



Volunteer Handbook

(Updated May 2017)

Hello!

This Volunteer Handbook is designed to give you basic information before you arrive and when you get to Tanzania. The information provided is advice collected from the knowledge and experience of previous volunteers and Umoja's management. We cannot be responsible for changes in prices, fares, schedules, availability and other changes – take it as advice only. There are no guarantees and you are responsible for your own welfare. We are happy to answer any further questions you may have.

Commitment

For most volunteers / interns we ask for a minimum commitment of 3 months. This is to ensure continuity and consistency in our work and in dealing with Umoja's youth. For some skilled positions, we can accept volunteers for a shorter time period. If you are unsure, please contact us for further information.

Cost

There is no cost to volunteer at Umoja, however you are in a unique position to assist Umoja in fundraising before you set off to join us in Tanzania! Many volunteers have had great success simply by setting up a Justgiving page and stating their intent to volunteer. For ideas on fundraising please see our website: <http://www.umoja.com.au> or contact us.

Getting to Arusha

There are a number of options; you will need to research the route that suits you best.

1. Directly to Kilimanjaro airport then Umoja's driver will pick you up at a price of 70,000 TZS. This is payable to the driver at the time of your arrival.
2. To Nairobi, Kenya then either a flight to Kilimanjaro (Precision Air around US \$200 one way) or a shuttle bus to Arusha (TZS 25,000 – but 4-6 hours in a bus - Umoja staff can book this for you)
3. To Dar es Salaam then an internal flight to Kilimanjaro airport

We recommend that you fly directly into Kilimanjaro International Airport (KIA), which is about 1 hour's drive from Arusha. This is by far the easiest option, although sometimes a little more expensive than flying into Nairobi. If you choose to fly into Nairobi, you can get a connecting flight to KIA or use the shuttle bus from the airport into Arusha. KLM and Qatar are two airlines who fly into KIA.

Please check the current advice from your government about entering Tanzania / Kenya as there are times when entering certain countries is not advised.

NOTE: We insist that you get a registered taxi from Kilimanjaro Airport (\$50 USD) - do not rely on the shuttle bus as often it is not there. Preferably we can send the Umoja driver to collect you, which would be safer and easier! We ask that you pay him 70,000 TZS (preferable) or \$35

USD at the time of your arrival. This income helps Umoja fund the vehicle which we use for transporting students to school and vital purchases. In addition, this price includes an induction tour of Arusha with one of Umoja's graduates, showing you the ropes of local transport, services, town, shops, post office, banks etc. Contact us if you would like us to pick you up (holding a sign with your name!)

Accommodation

Unfortunately we do not offer accommodation on site – as we do not have the space! Depending on your taste, requirements, length of time and budget – there are a variety of options available in Arusha. These range from shared housing, apartments, small lodges and hostels. Please enquire with us for more information.

Please note:

- Power cuts for energy rationing are a fact of life everywhere in Tanzania so bring a good torch – a head torch is useful.
- Water shortages are also a fact of life in Tanzania, so depending on your accommodation you may find there are a few days without water – but this is rare.

Water

Water directly from the tap (inside or out) at Umoja or anywhere in Tanzania is not safe to drink, however all staff, students and most volunteers drink the filtered water provided at Umoja. We cannot guarantee the safety so if you are worried you can buy bottled water that is available all over Arusha.

Most volunteers however follow these rules:

- Drink the filtered water that is available at Umoja.
- Use straight from the tap for washing and brushing teeth
- Use straight from the tap for cooking

The water in Arusha is also high in naturally occurring fluoride which causes fluorosis (the brown stained teeth the obvious sign) if drunk for a long time when young. It is not advised to drink the tap water (filtered or not) if you are pregnant or under the age of 4 (while bones and teeth are developing).

Medical

It is Umoja's policy for volunteers that you have full medical insurance before arriving into Tanzania. In addition, once you arrive in Arusha, consider subscribing to a paramedical first responder service such as <http://www.knightsupport.com/full-list-of-our-services/ambulance-paramedic.html>. They will get you to hospital and deal with the first day while you contact your insurance company.

