

DIOCESE OF MOROGORO

**The Amani Centre, Morogoro
Centre for Children with Disabilities**

Handbook for Volunteers

Guidelines and Code of Conduct

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1 Welcome!

Karibu sana! We wish you a warm welcome to the Amani Centre. The Amani Centre welcomes, includes and accommodates its guests as members of the vast Amani family.

We recognise and appreciate the time and effort you have invested in coming to volunteer with us, and so we feel committed to working with you. You will be warmly welcomed into our community and we want you to be happy during your stay here with us.

The purpose of this booklet is to ensure that you have the information you need to have a safe and happy experience with us here in Morogoro. **Please take the trouble to read the booklet and to keep it handy for reference.**

When you first arrive at the Amani Centre you will be invited to sign the visitors' book.

2 Experiencing a New Culture and Language

It is very exciting to experience a new culture; you will experience totally different ways of doing things, a strange language and new sights, smells and customs.

But there can also be difficulties. From experience, for instance, you may experience Culture Shock, which can happen to anyone and at any time, usually after the novelty of the trip has worn off. We have included more information later in the document.

We have found it helpful to provide information and lay down guidelines which will help us to work together and help you to have a happy and fulfilling experience.

2.1 Tanzanian Character – Be patient.....

Tanzanians are very friendly, polite and helpful and are not generally confrontational people. Any arguments are usually due to cultural misunderstandings. You should keep in mind the following:

Tanzanians are very polite and respectful of each other, particularly guests. Therefore it is important that you too are polite and respectful in the way you behave. Do not be quick to cast judgements about the culture or individuals. Spend most of your time asking questions especially 'why is this done this way? Why do people act like that?' etc. you will learn a great deal if you are prepared to do so.

Our advice is not to jump to conclusions about people or situations quickly, or to form hasty judgements. Be patient with yourself and be patient with others.

2.2 Religion – Be respectful.....

Tanzania is a multi-faith country, although predominantly Christian. They are used to meeting people who are agnostic or atheist but it is important to remain respectful of peoples' religion. Amani welcomes all faiths.

2.3 Dress and clothing – Be modest.....

In Tanzania, particularly in rural areas, people are generally poor and dress modestly; however they dress as smartly as they are able especially when out and about. Please bear this in mind when you are in town and out visiting people's homes.

How you dress is a sign of your respect for them. We do understand that fashions differ enormously between cultures and generations. What is considered modest in Europe may not be so here. There are no hard and fast rules about clothing, but we would ask you to be sensitive and mature about this. It is embarrassing for us to ask a girl to cover up or wear less tight or revealing clothing. You will be taken more seriously if you don't wear shorts or minimal clothing and if you keep your knees covered. This helps us with the relationships we are trying to build in the community, fostering trust and respect.

2.4 Eating together – Be observant

Handwashing

In Tanzania there are a few rules which it is worth taking note of. Firstly, everyone in Tanzania washes their hands before, (and after), a meal. Sometimes there is a sink, with or without soap, with or without hot water. Sometimes the host will bring a bowl and jug of water to pour over your hands. If there are just the two of you, it is sometimes polite to take the jug and in turn, pour water for them. There is rarely a towel. Just shake to dry...

Manners

It is good manners to wait until everyone has finished handwashing and you are invited to serve yourself. Often Tanzanians will not 'chat' through a meal. They will talk afterwards.

Ugali!!

If you are lucky enough to be offered Ugali, a Tanzanian would eat this with their fingers. In this case you should use your right hand – using the left is the height of rudeness. It's good to watch first to see how they do it..

2.5 Taking photos and videos – Be considerate....

We ask you to be sensitive too about the taking of photographs and video footage. We understand that of course you would like to have a record of your time here. Please ask before you take a picture, and if possible make sure that the person gets a copy for themselves. Also be aware that it can be humiliating for people living in extreme poverty to have their pictures taken, especially by surprise. Like the rest of us, Tanzanians like to look their best in snapshots, so please respect this.

2.5 Greetings – Try them out....

Greetings are an important part of Tanzanian culture. Take time to greet properly before launching into a conversation. For Tanzanians, relationships are as important as getting the job done. This is something you may find frustrating, but please bear with us.

There are set patterns of greeting. Here are one or two for starters!

You say “Jambo!” – They say “Jambo!” – Hello!

You say “Mambo” – They say “Poa” – How are you doing? Good thanks! (Used by young people)

You say “Hujambo!” – They say “Sijambo!” – How’s it going? Well!

You say “Habari!” – They say “Nzuri” – How are you? Good!

