project for you to support.



Additional Excursions

Agape Volunteers offers a number of excursions in addition to those included in your programme fee, including safaris and Mt Kilimanjaro hike and climbing trips. These excursions need to be booked in advance, through your trip adviser. For more details, see the accompanying Agape Adventures booklet or ask your trip adviser.

Feel free to ask any questions you may have about your placement, Tanzania, or Agape Volunteers generally. Your trip adviser will do their best to provide professional answers, lay to rest any worries, and ultimately get you ready for your time in Tanzania.

Preparing For Arrival

Volunteering in Tanzania will be an exhilarating, horizon-widening time. You will find new friends and take on new challenges, experiencing a different way of life while you do so. It will also be hard, tiring work, in an unfamiliar country far from home. It will push you outside of your comfort zone at least once.

To make the most of this opportunity, it's a good idea to make sure that you are prepared as possible, both physically and mentally. This section aims to help you with your preparations and give you an idea of what to expect.

Physical Preparation

The last thing you want is for your trip to be ruined by ill health. Before you depart, you need to make sure you have received all the necessary vaccinations and medication, as well as a clean bill of health.

Vaccinations

Before you depart, you **MUST** consult your GP about which vaccinations you will need for a stay in Tanzania. Some of these may require extended incubation periods, so **it's worth arranging an appointment as soon as possible.**

which vaccinations you will need for a stay in Tanzania. Some of these

Vaccinations Cont.

Vaccinations Cont.

may require extended incubation periods, so it's worth arranging an appointment as soon as possible.

Here are our guidelines concerning vaccinations:

Mandatory:

- Yellow Fever

Strongly Recommended:

- Tetanus
- Polio
- Typhoid

Recommended:

- Hepatitis A
- Hepatitis B
- Diphtheria
- Cholera



Anti-Malarials

We insist that all volunteers purchase a full course of antimalarial tablets before departure. You should consult your GP about the courses available and costs. Malarone is popular due to minimal side effects, which can be reduced further if the drug is taken with food or milky drinks. Doxycycline, Proguanil and Mefloquine offer viable cheaper alternatives to Malarone, but please check the side effects and consult your GP before taking. A common side effect is increased vulnerability to sunburn, so make sure to take proper precautions.

It is important to ensure that you finish your course of antimalarials when you return home. Please be aware that Tanzania is a chloroquine-resistant malaria zone.

Prevention

With all diseases, avoiding infection is the best strategy. As well as getting the necessary vaccinations and anti-malarials, you should aim to prevent infection in any way you can.

Prevention Cont.



Prevention Cont.

To prevent bites, make sure to bring plenty of insect repellent. Make sure to maintain good standards of hygiene, following all the guidelines laid out here and by the staff in Tanzania. For more info on hygiene, please see the relevant section below.

Health Check-ups

We recommend that you arrange medical, dental and eye check-ups before you depart, to identify any issues that might affect your time in Tanzania.

Mental Preparation

It's also a good idea to think about how to prepare yourself mentally. Culture shock and homesickness are to be expected, and while they're normally shortlived, they're no fun while they last. And no matter how hard we try, we can never fully prepare you for all the differences between life in Tanzania and life at home. However, with a healthy mindset, these should be no more than a fleeting problem; and with a bit of preparation, you're ready to be a fantastic, valuable volunteer.

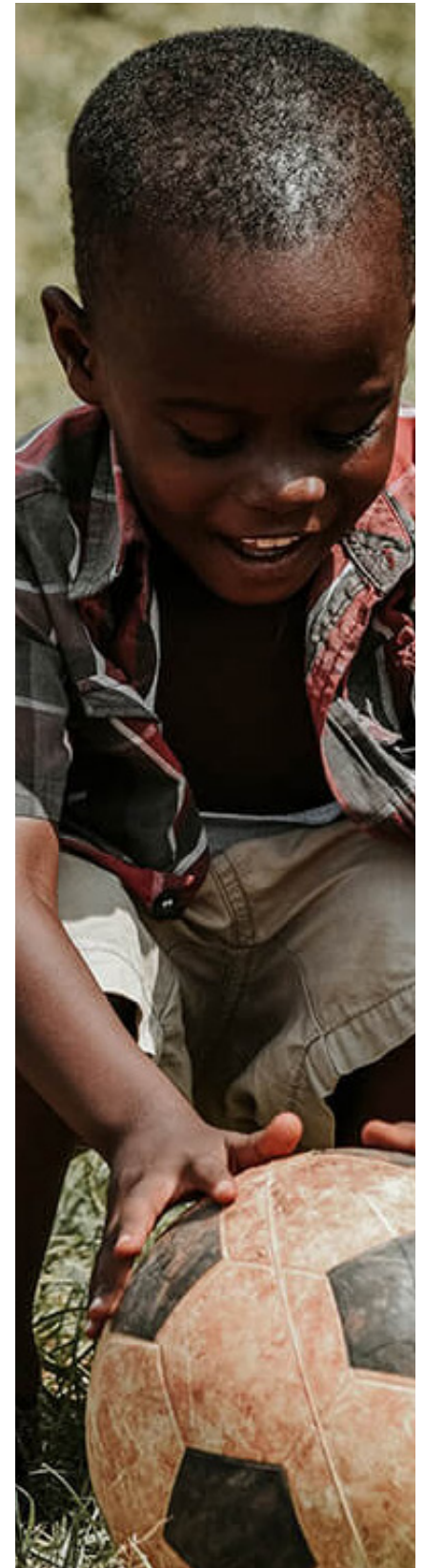


Why are you volunteering?

An important first step is to ask yourself why you are volunteering. Agape Volunteers is sincerely committed to providing quality, rewarding placements for our volunteers. We want to provide opportunities that may not be available otherwise – opportunities to gain valuable work and life experience; opportunities to travel, see foreign cultures and cities; opportunities to take exciting trips and excursions. And opportunities to help people.

Because ultimately, this is not only about you, but about the people you help by volunteering. And due to the nature of volunteer work in Tanzania, it's almost certain that something about your trip will not be exactly as you expected. We will do everything we can to deliver a fantastic experience and to solve any problems, but the best volunteers are those who are willing to roll with the unexpected, even with disappointment, in order to achieve something tangible. Volunteers who want to help in any way they can. Agape Volunteers is for you, but ultimately, volunteering is what you make it!

“ We insist that all volunteers purchase a full course of antimalarial tablets before departure. You should consult your GP about the courses available and costs. ”





Learning About Tanzania

Doing Some Research

A little learning goes a long way. Take the time to find out more about the people you will live and work with and the country they call home. Read up about Swahili (Tanzania's official language with English) and other Tanzanian dialects – and see if you can learn some! Speaking the language will help you to understand and get closer to your colleagues in Tanzania.

Travel guides like the Rough Guide and Lonely Planet are a good place to start. We also recommend the UK Foreign and Commonwealth Office's travel advice: <https://www.gov.uk/foreign-travel-advice/tanzania>.

There is a glossary of basic Swahili at the end of this info book. If you'd like to learn more, there are several introductions to Swahili on the market, including Rosetta Stone's.

Being a Valuable Volunteer

As a volunteer you have access to fantastic opportunities all over the world – and Agape Volunteers tries to offer some of the best available. Our volunteer placements in Tanzania are a chance to explore a new culture, gain valuable work experience and qualifications, enjoy exciting excursions and try to make the world a better place.

However, it's important to remember that as a volunteer you should always aim to be at least as valuable to your placement as it is to you. Here are some tips on how to do that:

- Be positive – a can-do attitude and a willingness to get stuck in can make more of a difference than you realise.
- Keep an open mind – try not to have fixed ideas about what you will do on your placement: circumstances and needs can and do change. Be ready for new people, a different culture and unexpected challenges.
- Embrace a culture of sharing – don't be afraid to share your knowledge and don't forget you are there to learn too. Embracing what placement staff and other volunteers can teach you will make you a more valuable volunteer; and by sharing your experience and ideas.
- Be realistic about what you hope to achieve – think about how long you can volunteer for and plan any projects or activities to fit that timeframe, or else make sure they can carry on without you. You are most valuable where you can contribute to the long term goals of your placement project.
- Take something with you – most volunteers have access to valuable resources which can make a real difference to our projects in Tanzania. This might be second hand sports kit, storybooks or medical supplies.

“

A little learning goes a long way. Take the time to find out more about the people you will live and work with and the country they call home”



“

Keep an open mind – try not to have fixed ideas about what you will do on your placement: circumstances and needs can and do change. Be ready for new people, a different culture and unexpected challenges.”

African Time

Talk to anyone whose travelled in Africa and they'll recognise the concept of "African time". In general, there is a noticeable difference between western and African attitudes towards time. While in the west we often live by the clock, moving from task to task in strict sequence, in African cultures you often find a more "polychronic" approach, with several tasks being managed simultaneously over a period of time. This is often seen as a more relaxed attitude to timekeeping and punctuality.

When western expectations about scheduling and punctuality encounter African time, friction can occur. Bear this in mind while you volunteer, and be prepared to be kept waiting sometimes and for plans to be more fluid than you might be used to at home.

The KATzVA team are fantastic professionals who will strive to meet your expectations about timekeeping, but you should remember that you and they are living and working in a culture with different attitudes towards time.



Dealing with Culture Shock

Culture shock and homesickness are an inevitable part of volunteering abroad, something which all volunteers experience. The shock is literal – Tanzania is harsher and dirtier than most volunteers are accustomed to, and you will be exposed to poverty and suffering in ways you may not have been before. At some point, normally within the first three or four days of your programme, you will begin to feel the lack of home comforts, and miss your family and friends. These feelings are completely natural and, more importantly, will pass quickly.

Below are some tips on dealing with homesickness and culture shock.

- First and foremost, remember that these feelings won't last forever. Soon, you'll start to settle in, make friends and learn to find your way around Arusha – and when the time comes to leave, you won't want to go!

Dealing with Culture Shock Cont.

“

In African cultures you often find a more "polychronic" approach, with several tasks being managed simultaneously over a period of time. This is often seen as a more relaxed attitude to timekeeping and punctuality”



Dealing with Culture Shock Cont.

- Get to know your fellow volunteers before you go. Use our Facebook page (www.facebook.com/AgapeVolunteers) to find other people volunteering at the same time as you. You can also ask your trip adviser for help.
- Make sure you can contact home if you need to. See the section on Communication below for the best ways to stay in touch.
- Remember that the team at Maisha Cottage and your fellow volunteers are all there to give you their support. It is very important to voice your feelings as these may not always be easily picked up by those around you. If you need to talk to someone, don't hesitate.
- Long term feelings of unhappiness or depression may be a side effect of your anti-malarials. If feelings of unhappiness persist, please talk to the Maisha Cottage team immediately.



