

MAD TANZANIA GUIDEBOOK

MUST READ

Important Information For Your Trip

It is imperative that you read this document carefully and understand your responsibilities when traveling to and in Tanzania. The orientation section will be reviewed upon arrival.



MAD Volunteer Reading with Shabani, a Student Being Helped by MAD

WELCOME FROM MAKE A DIFFERENCE!

Dear Rafiki (friend),

On behalf of Make A Difference, I would like to extend a very warm welcome to you as you embark upon what will undoubtedly be an amazing journey. Karibu (welcome)!

MAD was founded with a desire to help children in need for many years to come. Everything that you do as a volunteer while you are with us will aim at having a lasting effect on the children from reading with the children to working on income-generators like building libraries and tech centers, and job skill training. Our mission is to encourage and empower these children and remind them that they can achieve their dreams, despite their background of poverty and abandonment. We strive to give them the tools they need to develop into self-reliant individuals who no longer look to the western world for help.

We encourage each of you to "Like" our [Facebook Page](#) where we have photos of the children we help and the projects we are working on.

This document will help you to prepare for your journey with Make A Difference. There are a number of important issues, which you should be familiar with before traveling, and therefore, we encourage you to read this document thoroughly. However, please note that information in the guidebook is subject to change.

We greatly appreciate your desire to make a difference in the world and look forward to meeting you soon!

With gratitude,

[Theresa M. Grant](#)

Founder and Executive Director
Make A Difference
www.GoMADNow.org

CONTENTS

ABOUT MAKE A DIFFERENCE Section 1

MAD's History
MAD Today
MAD's Mission
MAD's Dream
Where Do The Children Come From
What is MAD's Long-Term Plan

PREPARING FOR YOUR TRIP TO TANZANIA Section 2

Registration and Deposit
Immunizations
Passport and Visa
Address
Flight Arrangements
Mandatory Insurance
Credit Cards
Embassy
Packing List
Pre-departure Checklist
Gifts
What to Expect Upon Arrival
A Day in the Life of a MAD Participant
The Weather
The Time Difference

ARRIVAL IN TANZANIA Section 3

About Tanzania
Tanzania Facts
About Moshi
Children and Young People
Getting to Know Your Way Around
ATMs and Banks
Currency
Tipping
Telephones & Country Codes
Internet Access

TRANSPORTATION Section 4

Airport
Public Transportation (Bus and Taxi)
Roads

HOME AWAY FROM HOME Section 5

Accommodations
MAD Drinking Policy
Strict 11 PM Rule
Food & Meals at the Guesthouse

Water
Bathing
Laundry
Storage of Personal Items
Bugs and Insects
Cultural Etiquette
Time
Children and Respect
Relationships
Dress Code
Smoking, Swearing, Drinking, Disco & Drugs
Tech Gadgets & Cameras
Ask BEFORE you DO
Be Green
Begging
Shopping
Additional Culture Notes for Tanzania
How to Avoid Culture Shock
Stages of Culture Shock and Adjustment
Suggestions on How to Make Your Adjustment as Smooth as Possible

HEALTH AND WELLNESS Section 6

Health Precautions
Malaria
Hospitals
Insurance
Diabetes
AIDS/HIV
Medicine
Personal Safety
Valuables
Food Safety
Exercise and Recreation

WHAT TO DO WHEN IN TANZANIA Section 7

Day Trips
Serengeti, Ngorongoro, Lake Manyara and Tarangire
Ngorongoro Crater
Mount Kilimanjaro
Other Things to Consider When Traveling in Tanzania

MAPS Section 8

Tanzania
Africa

IMPORTANT NUMBERS AND ADDRESSES Section 9

Staff
Medical
Travel Agent
MAD Office in USA

MAD AMBASSADOR Section 10

MORE WAYS TO MAKE A DIFFERENCE: LONG-TERM Section 11

Go on Vacation

Make Money

Throw a Party

Shop Online

Host a Barnes & Noble Fair

Help with MAD's Long-Term Plan by Sponsoring a Child

Frequently Asked Questions About Sponsorship

MAD CHILD PROTECTION POLICY Section 12

ACKNOWLEDGEMENTS & SIGNATURE Section 13

Privacy and Confidentiality

We Want to Support You

Thank YOU...

VOLUNTEER QUESTIONNAIRE Section 14

1. ABOUT MAKE A DIFFERENCE

The Development of MAD - *Timeline from 2005 to Present*

Make A Difference (MAD) was founded by Theresa Grant who left a marketing job in Silicon Valley, California to make a difference in the world by investing in education. She started helping up to 2,000 children in Zambia, Africa by sending them to government schools, but later found that many of the children were not acquiring the education they needed to get out of poverty. The conditions at the schools were insufficient for learning. Teachers were underpaid, failed to show up for class and didn't know enough English to help the children pass their exams.

While helping in Zambia, Grant was asked by local Tanzanians to come to Tanzania to support the formation of an orphanage. After much research, Grant discovered that the conditions at the government schools were very similar to that of Zambia. Thus, she committed to send the children to locally run private English schools. The difference in quality of education was clear. After one year of sending the children to private schools, Grant was able to see improvements.

