



Official Volunteer's Guide of KIHO

Latest update: May 2013

This official guide for volunteers with KIHO consists of ten pages and should help you to get a better understanding what is expected from you as a volunteer. Hopefully, many of your questions can be answered through this guide. Please also make sure that you have read the hints of our former volunteers before you approach us with questions, you can find this document also on our website. When you have checked all this information, we are happy to answer your additional questions that you have by email.

KIHO is working in cooperation with volunteers from all over the world. We seek for a reciprocal exchange between cultures, perceptions and ideas. We offer you to enter into our world and participate in our way of life, as you have the possibility to live and work with the local people. In line with our current projects, we can flexibly arrange your stay and combine it with your own ideas and wishes.

We are looking forward to receive your message and are welcoming all questions to ensure that your stay will be a wonderful intercultural experience.

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Table of Contents

Table of Contents.....	4
Do you want to volunteer at Kilimanjaro Hope Organization?.....	5
What Kilimanjaro Hope Organization benefits from volunteers?.....	5
Why this Volunteers' Guide?.....	6
Key Volunteer Skills, Knowledge, Attitudes & Competences.....	6
Volunteer Guidelines and Regulations.....	7
Regulations.....	8
Things to remember.....	8
Consequences for Misconduct:.....	8
Things you need to know for Effective Volunteering.....	11
Answers to the questions that are mostly asked by volunteers:.....	12
1: Where is Kilimanjaro Region?.....	12
2: Where is Same district?.....	12
3: What are the housing options?.....	12
4: What is the money situation?.....	12
4: Can I email or telephone home? Can I post letters at home?.....	12
5: Can/should volunteer bring his/her laptop?.....	13
6: Will I need to speak Swahili?.....	14
7: What vaccinations do I need?.....	14
8: What should I (not) pack?.....	14
Remember.....	17
Our Contact Details.....	17

Do you want to volunteer at Kilimanjaro Hope Organization?

Individuals from Tanzania and abroad are allowed volunteering in Kilimanjaro Hope Organization. All communication with potential volunteers and decisions on accepting applications are handled by the Human Resource Manager (currently Director of the organization). Agreements to host volunteers are contingent upon a clean reference check, the timing of their visit and the skills, experience and enthusiasm that they can offer to our Organization. Kilimanjaro Hope Organization is responsible for assisting volunteers from outside Tanzania to obtain class C residents permits, but the volunteer is asked to bear this cost.

The following are the requirements needed from the volunteers in order for them to be considered for volunteer positions at Kilimanjaro Hope Organization.

- You have to be 18 years old and above (under 18 years old will be accepted only after a review of case by case)
- You have to send an application letter, stating the volunteer position that you are applying for
- You have to send your curriculum vitae (CV)
- You have to send a copy of your original passport
- You have to send copies of your original college/school certificates (they have to be in English language)
- You have to send 7 passport sizes (colored photographed passport sizes)
- You have to send 250 USD which is for application fee of Class C volunteer Visa and follow up costs to get the visa

We are requesting you to fundraise for Kilimanjaro Hope Organization. Financial issue is subject for discussion prior the arrival of the volunteer between the host organization and the sending organization or inspiring international volunteers. Note that any financial contribution is meant as your contribution for daily operational costs and development projects of Kilimanjaro Hope Organization.

What Kilimanjaro Hope Organization benefits from volunteers?

Kilimanjaro Hope Organization is a non – profit organization. It has no income generating projects thus relying on both local and foreign donors/volunteers in order to run its programs and activities. Volunteers have been offering material and non material supports to Kilimanjaro Hope Organization. All these supports have helped our organization to be able to provide the best services to its core clients (Kilimanjaro region community).

Non material supports that are normally shared by volunteers to KIHO are such as:

- Skills
- Knowledge
- Experiences
- Talents and Creativity
- Time

These supports will benefit our organization in the areas of Social and Community Development Work, Nursing, Education, Communication, Fundraising, Training, Research and Awareness.

Material supports that are normally shared by volunteers to KIHO are such as:

- Financial donation
- Health and Education materials
- Clothing
- Sportswear
- Farm implements
- Vocational training tools and others

Material supports will help KIHO to be able to provide its community development services to its clients (communities) in its area of operation. With these supports our organization will be able to support services such as clothing, health care, education, supporting sports to our youth and children, helping our local farmers to improve their farming methods, helping our youth to attend vocational centres after completing primary and secondary school education.