Living In Tanzania

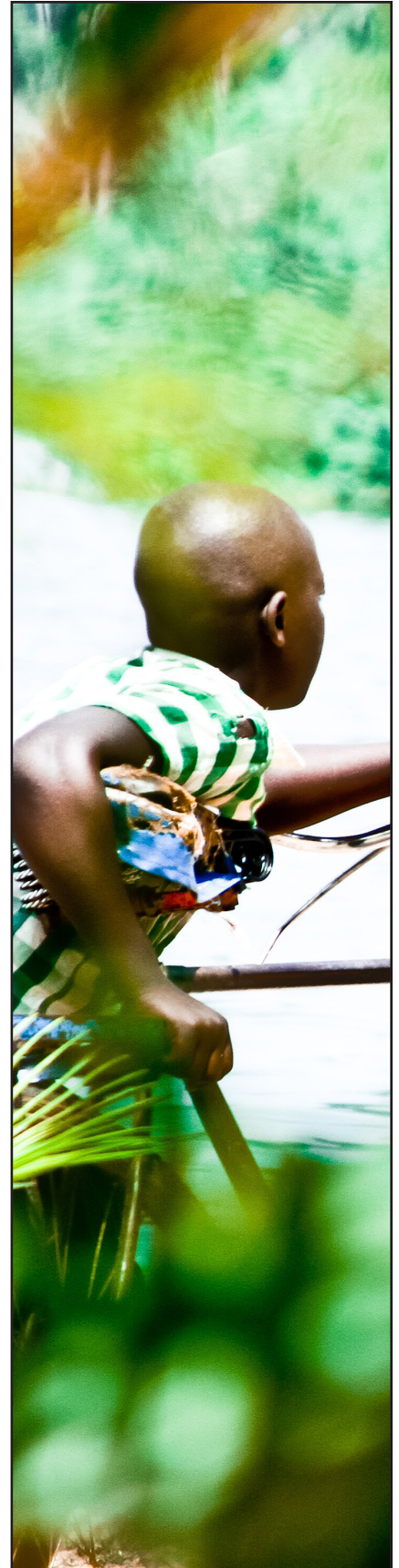
The majority of volunteers will not have lived in a third world country before, and will not know what to expect. It is important to understand the conditions you'll be living in before you go.



Accommodation

Volunteers in Tanzania live at the KATzVA guesthouse, Maisha Cottage, in Arusha. Maisha Cottage is situated in a lush garden hideaway just five minutes' walk from the city centre.

The guesthouse is managed by Jodie Hezron, one of Maisha's coowners and founder of KATzVA, Agape's partner in Tanzania. Jodie will be on hand with her local team to ensure your stay is **Accommodation Cont.**



“Remember that the team at Maisha Cottage and your fellow volunteers are all there to give you their support.”

Accommodation Cont.

comfortable and to provide you with care and support. Dinner and breakfast are provided at the Cottage every day.

Maisha Cottage is set up to be a home away from home, with a communal lounge area with WiFi, TV/DVDs, large gardens to relax in and a mix of local and western-style meals and a wonderful support staff.

There is also the option to live with a local family in a volunteer homestay. This is an opportunity to immerse yourself more fully in Tanzanian culture. If you would be interested in this and for more information, ask your trip adviser.

The majority of volunteers will not have lived in a third world country before, and will not know what to expect. It is important to understand the conditions you'll be living in before you go.

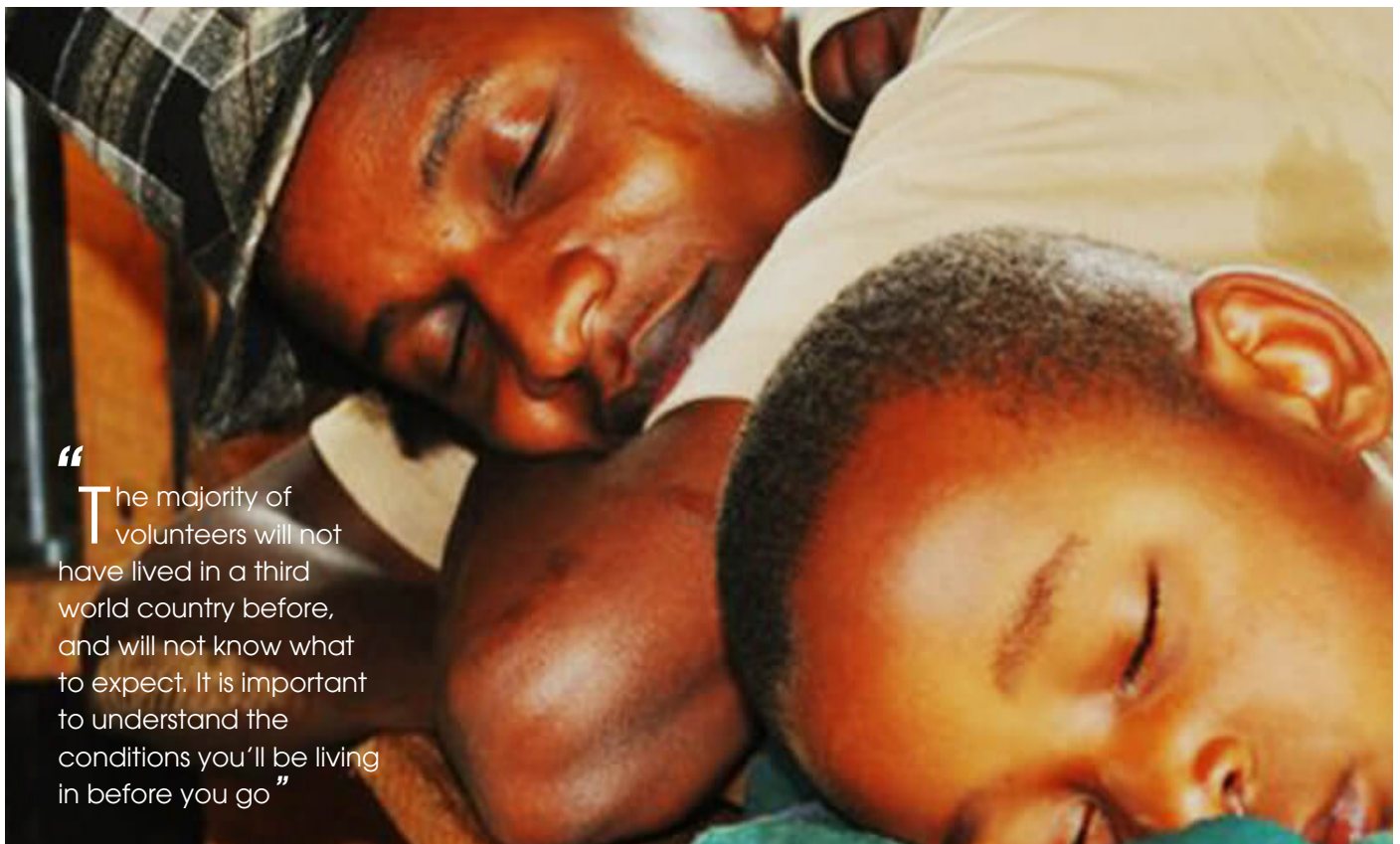
Guesthouse Staff

The core KATzVA team are outlined in the meet the team section above, including some of the guesthouse staff. During your orientation, which you will receive on your first full day in country, you will be introduced to more of the staff who will be there to make you feel welcome throughout your stay.

Please respect guesthouse rules, which will be outlined during your orientation. These are minimal, but cover basic things such as: how far in advance you need to inform your host that you will be missing a meal or away for the weekend; suitable times for coming home in the evening and noise guidelines; and so on. We trust that our volunteers will respect these rules.

“

Maisha Cottage is set up to be a home away from home, with a communal lounge area with WiFi, TV/DVDs, large gardens to relax in and a mix of local and western-style meals and a wonderful support staff.”



“

The majority of volunteers will not have lived in a third world country before, and will not know what to expect. It is important to understand the conditions you'll be living in before you go”

Your Room

In the guesthouse there is a large dormitory style room, which you will be sharing with 1-7 other same-sex volunteers. There is a second room in the house which is set up to accommodate 4 same-sex volunteers. Bed linen and mosquito nets are provided by the guesthouse, so there is no need for volunteers to bring their own. However, towels are not provided so volunteers are advised to bring their own.

Within the guesthouse there is also a communal living area where volunteers can relax in their spare time and watch movies and playing games. Alternatively, there are also large garden areas around the guesthouse which provide peaceful spaces to relax in.

Requesting a Private Room

In addition to the dorms there is a private room with en suite that can be requested by couples or solo travellers wishing to have additional space. The private room is available for an additional \$20 per night, included in your programme fee on request by your trip adviser.

To find out if the private room is available during your stay and to book, please contact your trip adviser.



House Rules & Guidelines

You will be briefed on key house rules during your orientation and they are also listed on the notice board in the lounge. These rules are there to promote good feelings in the volunteer house and to help keep the place clean. They also exist for your safety and security and the safety and security of staff and other volunteers.

We expect all volunteers to follow the house rules and the guidance of our staff in Tanzania. For more details, contact your trip adviser.

“ Within the guesthouse there is also a communal living area where volunteers can relax in their spare time and watch movies and playing games.”

Electricity

Maisha Cottage has electricity. Sockets in Tanzania are the 3-pin variety found in the UK. You should have no problem charging phones, laptops, cameras and other appliances; however, be aware that power cuts are frequent, so electricity may be intermittent at best. Please be mindful not to leave electrical appliances plugged in for extended periods of time.

Water

Maisha Cottage has running water, although you should understand that service is not always regular in Tanzania! There is running water, including hot water for showers most of the time (i.e. when there's electricity). Remember that you should not drink tapwater, however, not even for cleaning teeth –instead drink only bottled water.

Cooking

Maisha Cottage will lay out breakfast and dinner for volunteers throughout the week. Lunch is not provided. You may wish to pack your own lunch to take to placement with you – you can buy lunch ingredients in town. Alternatively, you may find it more convenient to buy lunch from local shops or street stalls during the day.

Laundry

Laundry is not included in the programme fee. If you would like your washing done, this can be arranged for you by Maisha Cottage staff. Laundry is charged at \$5 USD/week, assuming a basket of approx. 10-12 items. Payment is required in advance, at the beginning of your stay.

