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TANZANIA VOLUNTEER HANDBOOK

Introduction

This Handbook was written to provide you with useful information regarding your participation in an Amizade sponsored program. It answers many of the frequently asked questions by previous participants. We encourage your feedback on how it can be improved for future participants. Please read this entire handbook carefully and contact our office if you have any questions.

Amizade's Mission & Vision

Amizade encourages intercultural exploration and understanding through community-driven service-learning courses and volunteer programs. Amizade imagines a world in which all people have the opportunity to explore and grow, realize their ability to make change, and embrace their responsibility to build a better world.

Amizade's Commitment

At the heart of Amizade is the sincere belief that intercultural understanding & the development of global citizens is essential to our increasingly connected global world. We are committed to providing you with an intercultural experience that allows you to make concrete contributions to a community resulting in a deeper understanding of your role in the global community.

Approach to Service

Ethic of Service

Amizade strives to promote an "ethic of service" on all our programs. This means that we envision the entire experience as one of service to our fellow human beings. There will be scheduled time for completing service projects on each program but we also encourage you to carry your ethic of service with you throughout the program. You can do this by volunteering to help with food preparation, cleaning, or various other daily tasks.

As guests in the host community, Amizade volunteers are encouraged to act respectfully in all community interactions. The global service experience provides a unique opportunity to learn from the traditions, beliefs, and customs of a new community. Since most Amizade volunteers come from outside of the community, they are often seen as "ambassadors" representing their countries and are able to use this opportunity to share positively about their culture. At the same time, volunteers have the unique opportunity of experiencing another culture while taking the time to absorb and respect new world views.



Volunteer Opportunities

In Tanzania, Amizade partners with the Evangelical Lutheran Church of Tanzania (ELCT), a local church and organization that does community projects (education, service, support) throughout Karagwe district and runs the hospital in collaboration with the government of Tanzania. Please refer to your specific program sheet for more detailed information about your volunteer program.

The On-Site Experience

Amizade Staff

Amizade programs are staffed by a variety of motivated, trained people. We encourage you to get to know the staff members that will be coordinating your volunteer program. Any concerns or questions during the in-country experience should be directed to the appropriate Amizade staff.

Site Director

The site director is the primary program contact responsible for coordinating volunteers. The site director is responsible for coordination of logistics such as greeting volunteers, arranging housing and meals, setting up cultural experiences with local community members, and leading reflection discussions. Coordination also involves setting up the service project, arranging transportation to and from various locations, partnering with local masons and builders, procuring building supplies, and any other related planning.

On-Site Orientation

Upon arrival in Tanzania, Amizade will hold a program orientation for all volunteers. Many issues such as health, safety, and security will be addressed as well as site logistics, standard procedures, and other important information that will benefit each volunteer to know.

Group Living

Amizade programs generally have a strong core element built around group living. For many people, living, volunteering, studying, completing projects, and spending leisure time in a group may be new. Therefore we ask all Amizade volunteers to approach group interaction with flexibility, openness, and constructive communication. We strive to respect each other's space and needs while also supporting each other to achieve personal goals on the program.



Flexibility

Flexibility on behalf of the participants is the most important element on an Amizade program. Itineraries may change at the last minute in order to meet current community needs or participate in unexpected opportunities for recreational, educational, or cultural exploration. Many aspects of traveling are unpredictable and time-consuming, so be prepared to enjoy the unexpected surprises and embrace the opportunities they provide!

Housing

For most Tanzania programs, volunteers will stay in hostels. Cooks will provide three meals a day. The selection of hostels is arranged through Amizade's on-site staff.

Meals

Eating abroad is an adventure of new tastes, smells, and meals! Since you are living as part of the community, you will have the opportunity to try genuine local dishes. You may be eating the same or similar food regularly if that is the local custom. In Tanzania, you will be eating plentiful amounts of freshly prepared foods including, several varieties of bananas, potatoes, peas, tomatoes, squash, eggplant, peanut sauces, rice, eggs, meat, and delicious coffee and fresh milk. Very little western food is available so bring along snacks if you are a snacker or junk-food addict!

Note to Vegetarians

In Tanzania, an abundance of fresh fruit (such as pineapple and bananas), beans & rice, porridge, and other vegetarian dishes are available. Most adult Tanzanians do eat fish, chicken, or some other meat every day. Amizade will make every effort to provide vegetarian options, but sometimes they will need to be supplemented with further protein and vitamins. We encourage vegetarians to bring healthy snacks and vitamins with them. Please indicate your dietary needs and restrictions on your Amizade Medical Form so we can best prepare for you.

Transportation on Site

All on-site transportation including airport transfers will be provided by Amizade.