One of the more striking cultural differences is that elders are highly respected by younger people. In fact it is important to respect anyone older (or more important) than you are. So when greeting an older/more important person..

You say “Shikamoo!” - They say “Marahaba!”

When greeted by a younger person..

They say “Shikamoo!” – You say “Marahaba!”

3 A Typical Day in the Life of Amani

3.1 Daily Schedule

Monday to Friday are typical working days at the Centre, and Saturday and Sunday are weekend days. Weekend days have a tentative schedule, and are spent according to the choice of the volunteer.

A typical working day begins at 7:00 am and runs through to 3:30.

7:00-7:45 am	Breakfast
7:45-8:00 am	Morning Assembly (Compulsory)
8:00-9:00 am	preparing for day’s sessions, placement and working environment/area
9:00-1:00 pm	Placement/Session 1
1:00-2:00 pm	Lunch Break
2-00-3:30 pm	Other Amani schedule related activities e.g. Arts & Craft
3:30-7:00 pm	Free time/Interaction/Leisure
7:00-7:30 pm	Dinner/Supper time
7:30-9:00 pm	Evening Fellowship (Optional)

A volunteer can choose not to participate in some parts of the programme, especially those that are optional, but are asked to respect the activity as it occurs. The Amani Centre is strongly rooted and based on the principle of Christianity, as such volunteers are asked to respect activities, especially religious activities, which can be easily distracted by noise.

3.2 Day Care

The Day Care Centre is a wonderful opportunity to get to know lots of children and their families. Try to take your lead from Flora and ask her questions about what is, or is not, helpful. The more you can do to help the children to respect and feel attached to the permanent teachers the more helpful it is for them.

If you are involved in Day Care/classroom activities just be aware of showing favoritism to any particular child. Whilst it is natural to want to show spontaneous affection to a responsive and tactile child, it can often cause problems for that child when you leave.

3.3 Meal Times

Breakfast on week days is from 7.00-7.45, On Saturday, breakfast is served up to 8:00am and on Sunday up to 9:00am. Lunch is from 1.00-2.00 and dinner is from 7.00-7.30.

The time for meals can only be adjusted under special circumstances such as illness.

3.4 The Amani Canteen

The price for the room includes three meals a day which are served in the Amani Canteen. The canteen also serves food according to its menu, so you are welcome to buy additional snacks should you need them.

*** Please let us know if you are not going to be here for your meal. ***

Breakfast involves tea (chai), or coffee (kahawa), boiled egg or pancake, bread and fruit

Main meals consist of rice, ugali, noodles or potatoes, with vegetables, beans or lentils and fruit. Portions of meat and/or fish will also be available. Please refer to the daily menu. One bottle of water is included at the meal. Extra water will need to be purchased.

Snacks will consist of items such as biscuits, crisps and chocolate

We aim to provide a balanced diet and we do our best to keep prices low. But if you have any food allergies, need to follow a special diet, most requests can be accommodated for an additional charge. If you have any requests, please inform your contact person, or the kitchen staff directly.

And please.. be aware of the global food and energy crisis and the sky-rocketing food prices, which has taken its full toll on Africa, including Tanzania, whose economy is agriculturally based.

3.5 Church

On Sunday, there is Sunday mass at the Local area church. If you would like to join the congregation, you can join the youth in the morning and you will be accompanied to the church.

4 Personal Effects

You can buy most things in Tanzania. But, apart from the usual, you should also bring the following with you:

- Any medication you need

- Mosquito spray
- Pocket Money together with an emergency debit/credit card
- Chargers and adaptors for your phone. Tanzania has the same three-pin socket as the UK.
- A torch

Mobile Phones

You can buy SIM cards locally. They are not expensive and you can get calls, text and Internet in various combinations. Ask your contact person when you arrive. The Amani Centre has a 'Duka Stationery', a shop where you can use the Internet at a small cost.

5 Expectations

5.1 What you can expect from us

Prior to your arrival you will have been

- informed of the documentation required as a volunteer and ensuring correct Visa is obtained
- providing a contact telephone number for emergencies

Whilst you are with us, we are committed to:

- ensuring that volunteers have met the immigration department's requirements. In the event of any queries regarding legal voluntary status, the management will act as an advocate
- safeguarding your wellbeing and welfare
- ensuring you have the best possible environment, within the limits of its reach, so that your placement runs smoothly
- providing a named supervisor for support and advice

5.2 What the Amani Centre expects from you

The Amani Centre hopes that you will:

- actively commit yourself to building friendships
- become acquainted with our culture
- be an active member of the Amani family and to enjoy your stay with us.