Alternatively, there are basins available if you would prefer to wash your clothes yourself (it's worth having a go, if you've never washed clothes by hand before!). You will need to buy washing powder in town.

Maisha Cottage staff will show you where to hang out your clothes to dry; please only use the designated area.

It is best if you bring light clothing that you don't mind getting a bit dirty and being handwashed. It is best not to bring particularly delicate or expensive items of clothing for everyday use.

Food

Tanzanian food has many influences. Food at the guesthouse is a mixture of western and African meals, so you can expect dishes like rice and beans, chicken curry, vegetable/beef burgers with chips, sausages and mash, lentils and chapatti and a variety of other dishes.

Meat is fine to eat at the guesthouse and 'western-style' restaurants around town, so please do not be concerned about this. However, if you are eating at a local venue, please be aware that the meat may not be of a standard you are used to.

Breakfast tends to be based around bread, condiments, tea, coffee and either fruit, eggs or pancakes.

Lunch will be your own responsibility. Maisha Cottage is within walking distance of the town centre which has supermarkets, restaurants and other shops. There are also many street stalls across the city which sell a variety of different foods. The street stalls are generally

much cheaper than the supermarkets which will be closer to Western-style prices, especially for imported brands. The quality of local food is usually at least as good as the branded equivalents so don't be afraid to give it a go!

If you decide to eat out, you can get a Western-style meal at any of the cafes/restaurants for around £4.50 (11,500 TSH) or alternatively you can purchase local cuisine for about £1.30 (3,200 TSH) per person. Soft drinks generally cost around £0.40 (1,000 TSH). A 500ml bottle of water generally costs around £0.30 (800 TSH) and a 1.5l bottle of water will cost around £0.60 (1,600TSH) in most places.

Fruit can be an important part of your diet. Fruit prices vary from season to season but there are always interesting fruits available as well as more familiar varieties. Fruit is bigger, fresher and sweeter in Tanzania, making it a real treat.

If you suffer from allergies or have other special dietary requirements, please make your needs clear to your trip adviser before you go AND to your host after you arrive. Your trip adviser will make a note of your preferences, but the best way to avoid confusion is to outline your needs yourself. If you're dietary requirements are particularly restrictive, it's a good idea to provide an outline of what you are able to eat, to be sure your needs are understood.

Maisha Cottage will happily cater to vegetarians and for those with allergies, but they cannot make food to everyone's individual taste. There are plenty of vegetarian options on offer, including vegetable samosas, mixed chapati, and more. A

Food Cont.

Food Cont.

vegan diet is difficult to support in Tanzania, but the team at the Cottage will try their best to provide adequate meals. It will however be important for you to supplement your diet (with multi-vitamins, fresh fruit, nuts, grains and so on) at your own expense, to ensure you get the nutrients you require.

Gluten is fairly easy to avoid for those with celiac disease, with rice and ugali being gluten-free and widely available. Breakfast will be more problematic, however - we recommend bringing enough gluten-free bread and breakfast cereals from home to last your stay.

Hygiene

Getting sick can ruin a trip, but by practising proper hygiene you can greatly reduce your chances of falling ill. Make sure to follow these guidelines while in Tanzania.

- Drink only bottled water. Never drink tap water – this is fine for the locals, but will almost certainly make foreign travellers sick. Don't forget to use bottled water to clean your teeth, too!
- Wash all fresh fruit and vegetables before you eat. First wash with tap water, then rinse with bottled water. All food at volunteer houses is prepared hygienically.
- Wash your hands often. Always carry a bottle of antiseptic hand-gel to use during the day. Make sure you clean your hands after physical contact with kids at orphanages and schools.
- If you are on the medical programme, you MUST follow the guidelines you have been trained in and that are laid out by the project staff.

Climate and Weather

Like much of the rest of the world, Tanzanian weather can vary widely. However, there are some obvious climatic patterns that can tell you what to expect.

In general, Arusha is fairly hot and dry, with two commonly rainy seasons. At about one mile above sea level, Arusha is cooler than other parts of the country at some times of the year.

There are two rainy seasons in Arusha. The major rainy season generally falls between April and the end of May. The minor rainy season generally falls sporadically between October and the end of December. During these periods you will see a fair amount of rain, especially in the evenings and during the night.

Generally your daytime activities will not be greatly affected but be prepared to get muddy!

Climate and Weather Cont.

“ You can expect dishes like rice and beans, chicken curry, vegetable/beef burgers with chips, sausages and mash, lentils and chapatti and a variety of other dishes. ”



Climate and Weather Cont.

From December to April you can expect hot sunny days with temperatures ranging from 25-35°C during the day and rarely dropping below 20°C at night.

June to mid October, the days are warm, the nights cool or even cold. You can expect daytime temperatures ranging from about 15-20°C.

It's safest to plan for hot sun as well pouring rain, whatever the month. A rain coat is a must, as is sun cream. Remember that the sun is stronger on the equator, and anti-malarials can also make you more prone to burning, so you'll likely burn much quicker than you're used to – after a long day or with sensitive skin, you can even burn when it's completely overcast.

Footwear is also very important. Arusha is dusty when dry and muddy when wet, so a good pair of boots or decent shoes are highly recommended. Closed-toed shoes are good, or you can go with sandals and just accept that you'll get dirty. Bear in mind that your placement will expect a reasonable standard of dress.

You will be far more reliant on natural light while in Arusha, so a torch is a must, as the evenings will get dark quickly in the evenings without streetlights.



Money

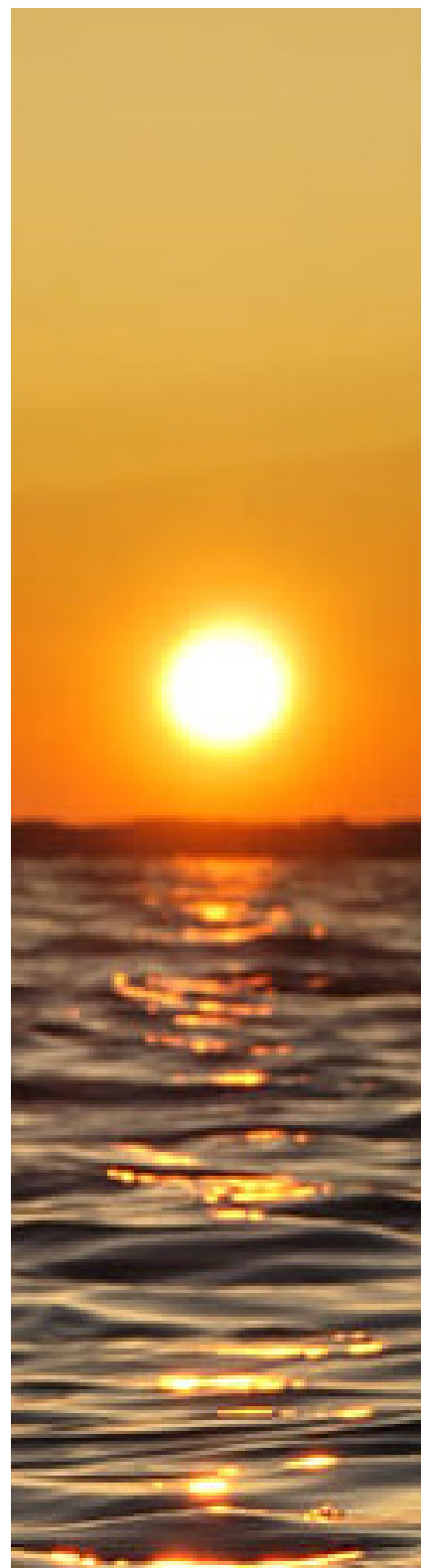
Tanzanian Shilling

The currency in Tanzania is the shilling (TSH). The exchange rate to the pound changes frequently - it has ranged from 2000-2600 TSH to £1 in recent years. The exchange rate to the dollar is roughly 1600 TSH to \$1. Exchange rates fluctuate a great deal, so it's a good idea to check them before you leave.

The Tanzanian shilling is not traded outside the country, so you will not be able to exchange your money before your depart.

There are multiple bureaux de change in Arusha where you can exchange money for the local currency. Always remember to

Exchanging Money in Tanzania Cont.



“
Maisha Cottage is set up to be a home away from home, with a communal lounge area with WiFi, TV/DVDs, large gardens to relax in and a mix of local and western-style meals and a wonderful support staff.”

Exchanging Money in Tanzania Cont.

check the exchange rate and to count your money before leaving the counter. Travellers' cheques are not advised. Tanzania is a cash economy and very few places will accept travellers' cheques or credit cards in payment, so cash is essential. Remember to pack \$50 USD in your hand luggage for the Tourist Visa and \$200 USD for the CTA or Visitor's Pass.

Withdrawing Money In Tanzania

You can also withdraw money in Tanzania to cover your weekly expenses. There are many ATMs in Arusha you can use to take out local currency – the Maisha Cottage team will be able to point these out to you. However, be prepared for ATMs to run out of money or to be out of service.

The maximum on any single transaction is 400,000 TSH (~£200). Most cards are accepted, but VISA related cards are generally easier to use; MasterCard is the least accepted.

Make sure to inform your bank that you will be making withdrawals in Tanzania, or your card may be blocked.

Budgeting

Your basic expenses while living in Tanzania are bottled water, lunch and public transport. You should expect to spend about £5 a week on bottled water. Lunch and public transport will vary week by week, but another £10 per week is a generous estimate. In total, you should find that a budget of £25 a week is sufficient.

Other expenses include gifts, souvenirs, shopping at local markets and weekend excursions. How much you spend on these things is obviously up to you, but we recommend budgeting an additional £100 per month in order to make the most out of your time in Tanzania.

Weekends And Free Time

Your weekends and evening are your own while you volunteer. This is time for you to relax, go on trips or take part in 'extracurricular' activities at your placement or elsewhere.

Weekends are when most of the additional trips we offer as Agape Adventures will take place. These include safaris and Mt Kilimanjaro hike and climbing trips. For more details, check out the Agape Adventures info book for Tanzania – if you don't have one, ask your trip adviser. There will always be other volunteers and staff to chat, watch TV and play games with in the evenings.



Some other ways to entertain yourself in and around Arusha include:

- Shopping at the masai craft market
- Shopping or eating out in arusha's town centre
- Lounging by the pool at a hotel (small fee)
- Going out for lunch
- Walking tours of coffee plantations
- Buying supplies for the projects
- Dancing on a saturday night
- Waterfall walks
- A visit to moshi (only an hour away by bus)
- Shopping at the second hand clothes market (lots of bargains and hilarious clothes to be found there!)
- Going to church with friends from the projects

Communication

It's reassuring to know you'll be able to contact home and keep in touch with staff and volunteers during your stay. Here are some tips on communicating in Tanzania.