Laundry

Our hostels will have individuals ready to help you with your laundry for a small tip or fee. Most Tanzanian families do laundry by hand and hang their clothes on a line to dry. Due to this fact, we encourage volunteers to bring light, easily washable clothing. There are no washing machines. You will need to bring small boxes of laundry soap also.

Climate and Weather

Karagwe has a tropical climate, but the high altitude tempers it. The annual average temperature is 26 degrees C (79 degrees F). Tanzania is in the southern hemisphere so in June, it would be their winter. June through August, the temperatures overnight can fall below 70 degrees F so a jacket is useful. Daytime temperatures will vary from mid 70's F to mid 80's F. Rainfall pattern is bimodal, with the peak rains falling between September to December and March to May. The period between January and February is the dry spell while June to September is a period of marginal or no rainfall.

Cultural and Recreational Activities

Volunteering in rural Tanzania puts volunteers in the heart of a fascinating, beautiful community where recreational and cultural activities abound. Volunteers will visit a local secondary school, hear local farmers talk about the area, visit local non-profit organizations, visit a soccer game, and interact with the hospital and local community. Volunteers are often invited to cultural events such as church meetings, and other local celebrations. In the past, the volunteers have gone to visit a rural community at the Rwandan border on an excursion and shopping for batiks and other items at the local markets. The local tailors are very inexpensive and many volunteers have been delighted to order clothing in local patterns and styles. Please inform the Amizade staff of your interests as well as any physical, religious, or dietary needs and limitations you have and we will work to accommodate you.



Culture and History

Tanzania will stimulate you on all levels. The beauty and warmth of its people, pleasant climate, and rich culture will constantly amaze you. With this beauty also comes a complex history that includes colonization and extreme poverty. In recent years, Tanzania has been seriously affected by International Monetary Fund and World Bank policies as it struggles to modernize and keep its economy competitive in the global market. Small, rural communities like Karagwe where we will stay are rich in agricultural products but poor in any source of cash income. They are limited by their ability to develop the economy by the lack of paved roads in their district.

For more information on Tanzania, please visit the following websites:

Official Tanzanian website: <http://www.tanzania.go.tz/index2E.html>

Lonely Planet World Guides: <http://www.lonelyplanet.com/destinations/africa/tanzania/>

Encyclopedia.Com: http://www.encyclopedia.com/html/section/Tanzania_History.asp

GeographyIQ.Com: http://www.geographyiq.com/countries/tz/Tanzania_map_flag_geography.htm

In country website: <http://www.start.co.tz/>

Community Background

Amizade volunteers serve in a rural Tanzania community near in Karagwe district in the northwest of the country. The nearest city is Bukoba, which is 2 hours by jeep. Karagwe is a rural area with many towns. We will spend most of our time in Omurushaka near the orphanage we are building and the hospital where we will be working or in Kayanga, the district headquarters. The daily pace is relaxed and community members are very friendly and welcoming. They will be joining in with your service projects. The community is dispersed with houses scattered among banana fields, shambas (gardens associated with the houses) and winding roads. Travel around the community can be done in groups on foot, with farther distances done by hired vehicle, which run all the time through the town.

Members of the community are poor and work primarily as subsistence farmers, for the hospital, or one of the other service providers (Lutheran church, Anglican church, other NGO's). The standard of living for a typical Tanzanian is much lower compared to developed countries around the world. Without sufficient support from the government, Support services, educational facilities, and the hospital are often understaffed and facilities are in desperate need of repair and renovation.

Preparing for Your Program

Transportation to Site

Volunteers will fly in and out of Entebbe, Uganda or Arusha, Tanzania depending on your specific program. Please contact the Amizade office for more information about your specific program. An Amizade staff person will meet you at the airport to transport you to the program site. All volunteers are required to arrive on or before the scheduled program start date and depart on or after the scheduled finish date. If volunteers arrive early or stay late, the individual volunteer will need to make his/her own arrangements for food, lodging, and airport transfer.

Travel Documents

The following information is for US citizens going abroad. If you are a non-US citizen, you must check with the consulate in your country regarding travel documents including passport and visa requirements.

A passport and visa are required for travel to Tanzania. U.S. citizens with valid passports may obtain a visa either before arriving in Tanzania or at any port of entry staffed by immigration officials. U.S. passports should be valid for a minimum of six months beyond the date the visa is obtained, whether it is acquired beforehand or at the port of entry. Also, foreigners are required to show their passports when entering or exiting the islands of Unguja (more commonly known as, and hereafter referred to as, Zanzibar) and Pemba. Visitors are required to have a valid yellow fever inoculation stamp on their international health cards. Please check with the Amizade office for the necessary information needed to fill out the visa application.