The Amani Centre expects you to:

- have respect for self and all members of the community
- accept and uphold the principles of Amani, and be an example to the youth who live here

- be a resourceful and co-operative member of the Amani community and help in building the Amani community by making a change that leaves a mark after your departure. “If you were a guest in a house and there was crack in the wall, it would be appreciated highly by your host if you took up the initiative to try and fill the crack.” We welcome advice, criticism, input or resources to help us in our efforts to improve Amani Centre.

6 Other Information for Volunteers

6.1 Visas for Volunteer placements

Please note that if you are a volunteer here for less than two months however short a period of time then you will need to obtain a CTA visa for your passport. (Carrying out Temporary Assignment). The Immigration department are regular visitors to Amani and are scrupulous in checking up on new volunteers. Not having an appropriate visa can result in a fine. You must obtain a tourist visa at Dar es Salaam airport for \$50. Then on arrival at Amani, you should go to the immigration dept at the earliest opportunity to obtain a Carrying out Temporary Assignment (CTA) visa, or Residents Permit Class (RPC) depending on how long you are staying. See attached information. An advantage of having the CTA is that you can use it for reduced resident rates at tourist attractions, game parks and on ferry tickets to Zanzibar.

6.2 Accommodation

Arrangement for Volunteers

Most volunteers choose to stay in the accommodation provided by the Centre at Amani Headquarters, as well as at its other Centres. Whilst the volunteer lives at Amani, the Centre takes responsibility for the safety of the volunteer and for his well-being and included are the costs for travel between centres and on home visits.

If a volunteer chooses to move into accommodation outside the Centre, Amani can no longer be responsible for the volunteer. The volunteer will be provided with the timetable of activities, but will be expected to make a contribution towards travel costs. (These would normally be included in the price of the full-board accommodation.)

Costs

The Amani Centre offers some of the cheapest accommodation in Morogoro. Each room is charged at \$15 a day, which includes all meals. Self-contained rooms will be charged at \$20 per day, which also includes all meals. You will be aware that the Amani Centre is a non-profit organization and so we, like you, are on a tight budget. So we do ask for accommodation to be paid for 2 weeks in advance

Absence for travelling

In the event that the volunteer is absent from the Amani premises for reasons such as travelling or on safari, but is still using the room for storage of his/ her property, the volunteer would still be expected to pay an amount to cover the cost.

Damage to Property

If you lose or damage any item of property belonging to the Centre or hostel you will be required to contribute towards replacement, if damaged beyond repair, or meet the costs of repair.

6.3 Health

It is wise to take your health seriously. You will have received advice from your doctor at home and **it is your responsibility** to ensure you have enough of any medication that you require. There are chemists here, of course, and if you are taking medication, it is good to bring a copy of the prescription, just in case you run out of or lose your medication.

Water

Only drink bottled water, also when teeth cleaning. When eating outside the Amani Centre, don't risk having ice or salad or other uncooked foods unless you are know that they have been washed in clean water. Tanzanians use sterilizing solutions to keep their water clean for washing and cooking.

Malaria

There are many different approaches to protecting yourself against Malaria. Whatever solution you have chosen (in agreement with your doctor at home), part of it will be to avoid being bitten in the first place, so you will still need to use a mosquito spray at dawn, at dusk and if you visit the rain forest. You are also advised to wear long sleeves, long covering for legs, and socks. Mosquitos love the ankles. At night, you **MUST** use your mosquito net. Someone will show you how to use it effectively. Sometimes it is better to prepare the net before you relax in the evening....

If you start to feel unwell after being bitten by a mosquito, and especially if you feel hot and feverish, you should seek advice immediately. The sooner you take the treatment, the faster you will recover.

Upset stomach

Most of you will have been advised to carry medication with you. The event should pass within a day or two. Otherwise seek advice...

7 Security

The Centre values the great contribution our guests and volunteers make into coming out to be with us. It is therefore our assumed duty to ensure your security while you are with us both on and off the premises. The Centre has a team of security guards who are charged with the security of everyone living here.

Here are some rules to follow; remember this is for YOUR safety:

1. **If you wish to have an evening out**, please inform the immediate supervisor or senior person and security personnel of your whereabouts and the time you will be back.
2. **If you stay out late** you should always get a taxi back to the Centre. We advise you not to take a motorbike taxi (Piki-Piki), as accidents are frequent.
3. **Do not stay out overnight** in bars or local guest houses. Remember we are responsible for you. Also be aware that HIV/AIDS is a serious problem here. Be extremely careful in the way you behave which could unintentionally give the impression to locals that you are a prostitute.
4. Guests staying at the hostel **should not bring outside visitors especially** from the local population, into the hostels.
5. **Do not to trust strangers**. If you need help, ask the Amani staff.
6. If you need to leave the premises with a youth or member of staff for any reason, please ask for permission first from the Centre Manager.