Mobile Phone

It's a good idea to have a mobile phone with you while you volunteer. They allow you to contact the Maisha Cottage team if you need them and stay in touch with your fellow volunteers. It can also be reassuring for your family and friends to know that you'll be contactable.

Local rates are very low - you can buy daily, weekly or monthly bundles for your phone. A weekly plan typically costs around £2, generally covering 800+ local texts, 700MB and 2 hours local call time. Daily bundles can be purchased for around £0.30 (800 TSH) and monthly plans for around £6 (16,000 TSH). There are not always specific international bundles for calling home, however international calls are generally still cheap; you can often get around 5 minutes of call time for £0.60 (1,600 TSH) of credit.

You can buy a handset after you arrive, or alternatively bring one with you. Basic phones can be bought in Tanzania, from between £12-30 (32,000- 80,000 TSH) but it is probably easiest to bring one with you. Some smartphones (including iPhones) will not accept SIMs from other companies, so please check with your provider before you travel. If you do have an internationally compatible phone, many carriers will unlock your handset for you on request. An old or simple phone is highly recommended, as this will minimise the disappointment of loss and reduce the chances of becoming a target of theft. If you are very attached to your phone or it is very valuable, don't take it travelling with you!

If you don't plan to bring a mobile with you, overseas phone calls can be made from The Hot Bread Shop for reasonable rates. Phone coverage across Tanzania is generally good but can be unreliable at times.

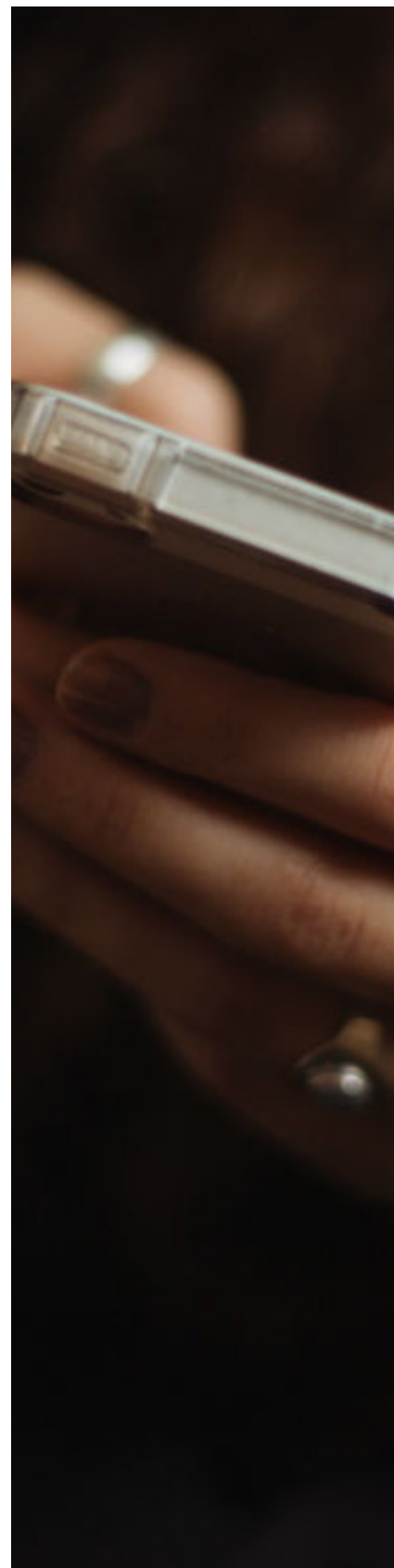
Internet

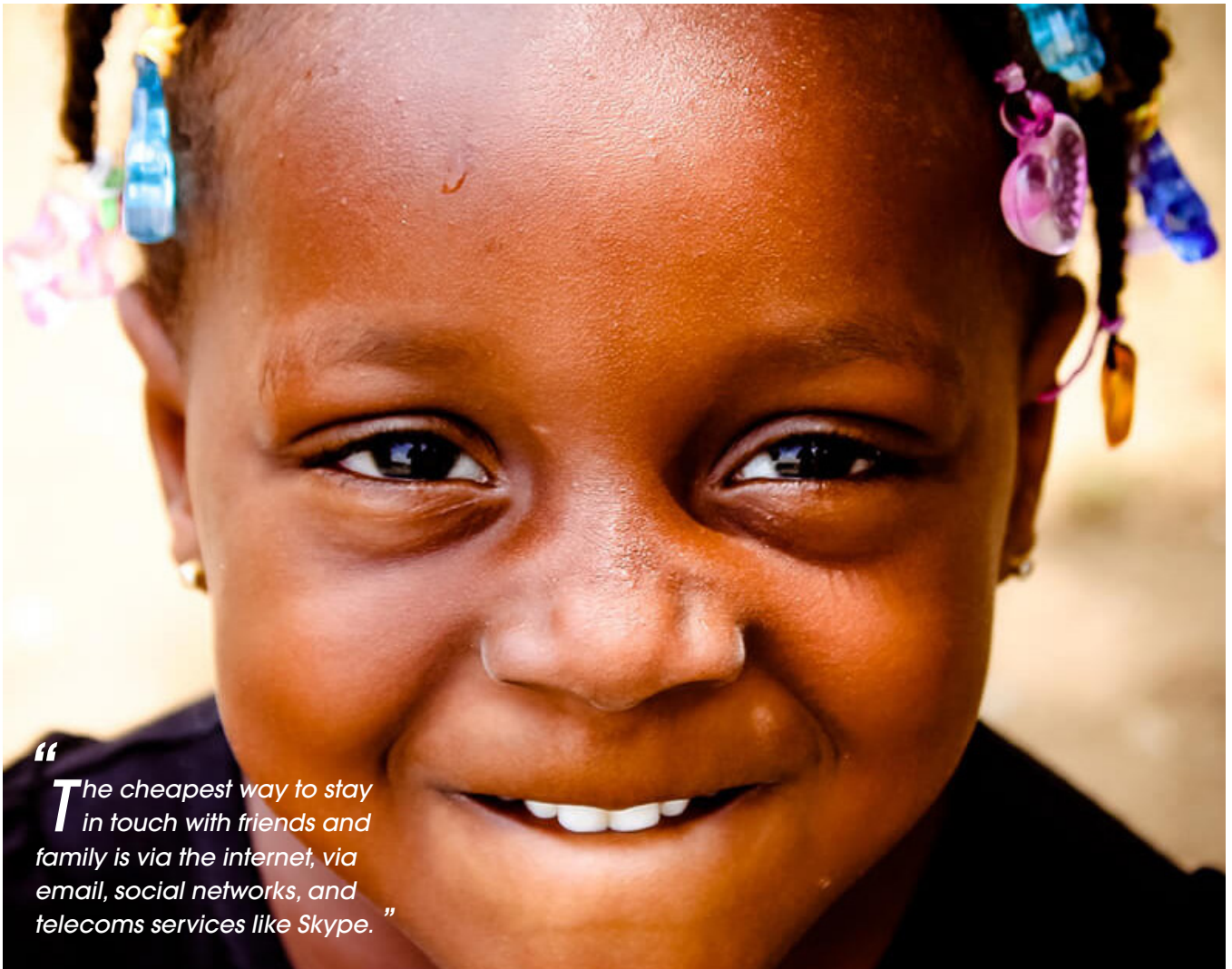
The cheapest way to stay in touch with friends and family is via the internet, via email, social networks, and telecoms services like Skype. Many volunteers also choose to write a travel blog, and volunteers who fundraise may have promised an email diary for their sponsors.

There is free WiFi available at the guesthouse, so you should have no problem getting online with your phone or laptop.

“

The cheapest way to stay in touch with friends and family is via the internet, via email, social networks, and telecoms services like Skype. ”





“
The cheapest way to stay
in touch with friends and
family is via the internet, via
email, social networks, and
telecoms services like Skype.”

Travel

After you've been in Tanzania for a couple of days and are starting to feel more confident, you'll find you want to explore the local area, or get to the supermarket or an ATM. You will need to take public transport to reach your placement project. If this is the case, one of the Tanzanian team will accompany on your first couple of days, until you are happy making the trip without them. However, please note that you will be expected to travel to your placement unaccompanied by staff for the majority of your stay, either with volunteers or in rare cases on your own.

Public transport in Tanzania is very different from the western norm. Daladala are the most common form, a cross between a minibus and a taxi; they are a cheap and entertaining way to travel. Most journeys cost between £0.20 and £0.35 (800- 1,200 TSH). However, be aware that due to the cramped conditions, there is always a risk of pickpocketing.

Avoid taking valuables or large sums of cash on a daladala, and if you do, make sure you keep your wallet in a zipped pocket or hold it rather than leaving it in a bag. Other transportation options include taxis, which offer a reliable but more pricey way to get around. You should always take a taxi rather than local transport if you are travelling at night.

You will also see motorbikes (known as boda bodas) offering lifts. We do not recommend travelling on boda bodas, as they can be dangerous.

For longer journeys, we recommend arranging travel with the Maisha Cottage team, who can help organise transport for you and advise how best to get to your destination.

Safety

Our programmes in Tanzania are safe experiences. Agape Volunteers does not promote high risk volunteer placements; nor, however, are we interested in “risk-free” volunteering – as to remove all risk is to provide a tour, rather than a volunteer programme that we hope can make a real difference in people’s lives. Our responsibility lies in minimising risk and preparing you properly for your time in Tanzania.

Agape Volunteers has a strong safety record in Tanzania and we mean to keep it. To this end, we provide in-depth support to all our volunteers, before, during and after your programme. That starts here with this booklet, which is geared towards preparing you as fully as possible for your stay in Tanzania. Here we will acquaint you with scenarios that might arise and ensure that you understand the potential risks and the support we offer to counter them.

We do not envisage ever having to deal with a situation where all volunteers must vacate the country. However, it would be naïve of us not to make contingency plans for a development of this kind. When you sign and return our Volunteer Policy, you provide us with contact information and your passport details. This allows us to coordinate an evacuation of volunteers with the relevant embassies in the event of an emergency. If you would like more information on our evacuation procedure, please contact Guillaume Lefevre at gee@agape-volunteers.com.

If you have any further questions after reading, please don’t hesitate to ask your trip adviser for more information. In country, the Maisha Cottage team will always be on hand to advise you on safety and any situations which may arise.