See your GP and/or a specialist travel doctor for advice a few months before coming and get the appropriate vaccinations, tablets, and a first aid kit. We suggest that you come with an adequate supply of anti-malarial medication for your trip. If you wear contact lenses, bring all the solution you need for your time here.

Yellow Fever vaccination cards have been asked for at the airport depending on the country you are coming from - please check the latest information.

There are adequate medical facilities in Arusha to deal with all common ailments including malaria. More serious problems will require evacuation to Kenya or beyond.

Insurance

Take advice and get appropriate cover for travel and property insurance. This is up to you and will probably depend on how long you are away from home, how valuable your items are and your budget!

Visas

Visa information changes all the time so it is best to contact us and the Tanzanian Consulate in your home country a couple of months before arriving for up to date information. Depending on where you are coming from, you may be able to get a Volunteer Visa from the Tanzanian Consulate in your country of origin.

THE VISA SITUATION IN TANZANIA IS CURRENTLY UNCLEAR. WE ADVISE YOU TO CONTACT THE TANZANIAN CONSULATE IN YOUR HOME COUNTRY FOR ADVICE.

Be aware that going through immigration at the airport will take a while and you will have forms to fill in.

NOTE: Officials in the airport have been known to ask for 'taxes' for donations volunteers are bringing in. Our advice is to not carry too many of the same thing (i.e. 50 school bags!), but to bring variety as 'gifts' rather than 'donations'.

Travelling around Arusha

The Umoja Centre grounds are rather uneven so take care when going down to the classrooms. Have walking shoes / trainers with you – the roads are rough and dusty (or muddy!) Only the main roads are tarmacked.

The *daladala* (public minibus) costs TZS 400 each way. However it is often uncomfortably crowded and rather a bumpy ride! There can be pickpockets on the dala - so be careful with your possessions and try to avoid being the only passenger. **Never** use the *daladala* at night.

At night only use Taxis, even if you are going a short journey (to the local bar etc!) These cost from 7,000 to 15,000 TZS each way (you will need to negotiate with the driver). You must use trusted taxi's and not take taxis from the street. The following are the drivers that we recommend, (but you will still need to negotiate the price):

Abdul 075698 0310

Burhani 075475 6700 – Burhani is our number 1 taxi driver as he seems to be the most reliable and affordable.

All our taxi drivers need reminding on timekeeping :)

Self-drive car hire is available in Arusha, which you would need to organise yourself upon arrival.

You may be offered a ride by a motorcyclist – the *pikipiki* or *bodaboda* drivers. This is a very cheap way to get around but **is not permitted by Umoja as it is not safe**. The traffic in Arusha can be crazy, and there is absolutely no guarantee about the driver's ability. Helmets are not provided and **collisions are common**. There are many reports about dangerous drivers and theft (or worse, serious crime like rape). You only have to drive through Arusha once to see how dangerous it can be as a passenger on a motorbike.

Out and About in Arusha

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 get to recognise you and go in search of fresh targets. Say “*Hapana Asante*” (no thank you), and keep on walking!

Try not to get into conversation with the touts if you would feel uncomfortable being followed by them – this can possibly happen if they think you might buy their wares, so avoid eye contact and politely say “*sihitaji asante*” (I don't need that, thank you). As stated above they are harmless and just want you to buy their goods but some might follow you around for a while if you show interest.

As a *Mzungu*, you will get attention when out and about. Most people will be polite and respectful to you, and say hello to you in the street. However some attention might be unwanted, for example people might try to get into a conversation when you're busy (be polite, they might not understand that you may be in a hurry), pull your hair on the *daladala* (try to think of it as a compliment!). Some people might ask you for more information than you're comfortable giving, such as your mobile number, or where you're staying in Arusha. You will need to find a way of brushing people off politely that works for you.

Money

We suggest a minimum budget of \$500 USD per month if you are living off-site, for housing alone, to be able to afford secure accommodation.

Generally credit cards are no use to you, and using them could be unsafe - so be careful!