Why this Volunteers' Guide?

Kilimanjaro Hope Organization has a vision that needs to be shared to each one of us who in one way or another wants to get involved in Kilimanjaro Hope Organization. This vision is our guiding star that each one of us has to follow it. So, the rationale behind this guide is to help the people who want to volunteer at our organization to understand it as whole and what the organization expects from them. It is helping the volunteers understand how they are accountable to the organization, and the skills, knowledge, attitudes and practices are expected from them. The guide also intended to provide information and advice that will assist the preparation for and enjoyment of KIHO's volunteer experience

Key Volunteer Skills, Knowledge, Attitudes & Competences

Key Volunteer Skills:

- Good communication skills
- Time management abilities
- Problem solving & conflict management skills
- Working well under pressure

Key Volunteer Knowledge:

- Ability to accept and learn from constructive criticism.
- Self development and growth

Key Volunteer Attitudes:

- Strong work ethics
- Positive attitude
- Acting as a team player
- Self-confidence
- Flexibility/ Adaptability

Key Volunteer Competencies:

- Volunteers must have technical skills related to job they are applying for? (CV & Certificates)
- Volunteers must be appropriate, honest and accountable in the use of resources
- Volunteers must be able to give constructive feedback
- Volunteers must have planning, monitoring and evaluation skills
- Volunteers must have reporting and writing skills
- Volunteers must be able to hold Kilimanjaro Hope Organization values, practice and policies
- Volunteers must have enough knowledge and experience for the job they are applying for

Volunteer Guidelines and Regulations

All volunteers must respect the following guidelines and regulations during their work with KIHO. Please read these guidelines and regulations carefully and take the information seriously.

Guidelines:

- All volunteers must achieve a balance between acting as a friend and as role model to KIHO's clients. A good practice is to think of you as a facilitator to our clients
- In Tanzania, children and young people are expected to defer to their elders, regardless of their education background. As a volunteer you must actively seek to understand the cultural context and to work within its parameter
- Kilimanjaro Hope Organization does not take any responsibility for your personal safety during your time (off-campus)
- When in doubt, ask a staff member

Regulations

- You are answerable to your program coordinator in your program. A program coordinators decision is final
- You are required to work together with program staff and other volunteers. Our organizations programs are defined with specific objectives and activities. If you are a long term volunteer please make yourself aware of the program aims. Do not initiate new activities without prior consultation and agreement from your program coordinator.
- Volunteers are expected to abide by all Kilimanjaro Hope Organizations policies. You are responsible for acquainting yourself with these policies (and with national laws). Ignorance is not an excuse.

Things to remember

The Kilimanjaro Hope Organization's rules and regulations apply to all volunteers either of long-term, short-term, local or international volunteers and oblige them to:

- Uphold the organization vision, mission, beliefs and objectives
- Uphold the organizations rules and regulations as stated above
- To abide by Tanzanian law
- Avoid involvement in party politics and refrain from public comment on political and religious matters
- Refrain from any conduct or wrongdoing which may bring Kilimanjaro Hope Organization, its programs, staff or its clients into disrepute.

Consequences for Misconduct:

Kilimanjaro Hope Organization staff and volunteers are subject to the same 3-tier approach to managing misconduct (where level 1 is the most serious misconduct with the most severe consequences). The following indicates the specific offences included at each level, as well as progressive and escalating consequences applied.

Level 1 Misconduct:

- Neglects duties so as to endanger him/herself or others or property, and/or fails to comply with safety instructions
- Commits assaults or uses inappropriate language at work, in the course of work, and/or in front of the community
- Commits assaults on employer, employers family or management staff (i.e. including any staff or volunteer), whether that assault takes place at KIHO or at an external location
- Commits any serious/repeated act of insubordination against the management staff while at KIHO or during working hours
- Use of alcohol (or drunkenness) at work
- Use of illegal drugs (or improper use of prescription drugs) at work or in front of our community
- Is convicted by any court of any unlawful act at work or in the course of work, unless such volunteer or employee successfully appeals against such conviction
- Is guilty of any immoral act at work or in the course of work, including verbal, physical or sexual harassment of any KIHO's staff or the volunteer community
- Is convicted by any court of an offence involving fraud, dishonesty, physical/sexual violence/abuse, and/or of which s/he was sentenced to imprisonment, unless such volunteer or employee successfully appeals against such conviction
- Without due authority, discloses or conveys any information or any technical, trade or confidential matter to the prejudice of his/her employer. Note that distribution of Kilimanjaro Hope promotional, financial or fundraising materials without authority from the management is prohibited

