

theumojacentre
education and empowerment

Volunteers' Manual

Hello!

This Volunteers Manual is designed to give you basic information before you arrive and once you have got to The Umoja Centre. The information provided is advice, collected from our knowledge and the experience of previous volunteers. We cannot be responsible for changes in prices, fares, schedules 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.

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 a taxi to Arusha (US\$50)
2. To Nairobi, Kenya then either a flight to Kilimanjaro (Precision Air around US \$200 one way) or a shuttle bus to Arusha (Tsh 25,000 – but several hours in a bus on a bad road)
3. To Dar es Salaam then an internal flight to Arusha or possibly Kilimanjaro airports

The most popular route from the UK or Europe is via Nairobi and to use the shuttle bus which is cheaper than the flight though it takes 6 hours. If you wish to take the shuttle then someone at the Centre can book it for you.

The cheapest airline into Nairobi varies from time to time as there are a large number of airlines flying the route and others with code share arrangements in place.

If you are coming from Australia then you may wish to fly via Johannesburg/Dar es Salaam/Arusha.

Accommodation

Accommodation at the Centre is basic but adequate, with western style toilet and hot water shower. There are two bedrooms; both with bed, mosquito net and storage; shared living room, toilet, shower and kitchen area. The kitchen has a fridge, gas cooker and basic utensils and cooking equipment.

The biggest issues in the accommodation are:

- Power cuts for energy rationing are a fact of life everywhere in Tanzania so bring a good torch – a head torch is useful. We do have a generator but this can only be used when it is a necessity
- It is quiet in the evenings – bring a hobby – a laptop and DVDs – books, “War and Peace”, “Ulysses” – those long books you have always meant to read

Food & Drink

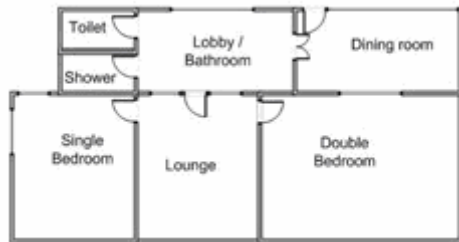
Tap water in Arusha is generally of a good standard – unless you are particular concerned it is adequate to:

- Boil tap water, let it cool and keep in the fridge for drinking.
- Use straight from the tap for washing and brushing teeth
- Use straight from the tap for cooking
- Bottled water is readily available everywhere in shops, cafes and restaurants



There is a fridge in the store cupboard adjacent to the kitchen. The kitchen is shared with the non-resident staff during the day.

There is no washing machine or dryer so you will have to wash your clothes by hand and dry them on the line. You can pay a student a minimal amount to hand wash your clothes for you. Outside of the rainy seasons clothes will go from dripping wet to bone dry within daylight hours. There is no way to iron clothes in the accommodation so choose what clothing you bring accordingly.



Floor plan



Double bedroom

If you are interested in birds bring a guide book as there are many colourful visitors to the garden. Monkeys are occasionally seen in the trees in the adjacent property.



A view of the garden from the kitchen window

The Centre is in a fully enclosed compound with a guard on duty at night and weekends. They work 12 hour shifts and are self sufficient for cooking meals etc.

Medical

We advise you to take out medical insurance before arriving in Arusha. In addition, consider subscribing to a paramedical first responder service such as <http://www.knightsupport.com/full-list-of-our-services/ambulance-paramedic.html> .

You can arrange that in Arusha once you arrive. They will get you to hospital and deal with the first day while you contact your insurance company.

See your GP and a specialist travel doctor for advice before coming and get the appropriate inoculations and a first aid kit.

Don't believe anyone who tells you that Arusha is not in a malaria risk area.

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.

Other types of Insurance

Take advice and get appropriate cover for travel, 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 a couple of months before arriving for up to date information. At the time of writing a tourist visa was \$50 US for most countries and available at the airport on entry. Volunteer visas are a more tricky matter and the cost is usually \$120US for three months. All this is likely to change, so please contact us for advice!

