



TANZANIA



AMIZADE
Global Service-Learning



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TANZANIA VOLUNTEER HANDBOOK

Table of Contents

Introduction	4
Amizade’s Mission & Vision	4
Amizade’s Commitment	4
Approach to Service	4
Ethic of Service.....	4
Volunteer Opportunities	5
The On-Site Experience	5
The Amizade Experience.....	5
“Okay, Good”	5
Amizade Staff.....	6
Site Director	6
On-Site Orientation	6
Group Living.....	6
Flexibility.....	6
Housing.....	7
Internet Access	7
Meals.....	7
Note to Vegetarians	7
Transportation On-Site	8
Laundry	8
Climate and Weather.....	8
Cultural and Recreational Activities	8
Culture and History.....	8
Community Background	8
Preparing for Your Program	9

Transportation to Site.....	9
Travel Documents.....	9
Electrical Voltage and Outlets Abroad.....	9
Health and Safety.....	9
General Notes.....	9
Immunizations.....	10
Prescription Medicines.....	10
The Best Medicine is “Preventative Medicine”.....	10
Amizade Medical and Insurance Form.....	10
Safety.....	10
Money Matters.....	11
Bringing Money Abroad.....	11
ATMs.....	11
Packing List.....	11
What to Wear.....	11
Strongly Encouraged Packing List.....	12
Recommended Packing List.....	12
Gifts.....	13
While You Are Away.....	13
Culture Shock.....	13
Drug Use.....	13
Contacting Home.....	13
Contacting Amizade.....	13
Returning Home.....	14



Karagwe, Tanzania

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

At Amizade, our mission is to empower individuals and communities through worldwide service and learning. Our vision is to create an equitable world where all people can connect freely and forge lasting friendships.

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 a number of local non-profits. MAVUNO, which means “harvest” in Kiswahili, provides agricultural services, aid for vulnerable children, and maintains a tree nursery to combat environmental degradation. Women’s Emancipation and Development Agency (WOMEDA) provides free legal

and family counseling, and focuses on advancing the rights of women and children. FADECO is a non-profit radio station which provides vital development information to the local community. Past volunteers have also taught English at Kayanga Secondary School, and volunteered at Nyakahanga Hospital and with a local kindergarten class.



Zanzibar

The On-Site Experience

The Amizade Experience

The time that you spend in Tanzania is sure to be one filled with many new experiences: new outlooks, new cultures, and new situations. Therefore, the Amizade experience is enhanced by learning key concepts in relation to the country and integrating those ideas in reflection about the surrounding environment. The entire experience is about getting in deep enough and starting to dream enough to realize that your time abroad can't possibly be enough to see and understand all of Tanzania or Africa, but it can be enough to get an idea of it, connect with new friends, meet and struggle with some significant challenges, create difference, and begin to understand an entirely different kind of place. That's really a lot for such a short amount of time.

And all of this will take place in the context of a relatively unpredictable environment. Unpredictable does not mean that it is unsafe. Groups of students and volunteers have been to Tanzania many times before, and have always worked through our partner individuals and community organizations. Unpredictable simply describes the “climate” of Tanzania as a developing country. That means it's characterized by something called a “lack of redundancy.” Lack of redundancy refers to an absence of continuously present and reliable systems and products. With electricity, that means it may go out sporadically. With transportation, it means there may be no real bus “schedule.” In stores or restaurants, it may mean the things they sell are not what they advertise outside, but rather whatever they have in stock (or can quickly get from a neighbor) inside. All of this relates to an absolutely essential ongoing Amizade motto, which is:

“Okay, Good.”