Level 1 Consequence:

1st Breach: Automatic summary dismissal at first occurrence of any one of these offences (you will also lose your visa if you are a volunteer and job if you are an employee).

Level 2 Misconduct:

- Inappropriate and dishonest use of Kilimanjaro Hope Organization resources
- Absent from work without reasonable cause (i.e. reasonable cause is death of close relative, sickness of employee's or volunteers' child or medical note of volunteer or employee illness)

Level 2 Consequence:

1st Breach: Written warning (Letters are signed by a respective coordinator and volunteer or employee) ; 2nd Breach: Reprimand ; 3rd Breach: Severe reprimand ; 4th Breach: Summary dismissal.

Level 3 Misconduct:

- Late for work and meetings, workshops and trainings, without the agreement of the coordinator and/or prior communications
- Absent from the work place during working hours without permission
- Fails to complete assigned task (i.e. task is work given by a superior or outlined in your job description or specification)
- Neglects duties, not so as to endanger the safety of persons or property; for example late reports, undue delay of action, postponing meetings without cause (duties are defined by job description or specification)
- Fails to comply with employer's instructions, including instructions intended to increase efficiency and output (i.e. failure to comply with personal and organizational development plans, consistently producing low quality work, rigidity and resistance to change and learning, poor team work)
- Fails to uphold Kilimanjaro Hope Organization policies, vision, mission, beliefs and objectives
- Fails to be competent; that is, basic inability to do your job
- Smoking anywhere inside Kilimanjaro Hope Organization's compound

Level 3 Consequence:

1st Breach: Discuss during supervision and one –on – one with coordinator
2nd Breach: Incorporate into individual development plan and monitor progress
3rd Breach: Written warning
4th Breach: Reprimand
5th Breach: Severe reprimand
6th Breach: Summary dismissal

Things you need to know for Effective Volunteering

The following advice is designed to assist Kilimanjaro Hope Organization volunteers to effectively manage the experience of working with our organization, regardless whether they are long-term, short-term, local or international volunteers.

1. Start with what you can do:

It is important that you offer to KIHO those skills and abilities that you feel comfortable to share.

2. Do not overburden yourself:

Avoid the temptation to be overly ambitious at the outset of your placement

3. Put yourself in other person's shoes:

Remember that volunteer work always involves two parties: those who are in need of help and those who are trying to help them. The will, needs, history and context of the person(s) whom you are trying to help should always be your first and foremost priority.

4. Fulfill your promises:

When you are at Kilimanjaro Hope Organization you are advised to fulfill your promises that you make to the community, staff, other volunteers and the organization as a whole. If you fail to keep your promises this will lead to mistrust between you and all these mentioned bodies. Promise what you will be able to fulfill.

5. Manage your time and energy:

There is a limit to both the number of places where you can get involved and the amount of time that you can spend on your volunteer activities. Be aware of the limits and match your efforts to your goals accordingly

6. Communicate with friends and family:

Obtaining the understanding and support from your friends and family is an important, early step for both local and international volunteers. Local volunteers need to ensure that their support system will accommodate the changes to their daily schedules and increased absences from home. International volunteers must ensure that they have an emotional support system upon which they can learn when and if they find themselves feeling overwhelmed by the challenges and adaptations they inevitably encounter.