For further information on travel risks and how avoid them, see the UK Foreign and Commonwealth Office’s travel advice for Tanzania: <https://www.gov.uk/foreign-travel-advice/tanzania>

General

We advise that no volunteer should be out after dark, and that volunteers should stay indoors after 9pm. Maisha Cottage staff are not permitted to go out and socialise with volunteers in the evenings so please refrain from inviting them. This is merely a precaution, but one that we expect all volunteers to keep.

Tanzanians are friendly people by nature, especially towards volunteers who are helping their community. People may stop to say hello and it is polite to respond; however, they will understand if you are busy and can’t chat for long.

General Cont.



General Cont.

Never accept an invitation to visit a stranger's house. Unfortunately, a stereotype of westerners, especially white people, is that they are wealthy, so you may be asked for money. It is best to apologise and leave if asked for money. Giving money outside established programmes can be counterproductive and even dangerous, as it may attract unwanted attention.

The touts on the street are generally harmless and only mildly annoying. You will have to develop your own method of politely brushing them off. They are only trying to make an honest shilling and eventually they will come to recognise you and search for fresh customers. Say Hapana asante (No thankyou) and they will normally leave you alone.

Illness or Injury

Should you fall ill or suffer an accident during your stay in Tanzania, Agape Volunteers will take rapid action to ensure that you receive proper care. The Maisha Cottage team are on hand to provide immediate care, and the UK team is only a phone call away to deal with emergencies.

We will arrange transport to a doctor or hospital if necessary. You are eligible for 24 hour medical assistance as part of your travel insurance with Agape Volunteers, included as standard when you volunteer (please see TRAVEL INSURANCE – THE AGAPE TRAVEL POLICY above for more details).

Should you need to return home early, we will provide all the support we can to get your flights changed as soon as possible. Unfortunately, in accordance with our terms and conditions, we cannot be liable for any extra travel costs. In some circumstances repatriation will be covered by your travel insurance with Agape Volunteers.

Theft

There is always a risk of theft when travelling abroad. While most trips to Tanzania are trouble free, bag snatching and mugging are something travellers should be wary of. You can almost always negate this risk with some basic precautions and common sense.

Seriously consider what you want to bring on your trip. We strongly discourage you from bringing items which you consider valuable, as there will be always be a risk of damage or theft. This might include jewellery and watches, valuable clothes, expensive cameras, smartphones, tablets and laptops, and so on, or objects with sentimental value.

Theft Cont.



Theft Cont.

Avoid making yourself a target. Do not carry large sums of money, and do not be ostentatious with your valuables –don't wear expensive watches or jewellery, don't flash your camera or your phone.

- Clothing with concealed pockets and zips will make you a less tempting target. Don't keep things in your back pocket and don't count your money in public places.
- The main streets of Arusha are reasonably safe during the day but be alert, as bag snatchers and pickpockets are not unknown. Avoid carrying large bags, and put everything you need in your pockets if you can. Thieves' tactics (like dropping a coin in front of you or a bag in your lap) are the same the world over, so do a quick Google search on evading pickpockets.
- If you are ever concerned, just take a taxi. The Maisha Cottage team are also always on the other end of the phone. It's always best to be safe.

HIV/AIDS

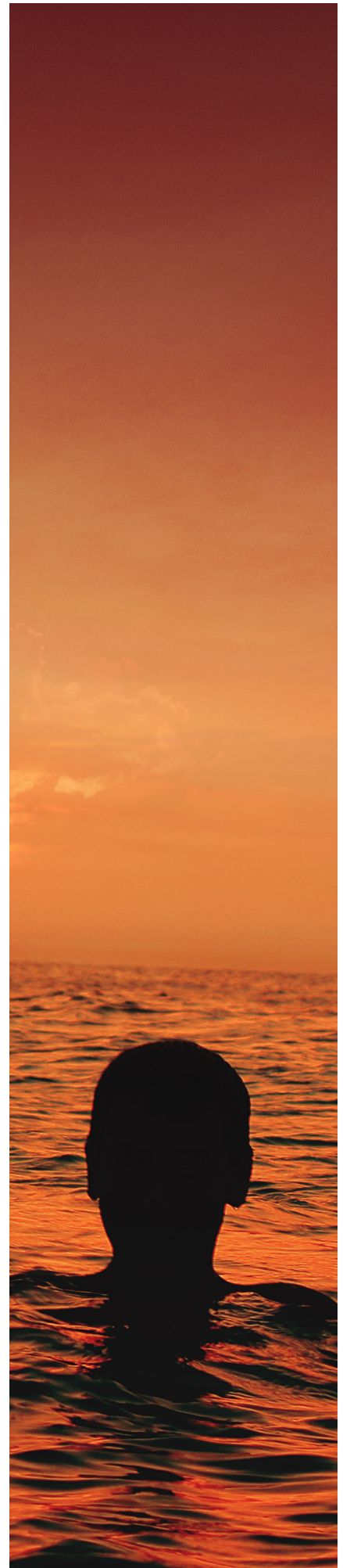
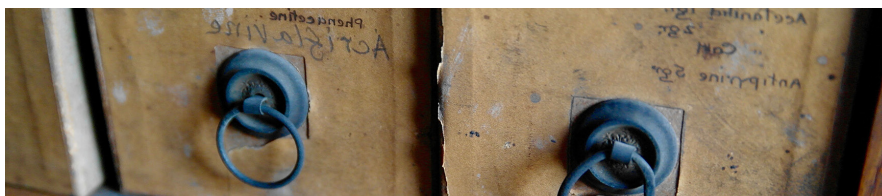
HIV is not something to be afraid of, but certainly something to be aware of. You will receive further briefing in orientation and at your placement, but all volunteers should be aware of how HIV is spread.

HIV can be contracted through the exchange of bodily fluids. This includes unprotected sex, sharing needles or any situation where an open wound is exposed to another person's blood. Always wear gloves when dealing with blood injuries, even if you have no cuts yourself. For more information on HIV/ AIDS and the precautions you should take, please see the APPENDIX.

Terrorism

As with much of the world, there is a low level underlying threat of terrorism in Tanzania. For more information and general travel advice, see the UK Foreign and Commonwealth Office's Tanzania page:

<https://www.gov.uk/foreign-travel-advice/tanzania>





Packing

Packing

Below are some suggestions about what to pack. Everything on these lists is essential or useful.

When packing, seriously consider what you really need to bring with you. If you can live without an item, and think that you would be upset if it was lost, broken or stolen, consider leaving it behind.

Below are some suggestions about what to pack. Everything on these lists is essential or useful.

Some other things to make sure you don't forget:

- Passport
- Yellow Fever Vaccination Certificate
- \$50 for your Tourist Visa
- \$200 dollars for your CTA visa

General Kit List

- Sleeping bag (not essential)
- Travel pillow (not essential, but can be welcome on safari)
- Towel
- Toiletries – consider bringing dry shampoo and wet wipes
- Hand sanitizer
- Anti-malarial tablets
- Any other medication you require (e.G. Epipens, inhalers, etc.)
- First aid kit
- Plasters
- Antiseptic cream
- Indigestion tablets
- Immodium or an equivalent anti-diarrhoeal
- Painkillers (paracetamol, ibuprofen, aspirin)
- Insect repellent
- Sun screen
- Water bottle
- Torch
- Penknife
- Mobile phone
- Adapter (if your country does not use the british 3-pin socket)
- Books
- Music
- Cards and games
- Pencil case and paper

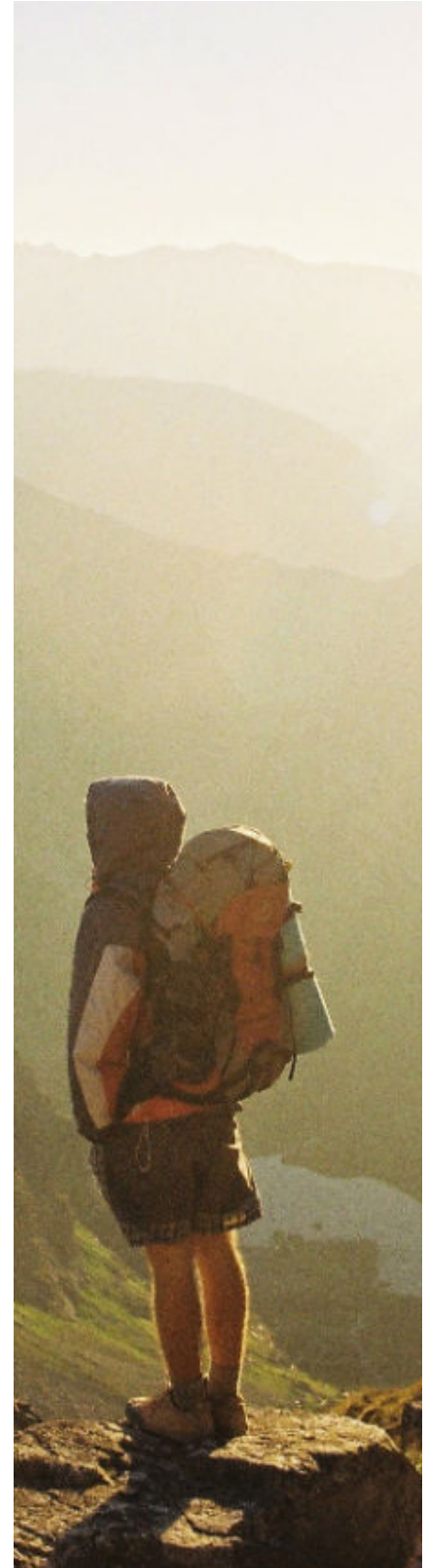
Any teaching aids or sports equipment you wish to bring (programme specific)

Medical Volunteers Only

- Proof that you are studying a medical or related degree. For more information, ask your trip adviser or see the appendix
- Disposable gloves
- Antiseptic gel

“

When packing, seriously consider what you really need to bring with you. If you can live without an item, and think that you would be upset if it was lost, broken or stolen, consider leaving it behind.”