“Okay, good” refers to moments when we show up for transit at the right time, yet quickly learn that transit will not be arriving for eight hours. “Okay, good,” we have an opportunity to hang out in Tanzania. “Okay, good” refers to moments when we long for some familiar comfort foods, but we have another helping of the same, exotic local foods. “Okay, good,” we have a great deal more exotic local food than most of those around us. “Okay, good” refers to times when we're crammed into transportation (cars, vans, trains) in a way that we did not previously believe was possible. “Okay, good,” we have transportation and are moving to our desired destination more easily than most people in the area. “Okay, good” is about remembering – even

when we feel that we are struggling – that we are fortunate for the opportunities to travel and serve; that we are still in amazing places with incredible people; and that life will go on even though (unlike in our US environment) the day-to-day life is just not all that predictable. Of course, “Okay, good” is also useful when the last leg of the return flight to the US doesn't connect at the right time!

Amizade Staff

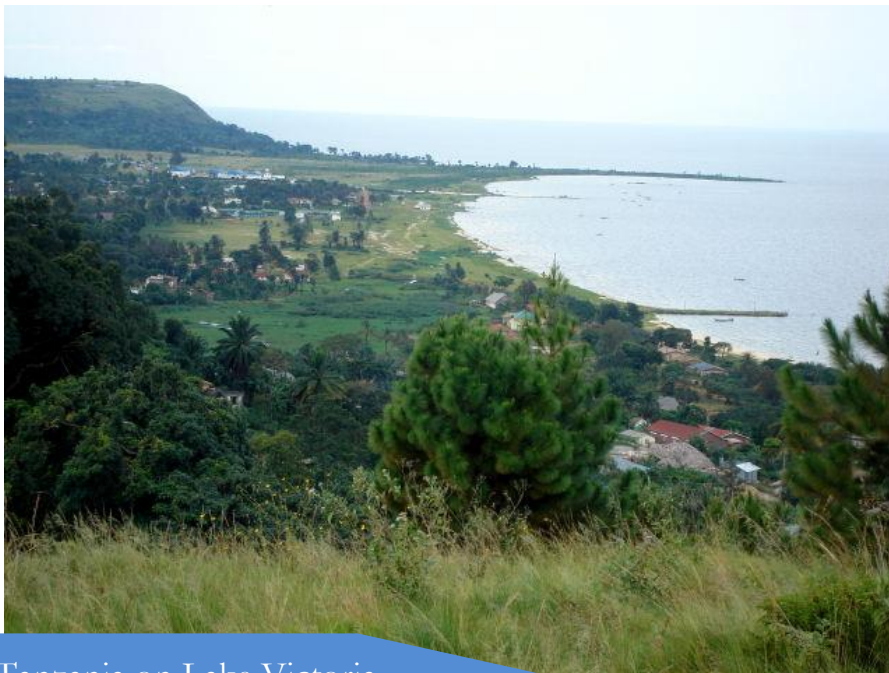
Amizade programs are staffed by a variety of motivated, trained people. We encourage you to get to know the staff members that will be coordinating your volunteer program. Any concerns or questions during the in-country experience should be directed to the Amizade Site Director.

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 and arranging transportation to and from various locations.

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.



Bukoba, Tanzania on Lake Victoria

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 in 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

Volunteers in Karagwe will stay in guest houses. Cooks will provide three meals a day. The selection of housing is arranged through Amizade's on-site staff. Typical guest house accommodations include a bed with mosquito net, pit latrine, shower, and (sporadic) electricity.

Internet Access

Larger cities in Africa generally have good internet access complete with e-mail, social networks and communication services like Skype. However, in rural regions such as Karagwe, the internet can be inconsistent and/or very slow. When the internet is available, it is an inexpensive and a quick way to stay in contact with family and friends back home.

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 as 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, peanut sauces, rice, eggs, meat, and delicious tea and fresh milk. Keep in mind that access to familiar Western foods is limited; if you are concerned with this, you may consider packing a few snacks!



The Serengeti in Tanzania

Note to Vegetarians

In Tanzania, an abundance of fresh fruit (such as pineapple and passion fruit), 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 will be provided by Amizade, not including airfare from Arusha to Zanzibar.