7. Uphold the trust placed on you:

Volunteers learn various sorts of information through the course of their work. Such information will be disclosed out of trust and to facilitate your volunteer activities. You must never pass this information on, formally or informally. Protecting the privacy of Kilimanjaro Hope Organization and the confidentiality of our clients is paramount to respecting their rights, to creating trust and to maintaining a fruitful volunteer experience

8. Maintain religious or political neutrality:

People may become interested in volunteering because of religious beliefs or a sense of justice. Whatever your primary motivation, Kilimanjaro Hope appreciates your desire to offer a helping hand to the community we serve. However Kilimanjaro Hope Organization requires that, during the course of your work, you do not attempt to persuade anyone to join a religion of which you are a member, or to support political party that you favor. To show respect for basic human rights, you must respect the rights of all people to freedom of religion, thought and belief



Volunteers working on the field with local community on a beekeeping project

Answers to the questions that are mostly asked by volunteers:

The following is intended to answer some of the questions that are posed by both long-term, short-term, local and international volunteers who come to work at KIHIO. Note that this information is only provided to answer some of your questions and if you have more questions you can still pose them to the management of KIHIO and they will try to provide you with information you need

1: Where is Kilimanjaro Region?

Kilimanjaro region is situated in northern part of Tanzania. It is sharing boarders with Arusha region in the northwest, Manyara region in the west, Tanga region in the south and Kenya in the east. The major town of Kilimanjaro region is Moshi. The region has about six districts namely Moshi urban, Moshi rural, Rombo, Hai, Mwanga and Same.

2: Where is Same district?

Same district is located at the far south of Moshi town the major town of Kilimanjaro region. Actually it is about 100 km from Moshi to Same. It is the furthest district from Moshi town. It comprises of lowlands with dry lands and highlands with thick forest called Shengena. Most of its inhabitants are farmers and herdsman. The major tribes are Wapare and Maasai, but there are many small groups of other tribes staying here doing farming, fishing and business. Such tribes are Wachaga, Wangoni, Wakamba, Wasambaa, and Wakurya.

3: What are the housing options?

Kilimanjaro Hope Organization does not pay for accommodation costs of its volunteers. It requires each volunteer to depend on his/her own on this need. KIHIO can only recommend to volunteers the best options for housing and these are including but not limited to guesthouses and motels like the Elephant Motel. The prices are negotiable depending on how long the volunteer will stay

4: What is the money situation?

The currency in Tanzania is a Tanzania Shilling (Tshs.). The exchange rate is approximately 1 USD = 1,500 Tshs. You should be able to live comfortably (and pretty much up to Western standards) on approximately 100 USD a month if you cook your dinner at hostel and if you go out for dinner you can use 150 – 300 USD a month, (i.e. meals and soft drinks not including accommodation costs).

Although travelers' checks and cash can be readily exchanged at banks and bureaus in Same and Moshi, you will receive better rate on cash. If possible use an ATM/Debit card to withdraw money for exchange to local currency. Note that MasterCard and ATM/Debit cards are accepted in Moshi.

A final money matter to consider is that you must remain financially aware and alert throughout your stay in Tanzania, so that you can defend yourself from being a 'ripped off'. The fact is that foreigners in Tanzania are seen as sources of income, and it will be assumed that you do not know the correct costs and conversions for various items. While this should not prevent you from interacting and integrating with your community, it is something that you must understand and be aware of.



Volunteers working with Massai community

4: Can I email or telephone home? Can I post letters at home?

Communication with friends and family by post, telephone and email is possible in Same.

Postal Mail:

Stamps for regular letter are currently TSH 800 -1000 = USD 0.67 – 0.80, and for post cards around TSH 800 = USD 0.50. Letters and postcards take approximately 1 to 2 weeks to go to and from USA and Europe.

With respect to receiving “care packages”, it is important to note that there is customs fee when receiving parcels (i.e. anything larger than a lightly packed, padded envelope). Problematically, the customs fees are completely unpredictable; as they depend on how larger is the parcel and types of items sent to you.

If possible you can use Kilimanjaro Hope Organization mailing address (your name, c/o Kilimanjaro Hope Organization, P.O. Box 250, Same-Kilimanjaro – Tanzania, to correspond with your friends and family).

Telephone:

There are different places in town where you can phone home for one minute (i.e. long enough to tell your recipient the number to call you back). The cost to you for that one minute call is TSH 3,500 = USD 2.3.

Many volunteers opt to get a cell phone once they arrive (or to bring one from home and then set up with a local service provider). The cost for a cell phone is approximately USD 25-40 for a simple phone.

Note that the time difference between Tanzania and Eastern US is 8 hours during standard time, and 7 hours during daylight savings time (late April to late October). There is a 2 hours difference time between Tanzania and Europe.

