

**TANZANIA VOLUNTEER INDUCTION OR ORIENTATION PACKAGE  
2019/2020**



**TABLE OF CONTENTS**

**WELCOME ..... 3**  
**IMPORTANT CONTACT NUMBERS& STAFF .....4**  
**YOUR ACCOMADATION .....5**  
**YOUR PLACEMENT .....5**  
**SAFTEY AND ORIENTATION .....6**  
**TRAVEL DOCUMENTS AND MONEY .....6**  
**HEALTH ISSUES .....7**  
**LOCAL AREA .....8**  
**CODE OF CONDUCT .....9**

## **WELCOME**

Welcome to your Placement! I hope that you had/you will have a smooth journey and please don't forget to contact your parents or partner via email or phone as it is only natural for them to worry.

You will now be living in one of the most beautiful countries in the world and I am positive your time here will be an experience you will remember for a life time.

We hope you find the information in this starter pack useful. Please read all of the information enclosed for your safety and wellbeing during your time here.

If you have any questions at anytime please feel free to contact our local country staff

During your stay in Tanzania you will have a local member of staff who is looking after you and they will be there if you need any assistance.

Edward, and his organisation are your local hostel if you have any problems with your flights, placement or anything else please speak to Edward (the Executive Director) or Charles who is the Permanent (Director of Operations).

Charles will be looking after you from day to day and helping you with anything you may need. If you have any problems at all be it a personal problem or advice about Arusha please speak to him or to Edward.

### **Important Staffs Contact Numbers**

Edward – +255 655 707 352

## **SAFETY AND ORIENTATION ADVICE**

### **Transport during and after your project**

Hitchhiking is NOT a means of transport that we would advise. Just as in your home country, you never know who you're getting in the car with – it is not worth the risk.

Please follow advice from our local staff as to the safest and easiest way to travel round the country.

It is safer to travel in numbers, so a group of people may well be ok – check with us for advice before travelling around.



### **Travel documents and money**



Always take your passport with you when travelling away from your placement home. This is your ID and is sometimes needed to make bookings in backpackers/hotels. If you are nervous of taking your actual passport, make a photocopy and carry that with you instead.

Be very sure you do not remain in the country after your visa has expired. This may well result in imprisonment. If you decided to extend your stay (and where you are allowed to extend), you must apply for a visa extension 30 days in advance of your original visa expiring to have any chance of an extension.

Before hurling yourself off a bridge or canoeing down white water Rivers, please check what your insurance covers you for. It is possible to buy extra insurance to cover most adventure activities, and it is recommended you do so.

Be careful when carrying money around with you and only take out the amount that you will need. When walking around or on a dala dala make sure that your money is not visibly showing as it will encourage thieves.

We recommend that you carry a copy of your passport around with you as well as a copy of your volunteer visa as orphanages, schools and other places that volunteers work are often inspected by the government and you will need evidence that you are working legally in the country.

## **HEALTH ISSUES**

## **Aids**

HIV and Aids in Tanzania is at around 20% and can be caught the following ways:

- Blood to blood contact with a positive person
- Unprotected sex with a positive person
- Oral sex with a positive person
- An infected mother breastfeeding her child

The chances of you catching HIV and Aids is very little if you are sensible.

## **Malaria**

The Malaria levels in Arusha are low compared to other areas in Tanzania this is due to the height at which Arusha is situated. Mosquitoes are low lying insects and very few of them are in Arusha compared to other parts of the countries. With all this considered please take the normal precautions.

- Please sleep under the mosquito net provided to you by your host family, sleeping under a mosquito net decreases your chances of getting Malaria by 90%.
- If you are taking medication please do so as per the instructions.
- There are a number of symptoms for Malaria they might include dizziness, vomiting, lack of energy and aches and pains.

If you feel that you have Malaria please speak to your local organiser and they will be able to take you to a hospital to have a test. If you have Malaria the longer you leave it to get tested and treated the worse it can be and the longer it will take you to recover.

## **Food and water**

During your first week you may have stomach cramps due to the switch from western food to local African food, this is fairly common for volunteers but if the problem persists please speak to one of the staff members and they will take you to the hospital to make sure everything is ok.

Please do not drink the local water only drink bottled water, we recommend drinking Kilimanjaro. Before you buy it check that it has a blue cap on the top and that it is securely on the bottle, if you think it has been tampered with please don't buy it.

## **Heat**

Africa can be a very hot place especially during the summer seasons. We recommend that you drink plenty of water during the day and that if you are outside for any length of time that you wear sun tan lotion and a hat.