Grant founded MAD as a local charity to help raise funds to send the children to high quality schools. Since its inception in 2009, MAD has developed a unique model of care, which is enabling vulnerable children to get the chance to not only rise out of poverty. Upending the status quo of accepting a large number of children, but only providing the basic necessities, MAD seeks to concentrate resources on a smaller number of children with quality care.

MAD Today

MAD has an office in downtown Moshi, Tanzania. The executive director is an American and the organization employs local people to make sure the children and volunteers are looked after.

MAD's Mission:

MAD supports quality educational opportunities for vulnerable youth. We do this by paying for school fees and the development of the children's schools.

MAD's Dream:

We envision a future where children rise out of poverty, become leaders, obtain careers and help future generations within their home countries.

Where Do the Students Come From?

Local tribal leaders and council members identified the most vulnerable children. They represent the entire Kilimanjaro region.

What is MAD's Long-Term Plan?

MAD intends to continue helping 22 children in Tanzania until they reach their desired goals of finishing school and getting careers. MAD will create the best schools in the Kilimanjaro area by continuing to invest in the future of students and their schools with libraries, tech centers, classrooms and playgrounds.

2. PREPARING FOR YOUR TRIP TO TANZANIA

Registration and Deposit

If you haven't already done so, please make sure you fill out our registration form online [Register Now](#) and pay your deposit.

Immunizations

For a list of the immunizations that you need in order to go to Tanzania please visit [MD Travel Health](#)

A minimum of two months before your departure you will need to get immunizations and also get anti-malaria pills. Consult your doctor and make sure s/he knows you're traveling to Tanzania (don't just say Africa) so they can prescribe the right immunizations and anti-malaria medicine. Malaria prevention medication should be taken according to your doctor's instructions before, during and after your trip. **Avoid LARIUM.** It has numerous side effects. Most people prefer Malarone. For *long-term* volunteers or interns, anti-malaria pills can be bad for your liver and shouldn't be taken for more than three months. They are also pricey long-term.

Passport and Visa

Make sure your passport is up to date for your visa. Tanzania requires your passport to be valid a minimum of six months past your return date. If you're staying with us less than a month, you will come in as a tourist. The cost is \$100 USD and can be purchased upon entry into Tanzania. If you're staying longer than a month, you will need a volunteer visa which costs \$550.

NOTE: Prices can change. Check requirements with your embassy or consulate.

Address

When applying for your visa you will need to put down your address in Tanzania as: *MAD P.O. Box 6663 Moshi, Tanzania, Africa Tel: +255 787550857*

➡ This is also our mailing address for receiving any mail during your stay.

Flight Arrangements

As an organizational policy, we don't make recommendations. However, many of our volunteers have liked using Emslies Global Travel for booking their flights, which has offices in the USA and Africa. Email [Shafiq Kanji](#) for information.

➡ For travelers flying KLM/Delta from the US, you can get airline miles for your trip as well as for MAD (must be done at the time of booking). On Delta please use our SkyBonus ID when booking tickets. Our SkyBonus ID is: US0035929.

Mandatory Travel Insurance

MAD wants to make sure your travel goes smoothly. We have made it compulsory for every participant to be insured while participating in our programs.

Credit Cards

Please remember to notify your credit card companies of the dates that you will be abroad so that they do not freeze your card while you are traveling. Credit cards are usually only accepted at ATMs. It is advisable to carry US Dollars for exchange and an ATM Card with you.

IMPORTANT: *Please note that NO US bills printed before 2006 are accepted in Tanzania. Also, \$100 and \$50 dollar bills get the best exchange rate, not the lower bills.*

Embassy

For USA travelers, register online with your embassy using the [Smart Traveler Enrollment Program](#) (STEP). If there is ever an emergency, this enables your embassy to find you and get you out of Africa safely.

Packing List

The Basics		
<input type="checkbox"/> Cargo bag/suitcase	<input type="checkbox"/> Passport and Visa	<input type="checkbox"/> Credit cards
<input type="checkbox"/> Shoulder bag/day pack	<input type="checkbox"/> Health insurance card	<input type="checkbox"/> ATM card and US dollars
<input type="checkbox"/> Luggage ID tags	<input type="checkbox"/> Emergency contact information	<input type="checkbox"/> Wallet and cash
<input type="checkbox"/> Airline tickets	<input type="checkbox"/> Important phone numbers	<input type="checkbox"/> Money belt