Laundry

Our accommodations will have individuals ready to help you with your laundry for a small 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 be able to purchase laundry soap in Karagwe.

Climate and Weather

Karagwe has a tropical climate, but the high altitude tempers it. The annual average temperature is 26 degrees C (79 degrees Fahrenheit). June through August, the temperatures overnight can fall below 70 degrees Fahrenheit, so a jacket is useful. Daytime temperatures will vary from mid-70's Fahrenheit to mid-80's Fahrenheit. 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 cultural activities abound. Volunteers will visit a local secondary school, hear local farmers talk about the area, visit local non-profit organizations, watch a soccer match, and interact with the hospital and local community. Volunteers are often invited to cultural events such as church meetings, weddings, and funerals. In the past, volunteers have gone on a hike through the nearby valley to a distant river and have shopped for batiks and other items at the local markets. The seamstresses are very inexpensive and many volunteers have been pleased to choose their favorite patterns and order clothing in local 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 volunteers will stay are rich in agricultural products, but poor in any source of cash income. They are limited by their ability to develop the local economy as a result of 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/tanzania>

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

Community Background

Amizade volunteers serve near or in Kayanga town within Karagwe district in the northwest region of Kagera, Tanzania. Kayanga is Karagwe's district headquarters. The nearest city is Bukoba, which is 2 hours' drive away. 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 (farms 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, as hospital workers, or with one of the other service providers (two main banks, various shops, or NGOs). 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 as well as educational facilities and the local hospital are often under staffed and facilities are often in desperate need of repair and renovation.



Dar es Salaam, Tanzania

Preparing for Your Program

Transportation to Site

Volunteers will fly in and out of Entebbe, Uganda or another location depending on your specific program. Please contact your program coordinator for more information about your 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 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.

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 specific country's Department of State for visa requirements.

Electrical Voltage and Outlets Abroad

The electrical outlets of Tanzania allow 230V at 50 Hertz to pass through them and are utilized with both D and G outlet plugs. By comparison, the electrical outlets of the United States allow 120V at 60 Hertz to pass through them and are utilized with A and B outlet plugs. Use this information to purchase any electrical voltage and/or plug adapters for your electronic belongings. Keep in mind that most laptops have the "black box converter" attached to their power cords.

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 inquiries 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.

Current information regarding immunizations can be found on the CDC website at www.cdc.gov. Please refer to the website for further information.

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.

Amizade provides each participant with international health insurance for the duration of the 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. Volunteers should follow the example of others in the host community in terms of culturally appropriate dress and demeanor. Plan to dress modestly (i.e., no shorts for women, bikini tops, or other revealing clothing).

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.

Bringing Money Abroad

The currency in Tanzania is the Tanzanian shilling. If you choose to convert your cash, 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. However, keep in mind that many of the costs of your program are included in the program fees for Amizade. It is recommended that you bring no more than \$200 cash. One major expense not covered by Amizade is visa fees. Check visa costs for all East African countries in which you will be traveling and/or living. Debit cards are generally not used in East Africa, so plan to use cash for any personal transaction. Upon arriving in Africa, there are exchange bureaus. Banks in larger cities will also have currency exchange services. Nevertheless, it is highly recommended that, for the purpose of money access, ATM machines are utilized.

ATMs

Perhaps the best, most highly recommended way to access money while abroad is utilizing ATMs. ATMs can be easily found within any larger city in Africa, such as Kampala, Uganda and Dar es Salaam, Tanzania. Karagwe has one ATM machine which is not always reliable. Visa is the most widely accepted card in Uganda and Tanzania (and often, worldwide). ATMs automatically apply exchange rates and are generally up-to-date with the current international rates. Check your bank for applicable fees charged for withdrawals made internationally. It is very important to inform your bank that you will be using your card to withdraw money while in Africa. This will help to avoid them from issuing a "hold" on your card which prevents one from withdrawing money. As always, use common sense and care when using an ATM and planning the amount needed for your activities.