## **LOCAL AREA**

### **Banks**

There are a number of ATMS and Banks in Arusha that accept MasterCard and visa. We recommend that you use Barclays Bank or Stanbic Bank. You will be shown the ATMS during your induction around Arusha.

### **Hospitals**

There are a number of good hospitals close to your accommodation including doctor Mohamed hospital, AICC and AAR. You will be shown the hospitals on your orientation of Arusha and if you need a hospital during your stay in Arusha please contact a member of staff.

## **Police Stations**

There are a number of police stations within close distance of your accommodation. You should not need to visit a police station during your stay but if you need to please speak to a member of staff and they can visit the station with you.

## **Currency Exchange bureaus**

There are a number of currency exchange bureaus around town where you can change US\$ or UK£ or vice versa. We recommend shopping around for the best exchange rates before exchanging money and if you are after US\$ please make sure that the note is older than 2006 because a lot of companies will not take notes that were printed before 2006

## **Transport**

Dala Dalas (or minibuses to western people) are the form of transport around Arusha and you will be using one to get to your placement. Dala Dalas tend to be crowded and you will be lucky to get a seat on one. Each Dala Dala has a coloured stripe down the side which will tell you in which area the Dala Dala is going. The money collector will tell you where the dala dala is going before you get on.

During the night time we advise you to get a taxi. If you require a taxi please speak to a member of staff who will be able to give you a number of a reliable taxi driver to take you and pick you up after your night out.

## **CODE OF CONDUCT**

We hope you have a wonderful stay and to ensure your stay is beneficial, and to ensure the continuation of the project, we have had to set specific guidelines of behaviour for you to follow. It must be stressed that we view any contraventions of the terms and conditions of your placement and/or any such incidents that may result in a negative impact to Travellers Africaproject projects or its associate organisations with the utmost seriousness.

It is imperative for the continuation of all present and future volunteers that all the instructions listed below and within the published terms and conditions available within your placement book and the Travellers Africaproject website are followed to the letter. Failure on the part of any volunteer to do so will without the option of appeal, result in the full termination of the placement and immediate repatriation of the volunteer to their home country.

## **ATTENDANCE**

- Punctuality must be maintained by all Volunteers for their scheduled work
- Volunteers must not take days off (except for illness) without adequate prior notification and approval.
- If you are unable to attend your specified project (for any reason) please inform your coordinator prior to the agreed start time each day. This shows who onsite at the project is. This information is required for emergency purposes and must be completed each day prior to departure for the project. Failure of any volunteer to inform Travellers Africaproject Country Manager of their absence may lead to disciplinary action.

## **CODE OF CONDUCT & GENERAL BEHAVIOUR**

Please ascertain what the code of conduct is in your country and in the organisation/institute where you will be working. We have and will endeavour to give you as much information as possible as to expected behaviour and safety precautions, but the onus is on you to confirm or ascertain the local customs, traditions, code of behaviour and safety precautions.

You must behave with decorum because you may be perceived as a role model to others, particularly if you're teaching. You should always be presentable as this will help you gain respect from all concerned. There is **no smoking or drinking** on work premises unless

specific permission is given. Please also note that most schools have stated that volunteers must NOT smoke or drink alcohol on the school premises.

If you are participating in a **teaching project**, please note that you are not allowed to socialise with the pupils without express consent from the Principal or Head Teacher. Most specifically, you are forbidden to take pupils into an environment where drinking takes place, is likely to take place, or *may* take place.

The cultures in all the countries we work in are such that high moral standards and good/decent behaviour is expected. As guests in their country, we must abide by their standards. If any complaints about your conduct are received, Travellers Africaproject will immediately take any steps it deems appropriate under the circumstances.

Unacceptable behaviour includes, amongst others:

- Holding hands or kissing in school grounds or work projects.
- Dressing in a way that does not respect local customs, includes skimpy and inappropriate clothing.
- Some cultures dictate no intimate contact between sexes in public, so please refrain from the normal boyfriend/girlfriend contact in public and certainly NO kissing (where applicable)! We must abide by their culture.
- Not turning up for work without prior notification and a good reason
- Drunkenness and rowdiness
- Discrimination based on race, sex, ability or any other type that is normally deemed unacceptable.
- Behaviour that is unacceptable to your fellow volunteers, local community, staff and/or children in your workplace.

Anyone found breaking these rules WILL immediately have their programme terminated and be returned to their home country. This is not a comprehensive list, but merely a few examples (please refer to your terms and conditions).