Travel into Arusha and around the centre

The Daladala costs 300/= (shilling (10-15 cents/15-20 pence)) each way and is safe even if sometimes uncomfortably crowded to use during daylight. Never use the Daladalas at night and try and avoid being the only passenger.

At night only use Taxis not the daladalas. These cost 7,000/= to 15,000/= each way. We recommend you use the following taxi numbers and not take taxis from the street.

Abdul	0756980310
Brahani	0754756700

Self drive car hire is not readily available but car hire including a driver is possible for day trips - though this is expensive.

The main streets of Arusha are reasonably safe during the day – but you should be alert as bag snatchers and pickpockets are not unknown. Backstreets and lanes are to be avoided at all times.

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 don't make eye contact.

Money

Generally credit cards are no use to you, the one exception being that the National Parks will prefer them for paying entry fees at the gate. In fact the Arusha National Park will ONLY accept credit cards (and Visa debit cards). If you are on an organised Safari then the guide deals with that as you have paid your fees to the tour company.

There are many ATMs. We suggest you use Barclays (as they have the best customer service and English speaking help-lines etc.), which has three branches: Njiro Complex, Shoprite and opposite the African Tulip Hotel.

The best ATMs seem to be those using the VISA clearing system as opposed to MasterCard. There are occasional glitches in the system – cards retained by the machine- no money in the machine – 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.

The largest note is 10,000/= Depending on your bank, the most you may be able to withdraw from the ATM in a day is 400,000/= which means that paying for an expensive item like an airline ticket can take multiple trips to the ATM on successive days.

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

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

Food supplies

Shoprite in town is a western style supermarket. (NOTE: Blue Band margarine should not be stored in the fridge!) The new supermarket at Njiro caters for the affluent westerner but still has some of the basics at reasonable prices and sometimes cheaper than Shoprite. The bread from there is better than most. Fine Foods in Themu Hill between the Centre and town is worth a look but is not as well stocked as the others. There are two small self-service shops in Nanenane which are the cheapest for basics margarine – jam – rice – etc.

Fruit and vegetables are best bought from the roadside from Banana Mamas - the well stocked stalls near Impala roundabout or in Nanenane although they are much cheaper from the main market in town (if you can cope with the chaos!)

Emergency supplies of basic vegetables can be purchased locally from the smaller roadside stalls near the centre or the local shops operated out of nearby houses.

Eating out

Lots and lots of options from local food for 3,000/= to 5,000/= for a simple meal (e.g. Milk and Honey near Clock Tower) to more than ten times that for a fine dining experience with white tablecloths and waiter service (e.g. The Bay Leaf).

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!

Many of the Safari Lodges around Arusha do a Sunday buffet style lunch at a fixed price of 20,000/= to 25,000/= 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.

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 but not in the volunteer accommodation.

Laptop batteries give some protection to the laptop itself but the charger is potentially at risk from surges or low voltage dips. Other volunteers have taken the risk and used their laptop as required in the accommodation without a problem; but no guarantees.

Internet

The Centre has limited access to the Internet for you to send and receive emails but not for extensive web browsing or large downloads.

There are many Internet cafes in town from 500 to 2,000 per hour – but be warned – many viruses come from these places!

If you want extensive personal internet access, two of the local mobile phone operators Zain and Zantel both offer a range of internet options via a 'dongle' and SIM card and some - but not all overseas modems may work with a change of SIM card - Zain staff have been particularly helpful in getting volunteers connected.

Phones

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

There are a number of competing telecommunication companies all operating GSM 900/1800 networks.

Bringing an unlocked GSM phone and purchasing a local SIM card for around Tsh 1,000 and pay as you go is the best bet (phone unlocking is available here – but not through registered companies, just 'on-the-street' vendors, so caution is advised!). Phones are easily lost in town or travelling on the daladalas so if you own a sophisticated (read expensive) phone with GPS, camera and all the latest gizmos you should consider leaving it at home and buying a cheap basic phone to bring.