Packing List

What to Wear

First and foremost, participants should plan and pack according to the weather, climate and temperature. Recall that Karagwe has a tropical climate, but the high altitude tempers it. The annual average temperature is 26 degrees C (79 degrees Fahrenheit). June through August, the temperatures overnight can fall below 70 degrees Fahrenheit. You shouldn't bring any clothing with you that you would be hard pressed to leave behind. It is also important to remember that you are acting as "diplomats." While abroad, you represent not only yourself, but also your



Outdoor market in Tanzania

university, country of origin, and Amizade. It is highly recommended that, along with packing for the climate of the region, you pack clothing that is tasteful, respectful and conservative.

Women should plan to wear only bottoms which cover the knees. Shorts are only appropriate worn under something else and while lounging in your room.

PLEASE PACK LIGHTLY!

You should bring a maximum of two bags. Ideally, this includes one medium-sized suitcase/duffel bag and a smaller backpack for daily activities. You should be able to manage your luggage comfortably by yourself. Rolling luggage is not always the most practical for traveling in East Africa, but is widely used by Tanzanians themselves and provide a convenient space to keep clothing in your room. Please use your best judgment regarding valuables. Amizade does not recommend that volunteers bring expensive jewelry, electronics, etc. although semester students are strongly encouraged to bring laptops. Amizade is not reliable for lost or stolen articles. You can buy many things in Karagwe, but products are generally of lower quality than what you can buy in the United States.

Strongly Encouraged Packing List:

- Documents: passport, airline tickets, personal health insurance information, and cash, ATM/credit cards (and copies of each in a separate place)
 - Bring three copies of your passport
- Money belt or wallet
- Water bottle
- Amizade Journal
- Swahili Dictionary by Nicholas Awde
- Notebook and pens
- Watch
- Camera
- Converter/Adapter
- Flash Drive if applicable
- Towel and wash cloth
- Toiletries – just the basics such as toothbrush, toothpaste, shampoo/conditioner, and soap
- Prescriptions in original bottles (remember to bring enough for the entire program!)
- Clothing
 - T-shirts
 - Two pair of pants
 - Bottoms
 - Men: 2-3 pairs of shorts
 - Women: 4-5 dresses or shirts which fall below the knees
 - One nice outfit
 - Socks and underwear
 - Pajamas
 - 2-3 long sleeve shirts
 - 1-2 jackets, including one rain jacket
- One pair of closed-toe, comfortable walking shoes
- One pair of sturdy sandals
- Flashlight & batteries (a headlamp is a good option)
- Sun protection: bandanas, hat, sunglasses and sun block
- Bug spray containing DEET

Recommended Packing List:

- Family photos to share with the community
- Postcards of your hometown to share with the community
- Travel alarm clock

- ❑ Small day bag
- ❑ Over-the-counter medications (headache, stomach, band-aids, anti-itch cream)
- ❑ Shower shoes or flip-flops
- ❑ Laundry line and plastic clothes pins
- ❑ Modest bathing suit
- ❑ Playing cards, some form of entertainment

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 prohibits the use 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 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 with the U.S. is fairly simple. Tanzania has several cellular service providers. It is recommended that if you desire a cellular phone while on-site, you purchase a prepaid phone upon arrival in Tanzania. This purchase is strongly recommended for semester students. World Phones are typically very expensive, and some participants have experienced difficulties while on-site with World Phones purchased at home. Prepaid wireless phones are inexpensive and incoming calls do not incur any fees on you! Keep in mind that it is also more cost effective for family and friends to call you than for you to call them. Skype is an effective tool for calling your pre-paid Tanzanian phone. Also, remember that the internet access in rural Tanzania is available but usually slow.

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 #:** 412-444-5166. 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. If you would like to be connected with past participants from an Amizade program, please let an Amizade staff member know, and we will facilitate that for you.