## **GENERAL RULES**

- Volunteers must at all times abide by and adhere to these Terms and Conditions and those in your pack documentation; all volunteers are hereby given notice to read the Terms and Conditions at the back of their placement books.
- You must at all times remain presentable/well-dressed and behave with a level of courtesy that the situation and local customs demand. Make sure you address people with respect including Travellers Africaproject Local Staff.
- You must not use any behaviour, words or actions on your part that is disruptive to, or a bad influence on, other volunteers, the local community or the organisations that Travellers Africaproject works with. This will, after one warning that could be either verbal or written, render you liable to immediate removal from the programme, without compensation.
- You must not attempt to seek acceptance from Travellers Africaproject staff for any action/behaviour that may cause Travellers Africaproject, Travellers Africaproject staff or anyone in connection with Travellers Africaproject to be brought into disrepute. This includes any behaviour that may cause Travellers Africaproject placements/projects or future placements/projects to come under scrutiny from the public or Governmental organisations.
- Volunteers will remain from pressuring Travellers Africaproject Travellers Africaproject staff or anyone in connection with Travellers Africaproject, in a view to personal gain. This includes pressuring members of staff to make decisions that are beyond their control, Such as allowing the housing of stray animals.
- When visiting any one of Travellers Africaproject numerous project sites, you should at all times present yourself in an appropriate manner. Whilst you are a volunteer, you are only a volunteer at the project site designated to you during the specific period of time allotted, no other! The status of being a volunteer does not transcend to any other

Travellers Africaproject site. As such you should not seek any special privileges due to your status as a volunteer with Travellers Africaproject

- Volunteers attempting to gain special privileges, such as free admission, (at a project site other than their own) which may be available to the volunteers of another Travellers Africaproject project site will be viewed by Travellers Africaproject in breach of proper conduct and may be liable to disciplinary procedures. This includes all organisations, associated projects and project sites held with/by Travellers Africaproject This is seen as extremely serious by Travellers Africaproject and is to protect both the volunteers and organisations involved at the various project sites.
- Volunteers must at all times abide and adhere to the Terms and Conditions (see Placement Information Book or Web site), as agreed at the time through the act of your 'confirmation of application' to a placement.

### **RELATIONS AND PROMISCUITY**

Your destination country is a completely different culture to your home country and it is extremely important that you respect all aspects of the country's cultural differences, especially regarding relationships, contact and public expressions of affection.

- All types of public show of affection (Holding hands, hugging, kissing...) can be socially unacceptable and frowned upon so please bear this in mind. Remember you have chosen to come here and that means that you should at all times respect the culture and refrain

### **NOISE LEVELS**

- We expect volunteers to be highly respectful of the local community. Many of your neighbours will wake before dawn to start work as early as six in the morning. It is wrong to deprive them of their already limited time to sleep. Please respect the well being of your neighbours at all times and show consideration towards them.
- We unfortunately received previous complaints from neighbours about the continuously high noise levels, especially late into the night. Because of the sometimes close proximity of neighbours, please try to refrain from making excessive noise and disturbing the neighbours. If you stand outside the accommodation and you can hear noise or music from inside the house, it is too loud.
- If you do wish to listen to music or continue socialising after 12 midnight, make sure it is kept within the accommodation and at a reasonable level.
- If you are attending a project such as teaching in the morning, then you are expected to go to sleep at a reasonable time in order to be in a fit state to teach. You are also expected to be respectful of other volunteers who may need sleep.

### **CARE OF FACILITIES AND ACCOMMODATION**

- Please ensure that your own patch is kept clean and tidy. Do not leave your items spread across the floor (especially fire exits) as this is can be a safety hazard.
- All we do ask is that you respect the property and facilities as you would your own home. Failure to give due care and attention to your accommodation and facilities provided may mean you are invoiced for damages and/or subject to disciplinary procedures from Travellers Africaproject
- Volunteers must not mark, deface, or damage any of the facilities provided. If any item or facility is damaged or defaced the volunteer will be required to provide a suitable replacement or produce adequate funds to repair or replace the damaged item. If no volunteer admits blame then 'the group' may be charged as individuals for the corresponding percentage to cover the damages.

### **ANIMALS AND STRAYS**

- It is not permitted to introduce any animals to project and/or accommodation sites. Such action can put us and our organisers in a very difficult position. We unfortunately cannot guarantee that future volunteers will want to look after the animal or treat the animal with respect.

**Failure by any volunteer to abide by the rules and regulations listed within this notification and those included within the description of their placement and Terms**



**and Conditions will lead to immediate suspension pending a review of the individual's placement continuation.**

I \_\_\_\_\_ have read, been show and understood all the rules and regulations covered during the induction. I understand that it is my duty to abide by all these rules and regulations and if I don't it may effect my placement.

Name: .....

Signature:.....

Date: .....

Signature of Travellers Africaproject staff member: ...