8 Maintaining a Clean and Harmonious Environment

8.1 Keeping a clean space

It is the responsibility of every member of the community to respect and maintain a harmonious, clean and hygienic environment. This involves keeping the hostel clean, as well as dealing with any inter-personal problems.

To ensure the hostel is maintained to a clean and hygienic standard, you should:

- Ensure the rooms are cleaned and the bedding washed regularly
- Ensure litter is not dumped carelessly, but in the designated places
- Ensure the bathroom and toilet environment is kept clean. Leave things as you would hope to find them!

Facilities for washing clothes

The Amani Centre does not have a washing machine! In Tanzania you wash using water from the well, and buckets. Washing powder (“Omo”) can be purchased from the local shop. A washing line is provided so that clothes may be hung out to dry.

If you would like to have your clothes washed for you, then please ask the Housekeeper, who will be happy to wash clothes and sheets for a small charge. (Price list from the housekeeper on arrival)

8.2 Inter-personal issues

If you have problems of any kind with your colleagues, and you are unable to sort them out yourself, then you should notify your contact person, who will try and assist.

9 Some of the Difficulties you may encounter

9.1 Living amongst the poor – Be aware.....

How it might make you feel

It can be bewildering to be surrounded by abject poverty. You may become acutely aware of how much you have at home, in comparison with the families you are meeting locally. Yet if you observe carefully you may see things which they have in their communities that perhaps the West does not have... You may even feel guilty....

Hopefully you will learn to appreciate what you do have at home in terms of lifestyle and opportunity, and make the most of them. Perhaps you will even change your behavior at home...

How it might make the Tanzanian feel

Westerners are naturally seen as a source of income. There are different ways that you will be pressured to give money, whether by people begging on the street, or by individuals asking for money, for instance to support their education, or even by organisations wanting support for a good cause. You may also just see something, where you just want to help....

How to cope

First of all don't feel angry or upset by this, and don't feel pressurised into giving to everyone who asks. Just pause for a while... You can ask advice for specific situations from the Amani staff. When you are in town, if you don't want to give to a person begging, then just smile and walk by. When you do give, remember a lot goes along way so even a few coins will make a difference.

Please do not casually hand out gifts to strangers, for example, as you are driving or walking along the street. This encourages begging, especially among children who simply come to associate Westerners with wealth: it also reinforces a poverty mentality and therefore does not foster dignity or self-respect. Think about how, why, where and when you give, and remember that poverty is not just about the lack of material things.

Poverty is a complex issue, you are not the only person who cares about it, and you are not going to solve it single-handed during your time here! Use this experience to learn more about the root causes of global and local poverty.

9.2 Benefactor support

Sometimes you may be asked by individuals with whom you have developed a special friendship, to support them outside the context of your visit to the Centre. In Tanzania it is very important to remember that the individual is part of a community, where decisions are made by the elders and leaders. Be open about it and talk to the leader... It doesn't mean you won't be allowed to do it, but it is better not to do things in secret!

If you do want to support someone

If you do feel drawn to help a young person, then be open about the options with those responsible for them. This may mean speaking to the Director at the Amani Centre. Respect what the elders or leaders are saying, and remember that in the long term, you cannot take on the responsibility for another life and future.

At the end of your stay you are free to speak about general issues that have arisen and that you are concerned about.

Give us feedback....

The Amani Centre is an organization that strives to serve the community; for this to happen effectively it is necessary for everyone in the community to be supportive. We are operating in quite difficult circumstances and we know that things can always be improved. So please tell us if you see something that you think needs improvement. At the end of your stay with us, you will be given a feedback form, and we would ask you to complete this before you leave.

Termination of Volunteer Contract

It should be noted that the Amani Centre reserves the right to terminate a volunteer contract in the event that the volunteer's or guest's conduct proves damaging or disrespectful to our community, especially with regards to the young people who live here, for whom we are *loco parentis*.

10 Summary

Finally, we wish you a happy and rewarding stay here at Amani Centre. Generally it is true to say that you will get out of Amani what you put into it. We are not perfect and we do value your input. The more you give of yourself, the more rewarding your time here will be. We sincerely want you to have a memorable, life changing experience here and we will do all we can to provide a safe environment for you to live and work in. We ask in return that you respect the guidelines we have laid down.

If you have any problems at all, please come and talk about them sooner rather than later so that a solution may be found.

We wish you a happy and comfortable stay at Amani Centre.