3° south

You may be 3° south of the Equator but it does get cool, or perhaps even "cold" (but not "UK" cold) 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. If you generally feel the cold then you may wish to bring something heavier or warm "undergarments".

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!

If you plan to climb any mountains 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 (5,000TSH at time of writing)
- Njiro Cinema Complex has two screens, one shows Hollywood movies and the other shows Bollywood movies.
- Players Bar (turn right after the railway lines going towards town, down that road somewhere) has a gym, tennis court, and a bar at great expense. Also has a big screen and shows sports matches. They have an email list to keep people informed of what's on
- Night clubs or opportunities for dancing include:
 - Masai Camp
 - Via Via on a Thursday night
 - Triple A
- Trips close to Arusha for a weekend
 - Walk around Lake Duluti at Tengeru, canoeing also available
 - Visit Arusha National Park
 - The notice board at Via Via has details of a number of commercial one day trips
 - The many safari companies in town will arrange trips to suite all tastes if not all pockets.

Churches

- Arusha Community Church attracts a lot of westerners. It's a more traditional style of worship. Very friendly people and welcoming of newcomers.
- The Vineyard church on Simeon Road is more charismatic/evangelical style of worship and also very friendly.
- The Anglican Cathedral is on Corridor Road between Impala and Clock Tower roundabouts. Friendliness rating not known
- There is a Catholic Church on Njiro Rd - services are in Swahili.

Things to enjoy

- Gorgeous weather
- Beautiful sunsets
- Green surroundings
- A friendly neighbourhood
- The carpenter bees

Staff Code of Conduct and Volunteer Rules

You will be required to sign up to the current Staff Code of Conduct and Volunteer Rules before arrival. These are not onerous and largely common sense.

Dress Code

During the week when you are working at the centre, modest and conservative dress is required. For men and women – shoulders should be covered. For women, no low cut tops and skirts should be knee length or longer. For men – long shorts are ok. Please remember that Tanzania is a conservative country in many ways and dressing in an appropriate and modest way will give you greater respect. We do not ask for smart ‘office/business’ clothes, just neat, clean and covered!

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. When you are about during the day, wear a bag over your shoulder with a strong strap. Do not carry your passports, cards, large amounts of cash etc. Do not walk down side streets. At night, ALWAYS get a taxi – do not get a Daladala and do not walk ANYWHERE! 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. At the centre there are guards, high walls and dogs. We are telling you all this, not to scare you – but just to warn you to be careful. Many people live here happily without a problem (we are here!), but care has to be taken. When you arrive you will find your own level of comfort.

Things to Bring!

Here are some suggestions of what to bring – obviously you may need more than this!

- First Aid Kit – antiseptic cream included, mosquito repellent,
- Camera
- Laptop (for work and watching DVDs) and surge protector
- Books (we do have a ‘volunteer library and swap scheme – but it is far from extensive!)
- Cool clothes for hot days (can buy some clothes here – but expensive and poor quality)
- Swimming things
- Sun-cream and after-sun lotion
- Travel adaptors (Plugs are the 3 prong English type)
- Sheets and Towels (we have some, but quality is not great – and difficult to buy here)

Many home comforts are available (dark chocolate, TimTams, Herbal Essences etc!), however they are all VERY expensive –so if you have your ‘must have’, then bring it from home.

If you have space in your luggage – then please email us to see what we need! We always need books for the library.