There are many ATMs. The best seem to be those using the VISA clearing system rather than Mastercard. There are occasional glitches in the system (cards retained by the machine, no money in the machine, or your home bank putting a stop on the account because it is being used in a different pattern). These are usually sorted out in a few days but occasionally can take weeks. Before departure, let your bank know that you will be using your card abroad.

The largest note is 10,000 TZS. Depending on your bank, the most you may be able to withdraw from the ATM in one transaction is 400,000 TZS which means that paying for an expensive item like an airline ticket can take multiple withdrawals (which can be done at the same time).

If possible bring two ATM cards from different accounts so you have a backup.

Bring US\$ to pay for tourist trips and safaris. There are many currency exchange bureaus in town – Banks will only exchange currency for account holders.

Food supplies

Breakfast of *ugali* (“porridge” made from flour and water) is provided at around 10am on school days (Monday-Friday) to students and staff. Lunch is also provided at 12:15pm, and usually consists of rice or thick *ugali* with beans and vegetables, or *makande* (maize and beans). The food cooked at Umoja by the Mamas is nutritious vegetarian staple food, and filling. If you do not wish to eat the food provided, for whatever reason, you will have to cook for yourself (if staying in the volunteer accommodation) or bring your own food. You will need to feed yourself at the weekends and in the evenings – you can buy groceries and cook them in your kitchen, or go out to eat.

There are various supermarkets in Arusha, Nakumat in town and several in Njiro. We suggest Pick and Pay in Nanenane (for most of your groceries) and VSM in the Njiro Complex (for fresh bread and treats!). Vegies are available opposite Pick and Pay or Simba Farm Shop on Jandu Road just before Impala Roundabout. You also can brave the central market in town - which is an experience and an adventure!

Emergency supplies of basic vegetables, bread, tea, eggs etc can be purchased locally from the smaller roadside stalls near the centre or the local shops operated out of nearby houses. 'Rasta' shop is popular and he will source you most things you need - and even cook you a chicken if needed!

There are three dogs who live at The Umoja Centre – please do not feed them. One in particular as a weight issue 😊

Eating out

Lots and lots of options from local food for 3,000 TZS to 5,000 TZS for a simple meal (e.g. *chips mayai* – chip omelette – at a local cafe or bar) to more than ten times that for a fine dining experience.

You will no doubt become familiar with the Njiro Cinema Complex's unique take on the Food Hall – multiple restaurants serve each table in an open air courtyard so everyone can have their favourite cuisine and if you wish each course can come from a different restaurant. The only problem can be sharing out the bill at the end! At Njiro Complex you will also find a gym, cinema and a variety of shops (although expensive).

Many of the Safari Lodges around Arusha do a Sunday buffet style lunch at a fixed price of 25,000 TZS to 45,000 TZS and all are set in beautiful peaceful grounds.

Electricity

Tanzania has historically been dependant on hydro-electric generation. Climate change has made the rainfall unreliable and reduced the capacity available. The result of an expanding population and a shortage of capital to build new generating stations is that energy rationing is a fact of life.

In addition to regular power cuts for rationing, power will also be cut without notice to allow maintenance work to be carried out.

We have a generator at Umoja so there will be electricity during power cuts, but it is expensive to run, so will not be on at all times. The generator is not powerful enough for you to use the kettle, toaster, shower or other high power items. It is fine for computers, lights, fridge etc.

Even when the power is on the voltage will fluctuate more than would be normal in the west. Electronic equipment is best protected by a voltage stabiliser; these are fitted in the office and computer classroom.

Laptop batteries give some protection to the laptop itself but the charger is potentially at risk from surges or low voltage dips.

Internet

Umoja has access to the Internet and (slow) Wi-Fi is available if you bring a laptop or tablet. Please be careful with downloading and ask for advice. DO NOT download films etc. There are many Internet cafes in town from 500 TZS to 2,000 TZS per hour – but be warned – many viruses come from these places! Plugging USB sticks that have been used in external computers (except those from home that are safe) into Umoja computers is prohibited.

If you want extensive personal internet access, for example for extensive downloading, you will have to look in to this yourself on arrival, to find out latest rates. Local mobile internet services are available and Airtel or Vodacom are said to be helpful. SMILE and HALOTEL are recommended internet service providers if you wish to have your own internet access.