Donations

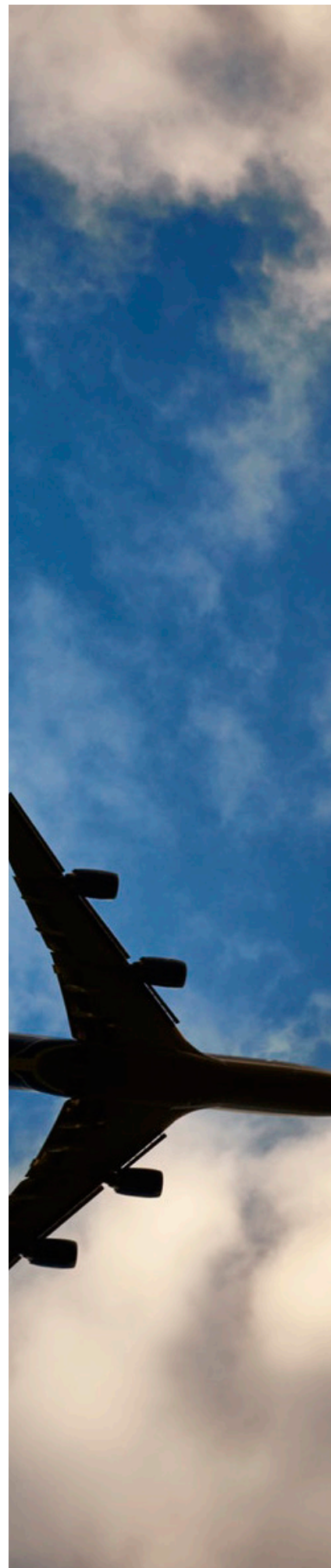
It's unlikely you'll need all of the baggage allowance provided by your airline, so why not use that extra space to bring donated equipment and resources? Many of the following will be greatly appreciated by many of the projects we work with.

- Sports kit and shoes
- Course books and teaching aids
- Stationary
- Art supplies
- Toys and games
- Books
- Medical Supplies such as disposable gloves, syringes etc.

Ask your friends and family if they have things they no longer need, or get more creative with fund raising. If you have space, don't waste it!

Please consider bringing medical supplies that you are able to source in the UK. We would like to be able to build a stockpile of such supplies in Tanzania so that our medical volunteers can be at their most effective.

For more ideas on what to bring, check out www.facebook.com/pages/Agape-Volunteers-Take-It-With-You.



Clothes

There are a couple of things to bear in mind when packing clothes for Tanzania. The first is the weather – it can vary quite a lot, so it's best to plan for hot sun and pouring rain (see WEATHER above for more info).

You'll need to dress to protect yourself from the sun, but also be prepared for rain. Try not to wear too many white clothes, as these will be ruined by the dust/mud before long. Lightweight shoes will also be ruined quickly, so do not bring your favourite shoes.

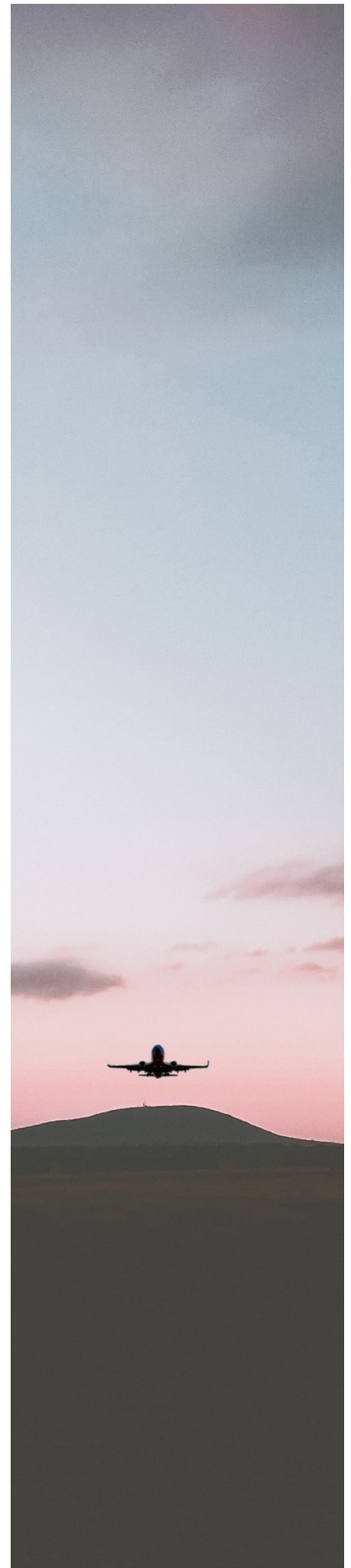
The second thing to consider is standards of dress. Your placement will expect a good standard of dress. In general, a clean t-shirt and shorts will be acceptable, however some programmes will have special requirements. If you are a woman, you will need to bear in mind and respect some cultural expectations.

When on placement or in public, avoid short skirts and shorts above the knee, and do not leave your shoulders or midriff bare. Take care that underwear doesn't appear over waistbands – by wearing long tops, for example. Here's a suggestion of what to bring:

- T-shirts
- Shorts
- Lightweight trousers and tops
- Jumper and jeans for the evenings
- Plenty of underwear
- Hat for the sun
- Sports clothing
- Smart clothes for church
- Trainers / boots, sandals and day shoes

Medical Supplies

- Lab coat or scrubs
- Disposable gloves
- Antiseptic gel





Appendix



Programmes In Detail

The following pages cover our Tanzanian volunteer programmes, with details and tips.

Agape Volunteers is committed to placing volunteers only where they are needed, as far as we possibly can. If placing a volunteer will not benefit a project in any worthwhile way, we will avoid doing so. As the needs of individual placement projects are regularly changing, this can make placing volunteers a complicated business.

For this reason, although the descriptions below are representative of our programmes, we cannot guarantee that you will have the opportunity to take part in all the activities mentioned. Similarly, we will not assign you to a specific placement project or provide details of one before you depart. In order to ensure that you are placed where your work will do the most good, placement projects are assigned by the Maisha Cottage team after you arrive. On the other hand, we will always endeavour to fulfil your requests, if we can. If you are keen to get involved with a particular area of work, or have specific skills you think would be useful, please let your trip adviser know, and we will do our best to accommodate you.

“

If you are keen to get involved with a particular area of work, or have specific skills you think would be useful, please let your trip adviser know, and we will do our best to accommodate you.”



Teaching

Nursery, Primary and Secondary school placements are available. Remember to inform your trip adviser of your preference. Please note that teaching placements will not be available during school holidays in April, August and December.

Secondary school placements are limited to volunteers with teaching experience or at the very least a TEFL course. This is because a strong communicable grasp of English Grammar is required at higher levels of study.

As it can take some time to settle in, take on board the cultural differences and learn about teaching styles and the structure of classes, we recommend teaching placements of at least 3 weeks long. Shorter placements are possible but 3 weeks is the minimum to really start fulfilling your role as an education volunteer.

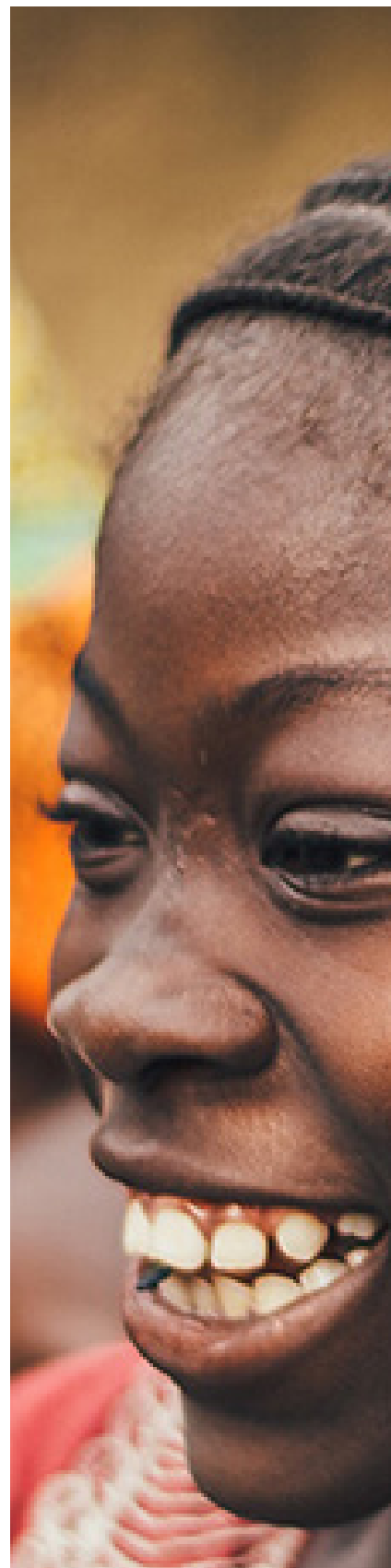
After being introduced to your placement school and the staff, we recommend you spend the first few days observing in your class. This will allow you to gain a better understanding of the current class structure and teaching style. It will also give you a chance to get to know your pupils, helping you to identify those who might need more assistance or who are more advanced. You will then have opportunity to work with the teacher on planning age and curriculum appropriate lesson plans that you can teach together.

You can make the most prominent and sustainable impact in the classroom by working alongside the teacher to create lessons which are engaging, interesting and fun. It will be up to you and them to decide how you will approach your classes. Expect a lack of structure and a very repetitive teaching style – come along with games, ideas and plans to teach the teacher, so that learning can be fun. Classes include English, Maths, Science, Religion, Social Studies, Sports and Arts and Crafts. You won't be teaching the Swahili classes, obviously, but learning a few phrases can go a long way towards earning your students' respect!

You may also be able to make a real difference by pitching in with other work projects around the school, such as cleaning, construction and decoration, so don't be afraid to chip in.

At the time of writing, our volunteers are working with Tengeru Village School (formerly Meru View Day School - www.meruvew.org) Haradali Pre and Primary School (www.haradalischools.org), St Thomas Primary School and Tamiha Nursery School.

Teaching Cont.



Teaching Cont.

Top tips:

Games are a fantastic way to teach children of all ages. Word games, like hangman, are constant favourites, which also develop the children's spelling and concentration. These games can be difficult when English is your second language, so providing words from a particular theme can help the kids along.

Dictation is also a very effective, though less engaging, method for developing your pupils' English. Hearing a native speaker of English is one of the best ways for children to learn how words are pronounced and sentences are structured, and just hearing you speak in class can be very helpful.

Competitions are another good technique – for example, try teaching the times tables in competition format, with stickers or stamps for prizes.

Most importantly, don't be afraid to use your imagination and initiative when teaching: the more exciting you can make classes, the more information your pupils will retain. Help the kids paint a map of the world to improve their geography, or try organising a mini-saga competition! On a long term placement, you can really make the classroom your own, decorating the room with your pupils' posters and work.