Please! Provide Kilimanjaro Hope phone number to family members for emergency purposes only. The number is +255-785114560 or +255-755044070.

Email:

Email is the cheapest and fastest way to communicate with friends and family back home, the possibility of accessing internet are either to go to internet cafes or purchasing a modem and internet line from telephone companies. On average, you will be able to get an hour of surfing/e-mailing time for TSH 1,000 = USD 0.80.

5: Can/should volunteer bring his/her laptop?

Volunteers may bring laptop, camera, and other electronics which he / she see it can help him especially in pursuing his/ her duties. These are very expensive here in Tanzania. However volunteers must take care of them from being stolen. As a foreigner most of the local population will see you as a rich thus you may increase the likelihood of theft or robbery.

As an organization we encourage volunteers to come with these tools as they are very important working tools for the development of the organization. As an organization we have limited number of computers and that are very old. If we get the volunteers who come with these tools the work of an organization is simplified a lot in areas such as research, reports writing, communications, website design, etc. We still ask the volunteers to bear in mind that Kilimanjaro Hope Organization does not assure the security for their properties although they contribute in the development of the organization. It is the responsibility of the individual volunteers to take care of their own properties whilst volunteering at Kilimanjaro Hope Organization.

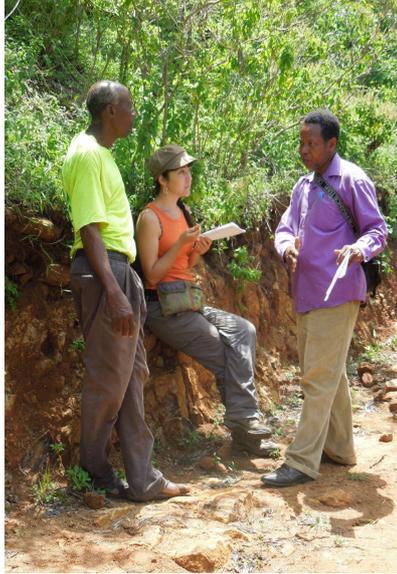


KIHO encourage volunteers to come with their own laptop

6: Will I need to speak Swahili?

At a minimum, you will need to know the main grammatical structures and basic vocabulary in order to live independently and competently in Kilimanjaro for any period of time (and especially if you are a long term volunteer). Swahili is particularly crucial if you will be working directly with Kilimanjaro Hope Organization's clients/ communities. Most of our communities speak only Swahili and you cannot rely only on English.

It is highly recommended that you study Swahili before and even after you arrive in Tanzania. KIHO can help you by recommending to you the best Swahili tutor for cheap price. Note that children who only speak Swahili are the best teachers to you in order to learn Swahili. You have to keep practicing what you are taught by your tutor in the field. 'English Language is a compulsory'.



A volunteer interviewing a villager with the help of one of the member of KIHO for the translation

7: What vaccinations do I need?

It is essential that you arrange a consultation with an appropriate tropical health travel clinic to determine the vaccinations and medications that you require, and in order to determine the proper schedule by which these should be administered. In general, it will be necessary for you to be immunized against Yellow Fever, Typhoid Fever, Hepatitis A and B, Meningococcal Disease (Meningitis), Cholera and possibly Rabies (and to be able to show proof of some/ all of these vaccinations in order to enter the country). It will also be necessary for you to bring a supply of Malaria Prophylaxis that will last for the duration of your stay in-country (and after for some time after you return home).

Bear in mind that the vaccinations you receive prior to arrival are not a guarantee for perfect health. In order for you to maintain your health in a developing world, it is necessary for you to be proactive and informed in order to prevent a host of possible infections, including HIV/AIDS, Hepatitis C, and Dengue Fever, Giardiasis, Travelers' Diarrhea and Schistosomiasis (Bilharzia).

8: What should I (not) pack?

For your convenience and reference, a suggested packing list is provided here below. Note however, it is very important that you determine what you will need to remain happy and healthy during your stay in Tanzania. The fact is that it will get lonely at times, and that there are fewer options for entrainment and relaxation than you are used to. So feel free to bring your games, books, music, journals and whatever you need to cope and stay sane.