Phones

There are effectively no landline phones in Tanzania but mobile phones are widespread.

Bring an unlocked phone and purchase a local SIM card for around 2,000 TZS – pay-as-you-go is the best bet, with Airtel or Vodacom being widely available. Top up vouchers are widely available including from the little shops around Umoja or your accommodation. Everyone is required to register their new mobile number (take a copy of your passport) – the vendor will do this for you but be aware that it can take a while to process.

Phones are easily lost in town or travelling on the *daladala*, you could consider bringing a cheap phone with you and leaving your expensive one at home.

3° south

You may be 3° south of the Equator but it does get cool, or perhaps even “cold” (but not by the standards of a European winter) at certain times of the year particularly in the mornings and evenings; so bring at least one long sleeved warm top and a light jacket.

The hours of daylight are consistent through the year - 12 hours of day and 12 hours of night. The transition from night to day and from day to night happens quickly over about 30mins. We often get beautiful sunsets.

As you would expect, it will rain in the rainy seasons! Unsealed roads get muddy. But in the rest of the year – dust dust dust! You ought to bring hiking boots or decent trainers.

If you plan to climb any mountains (e.g. Mount Kilimanjaro, Mount Meru) you will need to take advice on what to bring and what to hire locally.

Entertainment

- Eating out/drinking is the main form of entertainment
- Many of the large hotels have swimming pools which you can use for a day fee (approx 10,000 TZS at time of writing)
- Njiro Cinema Complex has two screens, one shows Hollywood movies and the other shows Bollywood movies (8,000 TZS for a ticket).
- Tanzania Mailing List and the Facebook group All About Arusha can let you know of upcoming events

- Twende hiking group run a hike every Sunday morning which is a good way to get some exercise, see Arusha and meet new people; they charge TZS 10,000
- Night clubs or opportunities for dancing include:
 - Barafu (previously known as Maasai Camp - in Moshono)
 - Via Via on a Thursday night (in town, near Clock Tower)
 - Le Patio - in between Impala and Clock Tower roundabouts
- Trips close to Arusha for a weekend
 - Walk around Lake Duluti at Tengeru, canoeing also available
 - Visit Arusha National Park

Ask Caroline for information about day trips, tours to National Parks, cultural tourism and further afield (including Zanzibar). Caroline can organise safari trips and much more with a percentage going to Umoja! Day trips include coffee tours, waterfall walk, town tour etc.

Churches

Arusha offers a lot of places of worship. The main religions of Arusha are Christianity and Islam and there a number of different churches and mosques within the city. There is also a small community of Hindus, Sikhs and Jewish people. Please do not hesitate to ask the local staff for information.

Volunteer Contract, Rules and Policies

You will be required to sign a Volunteer Contract, Volunteer Rules (see Appendix 2) and read and adhere to our staff policies, including Staff Code of Conduct and Child /Youth Protection Policy. These are not onerous and are largely common sense.

Dress Code

You need to be culturally sensitive when it comes to clothing. What you are used to wearing at home may not be ok here. We have had volunteers inappropriately dressed due to the heat, and have received comments / unwanted attention from local staff and the community - and this is not acceptable. During the week when you are working at the centre, modest, clean and conservative dress is required.

- Shoulders should be covered (no tank tops / vests)
- No tight clothing (i.e. leggings - unless worn with a skirt / dress)
- No low cut tops
- No tops that expose the midriff / stomach area
- Skirts / Shorts must at least cover the knees when sitting
- Clothing must be modest and not transparent!

Please remember that Tanzania is a conservative country in many ways and dressing in an appropriate and modest way will grant you greater respect and cause you less hassle and unwanted attention.

Security

Tanzania, like most developing countries has certain security risks, largely due to poverty. Arusha is a fast growing city, with problems relating to urbanisation, underdevelopment and unemployment. We advise you to exercise caution at all times.