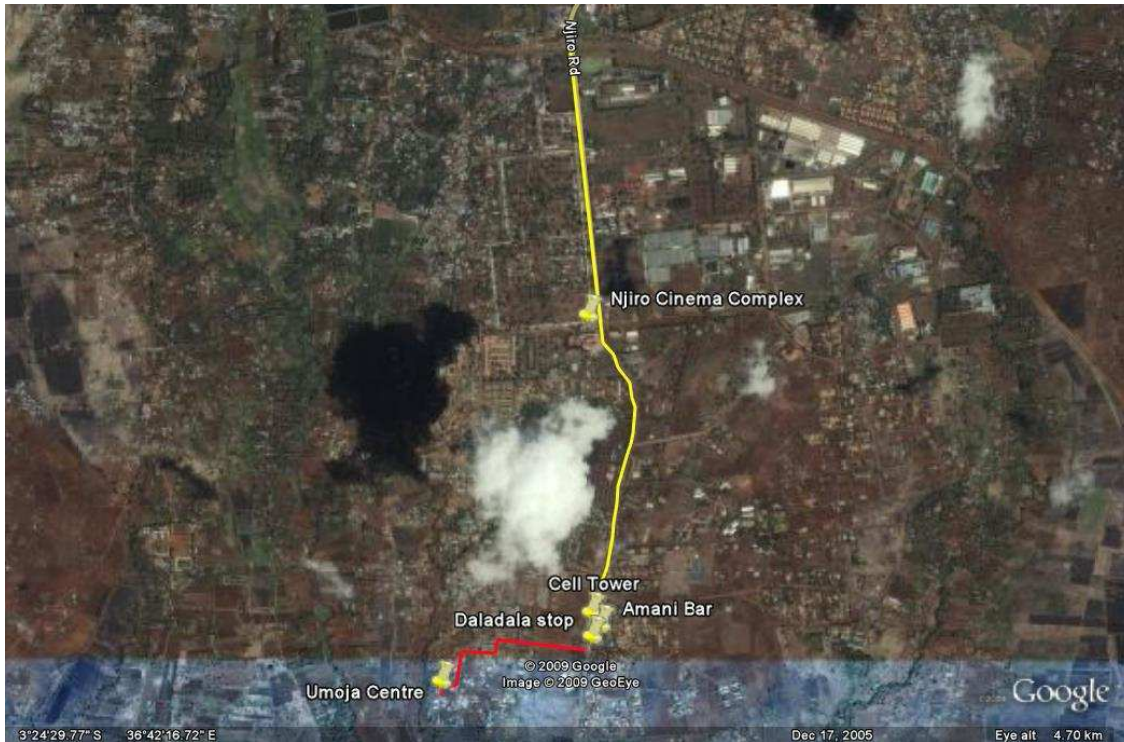
REMEMBER –

PLEASE ASK IF YOU HAVE ANY QUESTIONS / SUGGESTIONS / CONCERNS BEFORE YOU ARRIVE OR WHEN YOU GET HERE!

KARIBU!

Getting to the Umoja Centre

Take the Njiro daladala (sign in the front window and a black band painted on the front) to the Amani Bar



Walk down the track to the Umoja Centre



General information about Arusha and Umoja

First look at our website <http://umoja.com.au/> and on FaceBook <http://www.facebook.com/group.php?gid=45406115448&ref=search&sid=760868054.3143401308..1>

The Lonely Planet Guide <http://www.lonelyplanet.com/tanzania/northern-tanzania/arusha>

Rough Guides

http://www.roughguides.com/website/travel/destination/content/default.aspx?titleid=93&xid=idh160845264_0379

Trip advisor <http://www.tripadvisor.com/Search?q=arusha> for details of hotels, restaurants, reviews and discussion forum.

Some general maps of Tanzania <http://mshand.geog.gla.ac.uk/DAR/Tanzania.htm>

Arusha weather - Weather Underground - download historical data from <http://www.wunderground.com/global/stations/63789.html> and see what the weather is likely to be like during your visit.

The local English language newspaper is the Arusha Times <http://www.arushatimes.co.tz/> and has its own idiosyncratic style of writing.

The All Africa website aggregates news stories relating to Tanzania here <http://allafrica.com/tanzania/>

Learn some Swahili greetings http://www.pbs.org/wonders/Episodes/Epi2/2_cult1a.htm or some sayings http://www.pbs.org/wonders/Episodes/Epi2/2_cult1a.htm or to tell the time like a local http://kamusiproject.org/?q=swahili_clock