Don't worry if you feel under-prepared at this stage – more information and help will be on hand once you arrive in Tanzania. Maisha Cottage has a cupboard full of teaching aides, resources, games, balls, pens, pencils, books and stationary that volunteers are able to take with them to placement. The resource cupboard also contains copies of the curriculum for most major subjects (Primary level), so you can plan curriculum appropriate lessons in the afternoons or have a read of where each class level should be at with their learning. Please be sure to return any borrowed resources or equipment to the cupboard at the end of the day so that they remain available to everyone.

Orphanage

Agape Volunteers and KATzVA work with several children's homes and similar organisations in the Arusha area. There are details below for the orphanages where our volunteers are most regularly placed at the time of writing.

Watoto Kicheko (www.facebook.com/watotokicheko) is a care home for at-risk babies and children, currently up to the age of 5 years. Watoto Kicheko works closely with the social welfare department and the government hospital in Arusha to ensure that abandoned and vulnerable babies are provided with a safe, loving home and adequate medical and dietary support - greatly increasing their chance of survival.

Orphanage Cont.





Orphanage Cont.

Cradle of Love (www.cradleoflove.com) is also a home for at-risk babies and young children. Volunteers are most needed for the afternoon shift, so during the morning volunteers are usually placed with Save Africa, a nearby children's centre, before heading to Cradle of Love after lunch.

Another placement on offer to volunteers is the Walk in Love community centre (www.facebook.com/walkinlove.tanzania). Walk in Love provides free daycare for children living with elderly grandparents or single parents – households which often struggle to balance work and childcare. Kids stay at the community centre during the day and return to their families in the evening.

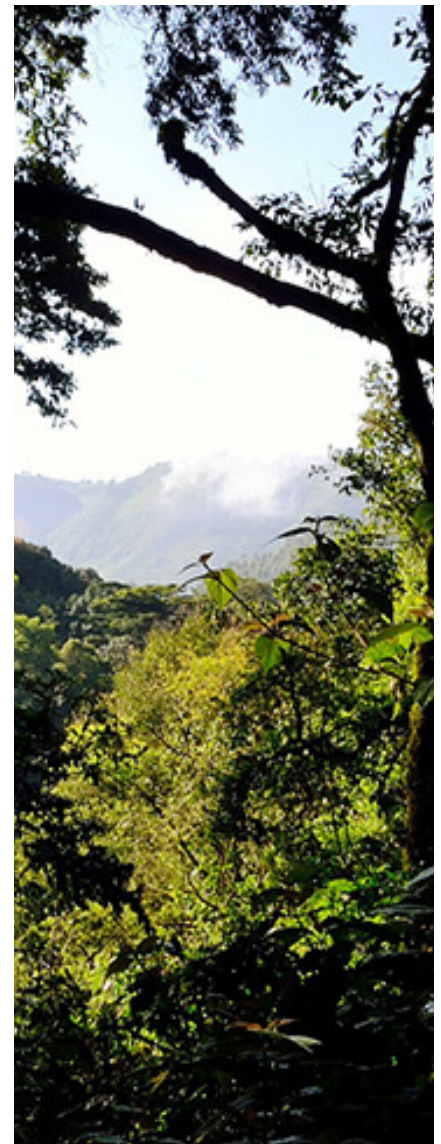
During the school holiday months of April, August and December and on the weekends, volunteers can work at Ujamaa Children's Home (www.ujamaachildren.com). Ujamaa aims to raise orphans in a family environment as well as providing education for the children who stay there. During term time and the school week, the kids are in classes and placements are not available.

It's likely that some of your duties will reflect those of teaching volunteers, taking classes at the orphanage. In addition, you will be expected to engage in a wide range of other activities, depending on the specific needs of your placement. This will include plenty of practical work helping with the everyday running of the orphanage, such as cleaning, laundry, cooking and the dishes; as well as helping with development of the orphanage's facilities (i.e. painting classrooms, gardening).

Some of the most valuable work you'll do, of course, will be spending time with the orphans: playing with them, helping with homework and getting to know them. As a volunteer you can help to provide more individual care and attention for each child. As well as spending time with the children on an informal basis, we encourage you to organise games and evening activities.

“

If you are keen to get involved with a particular area of work, or have specific skills you think would be useful, please let your trip adviser know, and we will do our best to accommodate you.”



Vocational Training

Vocational training placements require knowledge in one of the following fields: tailoring; computers; electrics, cookery; English teaching. Professional experience is extremely valuable.

Agape Volunteers and KATzVA work with the Self for Self Help vocational learning centre in Sakina, about 30 minutes away from Maisha Cottage by daladala.

As a volunteer, you will share your knowledge and experience with teachers and students at the centre. The students are school leavers, generally in their late teens and early 20s. Classes in each of the fields listed above run at different times throughout the day – you will only be expected to be at the centre for the classes in your field. Please be aware that this is unlikely to be a full day placement, and the KATzVA team will help you to volunteer the rest of your time at an orphanage, in order to make the most of your stay.



Vocational training placements are very unstructured and will reward volunteers who are self-led, confident and have good initiative. You will not receive a great deal of direction but be expected to ask questions and work with staff to arrange things.

You will need to liaise with the teacher taking classes in your field to establish their class schedule and the students' level of understanding. This can take several days, after which you will be able to work out lesson plans which suit your students and make the most of your experience.

Most of the students and teachers speak English, so there will not be a major language barrier; however, you will need to speak slowly and clearly.

Vocational training placements are a way to offer invaluable training and experience to young people – organisation, commitment and teamwork are keys to success.



Top Tips:

Work alongside the teacher in your classes. In doing so, you ensure that innovations and outside experience you bring to your role will continue to be passed on to students even after you return home.

Think about what you can bring with you from your culture and your own experiences. Bringing new recipes into your cookery class provides a platform for discussion of international cuisine as well as a giggle or two. Sharing modern or traditional western clothing design ideas in tailoring class can provide new inspiration and develops new skills.

Medical

There are medical placements available in a government hospital, a local community clinic and a private clinic. These offer a range of different experiences suited to different levels of qualification. Wherever you volunteer, please remember to leave your expectations behind you – healthcare provision in the developing world is likely to shock and challenge you.

Please let your trip adviser know which kind of placement you would prefer. While it is possible to switch between placements we do not encourage this. Medical placements require a £95 surcharge to register you, and you will need to pay to reregister each time you switch to another placement.

In order to volunteer on a medical placement, you will need to present a photocopy of your passport and a visa permitting you to volunteer. The KATZVA team will obtain a CTA or Visitor's pass visa which will allow this (see VISA above for more info); however, you may not be able to start your placement for at least a day while your visa is being acquired.

Government Hospital

(restricted to healthcare professionals and students of 3 years or more) Hospital volunteers are placed at the Meru District Hospital. This is a government hospital with the following departments: dental; general medical consultation, laboratory, HIV awareness and testing; midwifery; newborn care and immunisation; obstetrics and gynaecology; optical; paediatrics; pharmacy; pre-natal care; surgery (major and minor); and a tuberculosis wing.

When they begin their placement, volunteers will meet with the matron of the hospital and participate in a welcome meeting, where they will meet hospital staff and learn about placement specifics. During orientation, they will have a chance to discuss their specific areas of interest or expertise, or else embark on a general placement encompassing several departments.

Volunteers at Meru District Hospital can expect to work from 8:30am to 2pm, Monday to Friday. You will not receive a great deal of direction or formal training as a hospital volunteer, and you will need to be proactive to ensure your involvement.

You must also prepare for a medical setting which will be very different from that which you're used to. In government hospitals the style of doctor/patient care is different and procedures must be carried out with limited staff and resources – pain relief, for example, cannot always be provided. You should prepare to be shocked and challenged by your time in Tanzania.

Medical Cont.



“ You must also prepare for a medical setting which will be very different from that which you're used to. In government hospitals the style of doctor/patient care is different and procedures must be carried out with limited staff and resources.”

Medical Cont.

Community Clinic

Community clinic volunteers work at the Olorien Clinic. This is a privately owned clinic subsidised by the nearby Baptist church. The clinic has the following departments: general medical consultation; minor surgeries; laboratory; pharmacy; x-ray; ultrasound.

The doctor in charge, Dr Byemba, is an experienced mentor and will encourage your participation in all aspects of treatment and care. Major procedures carried out in surgery are circumcision, stitches, burn treatments and removal and drainage of abscesses, cysts and growths. In the lab there may be opportunities to take blood and to learn about a variety of tropical diseases, while in the pharmacy you can find out about the treatment options and medicines available.

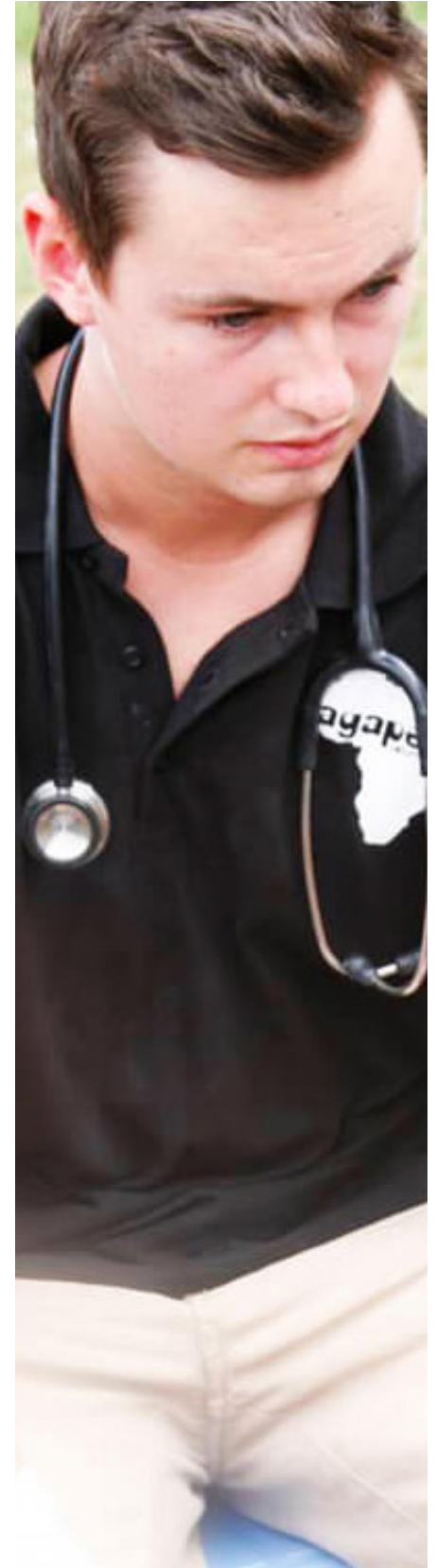
Private Clinic

Volunteers on this placement work in a private clinic. Originally an ante-natal clinic, it has grown to include general medical practice. Departments at this clinic include: ante-natal; general medical consultation; laboratory; labour and delivery ward; newborn care and immunisation; obstetrics and gynaecology; pharmacy.