Please visit the following website for information on the entry requirements for US Citizens traveling abroad: <http://travel.state.gov/foreignentryreqs.html>

If you are arriving in another country, such as Uganda, and traveling into Tanzania via land, you may also need a visa for that country, even if you are only staying for a few hours. Check with the above website for requirements for the countries you will be traveling through.

Health & Safety

General Notes

- Traveling often affects one's health so it is imperative that all volunteers are in good physical condition.
- Typical travel ailments include stomach upsets and diarrhea, bug bites, jet lag, minor cuts, scrapes, bruises, and sunburn. Please feel free to bring travel-sized portions of over the counter medicines such as headache medicine, stomach medicines, sun block, bug spray, band-aids, etc.
- An on-site Amizade staff member will have a first aid kit.
- Check with your medical physician regarding further information about healthy travel abroad.

Immunizations

Participants in Amizade programs are solely responsible for receiving immunizations. Amizade defers all recommendations to the current recommendations and requirements from the Centers for Disease Control and Prevention (CDC). All participants are expected to consult the CDC for required and recommended immunizations for the country or countries they will be visiting for their Amizade program. See your doctor at least 4–6 weeks before your trip to allow time for immunizations to take effect.

The following information was taken from the CDC website, www.cdc.gov, on July 26, 2006. Please check the website for up to date information.

Recommended Vaccinations:

- [Hepatitis A](#) or immune globulin (IG). Transmission of hepatitis A virus can occur through direct person-to-person contact; through exposure to contaminated water, ice, or shellfish harvested in contaminated water; or from fruits, vegetables, or other foods that are eaten uncooked and that were contaminated during harvesting or subsequent handling.
- [Hepatitis B](#), especially if you might be exposed to blood or body fluids (for example, health-care workers), have sexual contact with the local population, or be exposed through medical treatment. Hepatitis B vaccine is now recommended for all infants and for children ages 11–12 years who did not receive the series as infants.
- Malaria: your risk of malaria may be high in all countries in East Africa, including cities. See your health care provider for a prescription anti-malarial drug. For details concerning risk and preventive medications, see [Malaria Information for Travelers to East Africa](#).
- [Meningococcal \(meningitis\)](#) if you plan to visit countries in this region that experience epidemics of meningococcal disease during December through June.
- [Rabies](#), pre-exposure vaccination, if you might have extensive unprotected outdoor exposure in rural areas, such as might occur during camping, hiking, or bicycling, or engaging in certain occupational activities.
- [Typhoid](#) vaccine. Typhoid fever can be contracted through contaminated drinking water or food, or by eating food or drinking beverages that have been handled by a person who is infected. Large outbreaks are most often related to fecal contamination of water supplies or foods sold by street vendors
- As needed, booster doses for [tetanus-diphtheria](#), [measles](#), and a one-time dose of [polio](#) vaccine for adults.

Required Vaccinations:

- [Yellow fever](#) Visitors are required to have a valid yellow fever inoculation stamp on their international health cards.

For more information:

Centers for Disease Control and Prevention

1600 Clifton Rd.
Atlanta, GA 30333 USA
(404) 639-3311 (404) 639-3312 (TTY)

Public Inquiries 1-404-639-3534 and 1-800-311-3435
National Immunization Hotline (English) 1-800-232-2522
National Immunization Hotline (Spanish) 1-800-232-0233
Traveler's Health 1-877-394-8747

Traveler's Health Website: <http://www.cdc.gov/travel/index.htm>
Email form: <http://www.cdc.gov/netinfo.htm>

Prescription Medicines

If you have prescription medicines, bring them in the original prescription bottles with your name on them and bring an ample supply for the duration of your program. In some countries, certain medicines are not as readily available.

The Best Medicine is “Preventative Medicine”

Throughout the program, please rest, drink plenty of water, and take care to avoid overexposure to the sun. While on the program, let the Amizade staff know if you have any concerns about your health and contact them immediately if you experience a health emergency.

Amizade Medical and Insurance Form

All volunteers are required to complete and submit the Amizade Medical and Insurance Form prior to participation. It is imperative that you complete this form as comprehensively as possible so Amizade staff can best address medical situations on site. On this form you will also list your immunization record.



Please consult with your physician regarding your healthy participation in the service work and activities for your program and recommended immunizations.

It is the responsibility of every Amizade participant to make sure that they have adequate medical coverage for the duration of any Amizade program.

Safety

While participants are on site for the service project, it is essential that participants adhere to all safety requirements and guidelines as determined by the service project supervisor and their staff.