Tanzania's Typical Seasons (Northern Zone):

- December to February is the hot dry season (average high = 92 degrees F)
- March has intermittent rains; expect spring-like conditions moderated by a cool nights (average high = 90 degrees F)
- April –May is the heavier, rainy season; expect difficult, muddy road conditions ((average high = 84 degrees F)
- June – October is the cool dry season; expect dusty roads (average high = 75 degrees F)
- November brings short rains; expect nice greening of plants, intermittent showers and some flash floods (average high = 89 degrees F)

The following is the list of suggested things that you can pack.

Clothing:

This is to remind you that all clothes should be clean, be able to cover the stomach and skirts should be at least knee-length.

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- Shorts, mid – thigh or longer
- Capri- style pants
- Lightweight hiking/ cargo pants
- Lightweight, breathable dress pants
- Jeans
- Shorts- sleeved shirts, breathable
- Blouses and collared shirts
- Cotton t-shirts and tank tops
- Long-sleeved shirts or sweaters for evenings
- Fleece or light jacket
- Raincoat or poncho (with hood)

Footwear:

Note that you will likely do a lot of walking during your time in Tanzania. It is important that your shoes are comfortable, durable and ideally washable

- Sturdy, comfortable shoes or sandals (preferably water proof) that can be worn to work and around town
- Hiking or athletics shoes
- Flip flops

Documents:

Note that you are advised to make copies of passport, visa, medical insurance policy, airline tickets/ schedule, traveler's cherubs numbers and essential ID. Leave a copy with someone at home and put a copy in a separate place in your luggage.

Airlines tickets

Passport

Extra passport photos

Proof of immunization

Tanzanian Visas

Proof of medical insurance

Travelers' cherubs

Cheque book

Credit cards

List of contacts

ID cards (e.g. birth certificates)

International Student Card

Embassy addresses

Maps and guidebooks

First Aid and Toiletries:

Alcohol wipes

Aloe vera gel

Antibiotic ointment

Antibiotics (talk to doctor)

Antihistamines

Baking soda

Band-aids

Benadryl

Brush, comb

Cotton swabs

Diarrhea medicines

Elastic bandage

First aid tape

Gauze roll

Gauze pad

Glasses, contacts, solutions

Hand-wipes

Hand sanitizer

Hydrocortisone cream

Ice –pack

Insect repellent

Latex gloves

Lip balm with sunscreen

Lotion

Malaria pills 9talk to doctor)

Mole skin

Prescription drugs (talk to doctor)

Safety pins

Scissors

Sewing needle

Sleep aid

Small mirror

Soap

Sunscreen (SPF 35+)

Syringes

Tissues

Toothbrush and toothpaste

Towels (hand, face, bath)

Triangular bandage

Optional Items:

Day pack or book bag

Large duffel bag or backpack

Sleeping bag

Pocket knife

Water bottle, Nalgene

Sewing kit

Laundry bag

Bedding (sheets, blankets)

Sun hat with brim

Bandanas, head wraps (for dust)

Sunglasses

Headlamp, small flashlight

Tupperware, Zip lock bags

Camera, films/disks

AM/FM short wave radio

CD player and speaker, CD's

Electricity adapter

Alarm clock

Batteries, chargers

Notebooks, journals

Maps, guidebooks

Playing cards, games, books,

Frisbee

Photos of friends and family

Energy bars, candy, comfort foods

Recipes

Remember

Your presence at Kilimanjaro Hope Organization everyday puts you in a position of influence in the lives of its poor communities which it deals with, staffs and other volunteers. So we expect you to be a positive role model not only to poor rural communities but also to staffs, other volunteers and other authorities.

The bottom line is that you are here to do very difficult, but incredibly rewarding work. So go ahead and make an emotional investment....

- Get close to community members and staff and let them into your life
- Care about them intensely and let them care about you
- Invest everything you have at the organization and aspirations of its managers

Our Contact Details

After reading the Kilimanjaro Hope Organization Volunteer's Guide we hope that you are now aware of the requirements needed in order for you to become a volunteer of Kilimanjaro Hope. Also, we hope and expect from you that you have properly studied the website and our social media outlets so that you know about KIHO's activities. If you feel that you have the needed qualities in order to become a volunteer of Kilimanjaro Hope please, contact us by using the address here below.

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Volunteers working with local community