The doctor in charge, Dr Amal, is western trained and a great teacher, happy to explain things in great detail. As a volunteer, you will spend a lot of time in the consultation room, learning to assess and treat patients. During quiet periods, there may be opportunities to explore other test and treatment options with the lab technicians.

This placement is the closest to a western medical setting, and as a private clinic, is less busy than the government hospital or community clinic. This makes it a great option for less experienced medical volunteers.

“
Wherever you volunteer,
please remember to
leave your expectations behind
you – healthcare provision in the
developing world is likely to shock
and challenge you”



Sports

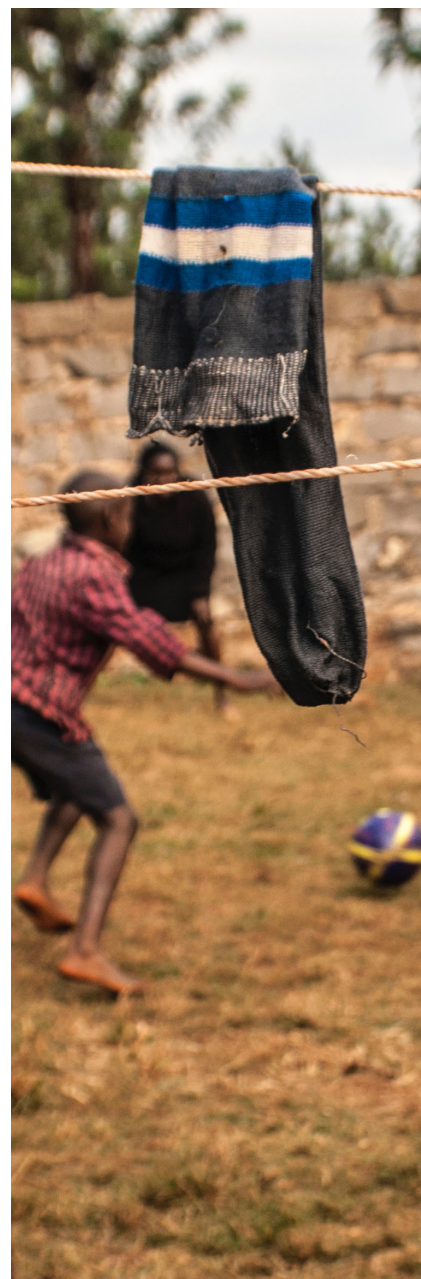
2-4 week sports placements are available in April and August each year. There are also 2 week placements available in December. Please aim to arrive on a Friday, so that you have the weekend to review lesson and activity plans ready to start on Monday.

There are opportunities to take classes in football, dance, fitness, martial arts, yoga and swimming (depending on the time of year). If you have prior sports or physical education experience, we'd welcome your help in developing new ideas and additional classes.

Classes run Monday to Thursday for 4 weeks, from 2pm to 5pm. There are two classes each day, one for children aged 5-9 years and for children aged 10-16. Each class has approximately 10 children.

During the mornings, you will have plenty to do organising the day's classes. Equipment needs to be packed and prepped, fruit sliced and packed, popcorn and fried peanuts prepared and water bottles filled. You'll need to get to the sports grounds ahead of the kids to set up. These placements are at their best when they're full on, so get ready for fun and exhaustion!

When you arrive, you will be expected to spend a few days reading the KATzVA sports programme resource book and familiarising yourself with lesson plans and activities. After that, you will begin planning classes in advance and working out weekly schedules for the sports programme. Members of the KATzVA staff will be on hand to help with any language constraints and with controlling the kids, but the programme itself is volunteer-led. The more organised and **Sports Cont.**



Top Tips:

Before you go, think carefully about the coaching that has helped you the most, and plan to replicate this.

Make good use of the programme resources provided by KATzVA. The sports programmes booklet contains loads of fantastic ideas for activities and classes for kids aged 5-16, compiled by KATzVA, former volunteers and Readysteadygokids Australia

Above all, remember that people learn the most when they're having fun - you included!

Classes run Monday to Thursday for 4 weeks, from 2pm to 5pm. There are two classes each day, one for children aged 5-9 years and for children aged 10-16. Each class has approximately 10 children.

Sports Cont.

proactive you are about planning your classes, the more you and the kids will get out of them.

During the mornings, you will have plenty to do organising the day's classes. Equipment needs to be packed and prepped, fruit sliced and packed, popcorn and fried peanuts prepared and water bottles filled. You'll need to get to the sports grounds ahead of the kids to set up. These placements are at their best when they're full on, so get ready for fun and exhaustion!

When you arrive, you will be expected to spend a few days reading the KATzVA sports programme resource book and familiarising yourself with lesson plans and activities. After that, you will begin planning classes in advance and working out weekly schedules for the sports programme. Members of the KATzVA staff will be on hand to help with any language constraints and with controlling the kids, but the programme itself is volunteer-led. The more organised and proactive you are about planning your classes, the more you and the kids will get out of them.

“

The more organised and proactive you are about planning your classes, the more you and the kids will get out of them.”



Programme Requirements:

To be eligible for the medical programme, you **MUST** either: have completed one year of a medical or related health care degree; or be a doctor or nurse.

Please also note that all medical placements require a £95 surcharge to register volunteers; this will be included as an item with your programme fee.

In order for us to arrange your medical placement, you **MUST** submit documentation confirming your eligibility to your trip adviser, and pay any required fees, at least 8 weeks before your planned date of departure.

Please provide the following:

- A copy of your cv
- A copy of your degree or educational record
- A letter of recommendation from your university or current workplace
- A letter of introduction from you outlining your interest, relevant experience, qualifications and areas of expertise, and what you hope to achieve while you volunteer

You must also bring either a clean white lab coat or medical scrubs for daily use, as well as your own disposable gloves and antiseptic gel.



“
Leave your expectations behind and be prepared for a medical setting that may be very basic and lacking in resources. Prepare to be shocked and confronted by situations you are not used to.”

Top Tips

Leave your expectations behind and be prepared for a medical setting that may be very basic and lacking in resources. Prepare to be shocked and confronted by situations you are not used to.

Be aware of cultural and practical differences. The doctors with whom you will be working are skilled professionals, but nevertheless, you will encounter new or different practises and attitudes while volunteering in Tanzania. Your patients may also bring different attitudes and beliefs to those you are accustomed to. Please show respect for others in this area.

On the other hand, don't be afraid to ask questions (politely, of course)!

Be confident, but be honest. If you are not happy taking on a task that has been suggested, make it known. Doctors will want to make the most of your capabilities, but you will never be forced to take on a task you are uncomfortable carrying out.

HIV/AIDS - Safety & Prevention

This is not something to be afraid of but certainly to be aware of. You will receive further briefing in orientation and at your placement, but here you can find a detailed account of how HIV is spread and how best to avoid infection.

HIV is found in blood and other body fluids such as semen and vaginal fluids. The virus does not live for long outside the body, so for transmission to occur you would need to have bodily fluid from an infected person to get inside your body. This can occur through contact with the bloodstream (through an open cut or wound) or by passing through delicate mucous membranes, such as inside the vagina, rectum or urethra, or by splashing onto a mucus membrane (inside the nose or the eyes). HIV cannot be transmitted through spitting, sneezing, sharing glasses, cutlery or musical instruments. You also cannot be infected in swimming pools, showers or by sharing washing facilities or toilet seats. HIV cannot reproduce inside an insect (e.g. mosquitoes) so cannot transmit HIV to another person it feeds on.

Cleaning should be done with running water. If this is not available, pour clean water from a container over the area to be cleaned. If antiseptic is available, clean the area with antiseptic. If blood has splashed on the face, particularly eyes or the mucous membranes of the nose and mouth, these should be flushed with running water for 3 minutes. Wash contaminated surfaces or floors with bleach and water (1 part bleach, 9 parts water). Seal in a plastic bag and incinerate (burn to ashes) bandages and cloths that become bloody, or send them to an appropriate disposal firm. Any contaminated instruments or equipment should be washed soaked in bleach for an hour and dried. Ensure that bathrooms and toilets are clean, hygienic and free from blood spills.

This is not something to be afraid of but certainly to be aware of. You will receive further briefing in orientation and at your placement, but here you can find a detailed account of how HIV is spread and how best to avoid infection.



Basic Kiswahili

Below you will find some basic Kiswahili phrases that you will find useful on a day to day basis. Consider getting to grips with Kiswahili more seriously if you can, as it will make a real difference to your relationships with colleagues and neighbours in Tanzania and enrich your experience as a volunteer and visitor to the country.

Greetings

Jambo- hi/hello
Hujambo?- (Lit. Is anything the matter)
How are you?Sijambo?
Good/Fine
Salama- Fine/Peaceful
Habari za nyumbani?- (Lit. What is the news at home?) How is home?
Habari za shule?- How is school?

Your Name

Jina lako ni nani? –
What is your name?
Jina langu ni Asha- My name is Asha.

Basica Vocabulary in the Classroom

Mwalimu- Teacher
Mwanafunzi- Student
Kitabu- Book
Kalamu- Pen
Karatasi- Paper
Ukurasa- Page
Soma- Read
Andika- Write
Swali- Question
Nina swali- I have a question
Sijui- I don't know
Jibu- Answer
Sema kwa sauti- Speak louder

Sema tena- Say again/ repeat
Kazi ya nyumbani- Homework
Sentensi- Sentence
Zoezi- Exercise
Mazungumzo- Dialogue

Basic Vocabulary

Asante – Thank you
Tafadhali- Please
Ndiyo- yes
Hapana- no
Samahani- pardon me/ excuse me
Kwaheri- goodbye
Kwa nini?- why?
Kwa sababu- because
Hodii- May I come in?
Karibu- Come on in/ welcome



Further Study

Rosetta Stone do a very good comprehensive introduction to Swahili which is available from all good book stores and in-cludes an interactive CD.



Agape
Volunteers

Address: Agape Volunteers,
Barn End Cottage, North Lane,
Barnstaple, EX31 2JN

Phone: 0845 519 8469

Web: www.agape-volunteers.com

Email: info@agape-volunteers.com