- Do not carry your passports, cards, large amounts of cash etc.
- Do not walk down side streets.
- At night, do not get a *daladala* and do not walk ANYWHERE - even a couple of blocks – get a taxi!
- If you are out in a club / bar, be careful of pickpockets – have a bag with a zip, over your shoulder or a travellers pouch under your clothes.
- When possible, keep your valuables under your clothes in a travellers pouch or in secure pockets, rather than in your bag.

You might wish to check your government's travel advice for up-to-date news regarding security. For example UK visitors can look at the Foreign and Commonwealth Office advice at <https://www.gov.uk/foreign-travel-advice/tanzania>. Canadian visitors can look at <http://travel.gc.ca/destinations/tanzania>

The main streets of Arusha are reasonably safe during the day – but be alert as bag snatchers and pickpockets are not uncommon. Backstreets and lanes are to be avoided at all times. When possible, travel with at least one other person.

Things to Bring

Here are some suggestions of what to bring:

- First Aid Kit – also bring antiseptic cream and mosquito repellent
- Camera
- Laptop (for work and watching DVDs)
- Books / Kindle
- Cool clothes for hot days (you can buy some clothes here – but expensive and poor quality unless you shop at the local market) and a jacket/cardigan/jumper for chilly nights and early mornings
- Swimming things, sunscreen
- Travel adaptors (Plugs are the 3 prong English type)

Sheets and towels are provided in most accommodation, however you can bring your own if you are particular about the quality. Many home comforts are available (dark chocolate, cheese, milo), however they are all expensive –so if you have your 'must have', then bring it from home.

If you have space in your luggage – then please email us (caroline@umojatanzania.org) to see what we need - there is always something!

Also, you may be asked to run a club or assist with extra tuition – so let us know your other skills and talents. You may like to bring some resources from home. The students will love to do more music, art, sport or just practise speaking English!

What to expect on arrival:

We suggest you organise our driver to pick you up from the airport to Umoja or where you are staying. You may like to ask to stop at an ATM so you can have some Tanzanian shillings ready for local shopping. You can buy tea / milk / bread etc in the small shops on our street for your first day.

If you like, after you settle in, we can arrange someone to show you around the local area, show you the buses, shopping and take you into town. It is advisable to go with someone on your first trip so you can get used to the buses and not get lost!

During your first few days at Umoja we suggest you just get to know us - settle in to the accommodation, get to know the staff and students, sit in on some classes etc. You will meet with management early on to go through the contract and volunteer rules and guidelines.

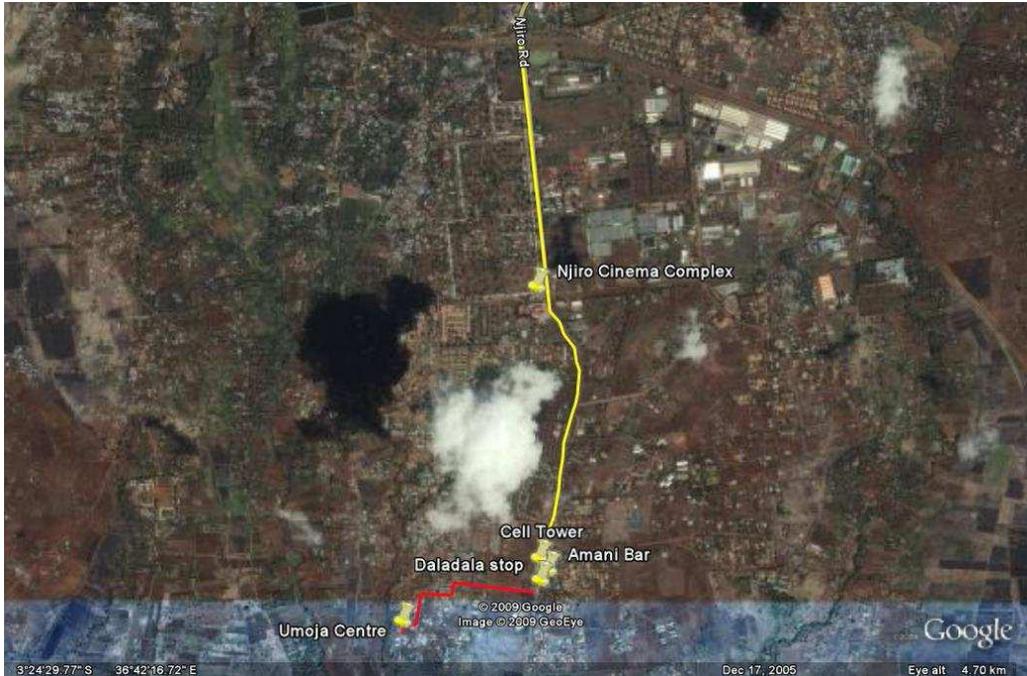
Please feel free to ask us if you have any questions, concerns or suggestions - either before you arrive or when you get here!