As a volunteer in the community you will have local companions and friends. Volunteers should observe and imitate local customs regarding safety. Regardless of where you are it is best to travel in pairs, especially at night. Be cautious with your money and make sure you store it in a safe place or money belt. Women should follow the example of women in the host community in terms of culturally appropriate dress and demeanor. Plan to dress modestly (for example, no very short shorts, bikini tops, or other revealing clothes). Trust your instincts. If you do not feel safe in a situation or someone's behavior is making you uncomfortable, get out of the situation immediately. Firmly say "no" to any invitation you do not want and turn away. Ignore persistent overtures.

Money Matters

Currency Converter

For the latest conversion rate for your country, please visit www.xe.com.

The currency in Tanzania is the Tanzanian shilling. You will need to bring cash to convert to shillings once you are in Tanzania. Bring a few small bills (ones and fives for tipping) but bring large bills for doing the exchange (50's or 100's). Do not bring traveler's checks as they are nearly impossible to use or exchange in this region.

Spending Money

Please bring some spending money to use for costs beyond those covered by the Amizade fee.

Packing List

PLEASE PACK LIGHTLY!

You should bring a maximum of two bags. Ideally, this includes one medium-sized suitcase/duffel bag and a smaller daypack for daily activities. You should be able to carry your luggage comfortably by yourself. Rolling luggage does not always work effectively in developing countries. Please use your best judgment regarding valuables. Amizade does not recommend that volunteers bring expensive jewelry, electronics, laptops, etc. Amizade is not reliable for lost or stolen articles.

Recommended Packing List:

- Documents: passport, airline tickets, personal health insurance information, and cash, ATM/credit cards (and copies of each in a separate place)
- money belt or wallet
- Family photos to share with the community
- Postcards of your hometown to share with the community
- Water bottle
- Notebook or journal and pens
- Travel alarm clock
- Watch
- Camera and film
- Knapsack or book bag
- Towel and Wash cloth
- Toiletries – just the basics such as toothbrush, toothpaste, travel-sized shampoo, and soap
- Prescriptions in original bottles (remember to bring enough for the entire program!)
- Over-the-counter medications (headache, stomach, band-aids, anti-itch cream)

- ❑ Clothing
 - T-shirts
 - Two pair of pants (one pair for working)
 - One nice outfit
 - Socks and underwear
 - Pajamas
 - One long sleeve shirt, sweatshirt, or jacket
- ❑ Shower shoes or flip-flops
- ❑ Comfortable walking shoes
- ❑ Work boots if applicable (a sturdy hiking boot will work well)
- ❑ Work gloves if applicable
- ❑ Flashlight & batteries
- ❑ Laundry line, plastic clothes pins, and small packs of detergent
- ❑ Bathing suit
- ❑ Sun protection: bandanas, hat, sunglasses and sun block
- ❑ Bug spray containing DEET
- ❑ Shorts and comfortable clothes for warm weather



Gifts

You may choose to bring small gifts or thank you cards for community members. Photographs are generally appreciated around the world so feel free to collect addresses and mail pictures back if possible.

While You Are Away

Culture Shock

Culture shock is a term used to describe the emotional upset that may occur when a person travels to a new culture. When experiencing culture shock, people sometimes feel unsure about what is appropriate in the new culture, confused about how to manage daily tasks (such as banking or telephoning), frustrated with managing language and cultural barriers and generally vulnerable. This experience is normal and affects people at different times throughout a cultural immersion program. Remember to rest, eat and take care of your physical and emotional needs in order to function at your best!

Drug Use

Amizade in no way encourages the use of, or purchase of drugs while visiting any of our sites. As an organization, our primary concern is that of safety for our volunteers. For this reason, we adhere to a drug-free policy for all of our programs. We ask that all volunteers please respect this as a rule of Amizade. Failure to comply with this rule is grounds for removal from the program.

Contacting Home

In rural Tanzania, telephone communication to the U.S. is extremely difficult and expensive. Internet access is not available. If family members need to relay a message to you, they can do it by contacting the Amizade office and we will relay the information.

AMIZADE CONTACT INFORMATION

If someone from home needs to contact a volunteer with an emergency message, they can phone the Amizade US office to relay a message.

- **Amizade US Office Phone:** 304-293-6049. This phone line is staffed 8 am – 4:30 pm EST from Monday - Friday.
 - Have the person leave:
 - Their name
 - Your name
 - Their phone number
 - The message to be relayed
- **Amizade Emergency Phone #:** 412-853-4032. This phone line is staffed 24 hours a day, 7 days a week during volunteer programs.

Returning Home

Reverse Culture Shock

Many participants find that they encounter difficulties when transitioning home. Volunteers will be happy to return home and visit with family and friends but after the initial reunions take place, they often find that they experience problems when trying to communicate the experience they had abroad. Many people feel alienated, knowing that they have grown while many of those around them remain the same. It may help to connect with others who have had similar travel experiences, as they understand the need to talk about the experience in greater detail.