Note: Caroline is very busy - if you need her / have a question or would like a meeting - just stop her and ask!!

KARIBU! You are welcome!

Appendix 1: Local Map to Umoja Centre

To get to the Umoja Centre, take a taxi or the Njiro *daladala* to the Amani Bar and walk for 15 minutes down a dirt road, turn left and right times three!



Walk down the track to The Umoja Centre



Appendix 2: Volunteer Rules (to be signed during the induction meeting.)



Umoja Tanzania Incorporated - Volunteer Rules 2015

These rules are based on our experience and designed with the very best interests of Umoja and our volunteers in mind. Umoja works closely with our local community and is based in a residential area of Arusha, and therefore must respect cultural norms. Umoja works with vulnerable children and youth, therefore we have a strict Child Protection Policy. For those volunteers who wish to live on-site, please remember that you are living in an educational facility and rules apply. If you wish to have more freedom (i.e. with visitors etc) then we advise you to find alternative accommodation outside of the Umoja grounds. These rules are designed to keep you and Umoja safe and to ensure you have the best possible experience, while working with integrity and professionalism.

Liability

- Umoja is not responsible for any lost, stolen or damaged items, inside or outside the Umoja compound
- Umoja is not responsible for injuries sustained in the Umoja compound or outside
- While Umoja management does its best to keep volunteers safe within the compound, Umoja Tanzania is not liable if any incident occurs

Umoja's Responsibilities

- We will do our utmost to make volunteers' time with us as enjoyable and fulfilling as possible
- We will try to accommodate volunteers' requests to work on particular aspects of our work
- If any injury occurs we will do our best to get you medical attention as quickly as possible. It is Umoja's policy that you have full medical insurance cover and give us the details upon arrival. We recommend that all volunteers take out emergency response cover with Knight Support. www.knightsupport.com
- We will pay for all utilities in the kitchen and the accommodation (electricity, water and gas).
- We will provide lunch for volunteers during working hours (weekdays)
- We will provide cleaning of the accommodation and washing of bedding (not optional) and washing of clothes (optional).
- Umoja provides 24 hour security
- Umoja will provide an initial tour of the local area and town, an induction into public transport and facilities in Arusha.

Volunteers' responsibilities

- Meet their obligations in the Volunteer's Agreement
- Part time volunteers are to adhere to arranged days and times of work
- Adhere to Umoja's dress code
- No smoking or alcohol consumption is allowed during working hours or when students are on site.
- Treat all students and staff with respect and kindness
- Volunteers must adhere to Umoja's Child/Youth Protection Policy (personal relationships with students are not allowed - this includes personal contact via email, Facebook or phone etc)
- If you wish to visit a student's home or meet outside of school, there must be two members of staff present and you must inform the Director with reasons for the visit
- Use all centre equipment, especially computers, with care. When you have completed your time with Umoja, please remove ALL personal content from your computer (photos, emails etc).
- Keep personal information relating to Umoja Staff and Students confidential
- Provide management with relevant personal contact details for themselves and their next of kin
- Provide management with details of their medical and travel insurance
- Observe local cultural norms, behave with respect and sensitivity

- Observe and abide by safety information (e.g. do not walk or use public transport at night)
- Check with management for latest safety information

Breach of Agreement

- Management retains the right to ask the volunteer to leave Umoja if a volunteer is in serious breach of these rules or other serious behaviour.

I, _____ understand and agree to the above rules.

Signed: _____