Personal		
<input type="checkbox"/> Soap and container	<input type="checkbox"/> Medicines and prescriptions	<input type="checkbox"/> Sunglasses
<input type="checkbox"/> Shampoo/conditioner	<input type="checkbox"/> Vitamins	<input type="checkbox"/> Lip balm and sun screen
<input type="checkbox"/> Toothbrush, toothpaste & floss	<input type="checkbox"/> Feminine hygiene products (Tampons for women)	<input type="checkbox"/> Extra glasses/contacts and prescription
<input type="checkbox"/> Comb and brush	<input type="checkbox"/> Pre-moistened towelettes	<input type="checkbox"/> Saline solution
<input type="checkbox"/> Deodorant	<input type="checkbox"/> Razor and blades	<input type="checkbox"/> Mosquito repellent with Deet
<input type="checkbox"/> Cotton swabs	<input type="checkbox"/> Shaving cream	<input type="checkbox"/> Ear plugs
<input type="checkbox"/> Tissue	<input type="checkbox"/> Lotion and/or aftershave (men)	<input type="checkbox"/> Small medicine kit

Clothing	<input type="checkbox"/> Swimsuit (for excursions)	For Men
<input type="checkbox"/> Rain gear or seasonal coat	For Women	<input type="checkbox"/> T-shirts
<input type="checkbox"/> Comfortable walking shoes	<input type="checkbox"/> Dress	<input type="checkbox"/> Nice shirt
<input type="checkbox"/> Dress shoes	<input type="checkbox"/> Long skirts, pants and shorts (no shorter than to the knee)	<input type="checkbox"/> Long shorts
<input type="checkbox"/> Sandals/Flip Flops	<input type="checkbox"/> Capris	<input type="checkbox"/> One pair of jeans
<input type="checkbox"/> Pajamas	<input type="checkbox"/> Sweater for nighttime	<input type="checkbox"/> Pair of slacks and a belt

Additional Items		
<input type="checkbox"/> MP3 player	<input type="checkbox"/> Blanket for traveling	<input type="checkbox"/> Camera and film
<input type="checkbox"/> Playing cards	<input type="checkbox"/> Healthy snacks	<input type="checkbox"/> Binoculars (for safari)
<input type="checkbox"/> Board games	<input type="checkbox"/> Reusable water bottle with filter	<input type="checkbox"/> Small flashlight
<input type="checkbox"/> Books and magazines	<input type="checkbox"/> Hand sanitizer	<input type="checkbox"/> Voltage and plug adapters
<input type="checkbox"/> Travel journal	<input type="checkbox"/> Insect spray	<input type="checkbox"/> Batteries
<input type="checkbox"/> Notebook and pen	<input type="checkbox"/> Small alarm clock	

Pre-departure Checklist Summary

- Pay the remaining balance one month prior to your arrival
- Renew your passport (if necessary) and apply for a visa
- Send a scanned copy of the passport and visa to us via email
- Make your flight arrangements
- See your doctor for immunizations and anti-malaria medication
- Purchase traveler's insurance and medical insurance
- Notify your ATM & credit card companies of your travel plans
- Get US bills 2006 or newer
- Register online with your embassy
- Make copies of passport, visa, medical insurance, credit card information and addresses for your friends/family to keep on file while you travel
- Pack luggage. If possible, try to pack one duffel bag for you (duffel bags aren't as heavy as rolling suitcases) and one duffel bag for our students.

Gifts

We are most appreciative of gift giving to the children. However, we never favor one child, and we try to include our house staff. We are a family and would like everyone to be treated equally. We shop for the children every four months.

While visiting us, if it looks like one of our children may need something please let us know before purchasing it on your own. We may have just purchased something and they lost it!

Items Needed for the Children:

- *Notebooks*
- *Stationary for writing letters*
- *Backpacks for school*
- *Boxers, underwear and pajamas*
- *Shoes for children 12 to 21 years old (sizes change often)*
- *Socks (red, brown or grey for school and white for physical education)*
- *Books (educational stories) for the children's school library*
- *Black shoe polish to polish their school shoes*
- *Deodorant and maxi pads for our older children*

MAD Office Needs:

- HP Ink cartridges (ask for model #)
- Laptops
- Label stickers
- Certificate paper
- Stationary and envelopes (regular and business envelopes)

We can order the above from Staples in the USA and send it to your house for you to take over.

What to Expect Upon Arrival

Our driver will meet you at the airport with a sign. If your flight is delayed more than two hours, please kindly call and/or email us using the contact info provided in this guidebook.

After you clear immigration and claim your baggage, we will transport you to the town of Moshi. It's a one-hour drive from the airport to the guesthouse and host families. Our founder/director often stays at the guesthouse.

The following day after your arrival (depending on when you arrive and how much time you need to get over jet lag and get situated), we will get you started on your program.

A Day in the Life of a Make A Difference Participant

8:30 - 9:30 am	<i>Breakfast available</i>
10 am	<i>Swahili (½ hour of instruction and ½ hour of review with a local teacher) 1 -2 times a week (depending on the length of your stay)</i>
	<i>Cooking class or time to make a trip to the market</i>
12:30 pm	<i>Lunch (time approximate)</i>
1 - 4 pm	<i>Projects can vary from construction and painting to playing games with the children, helping with English or conducting a workshop at the children's school</i>
7 pm	<i>Dinner at the house (time approximate)</i>
8 - 9:30 pm	<i>Time to journal, play games, read and relax</i>
10 pm	<i>Lights out (those who want to stay up may do so)</i>

➡ *For interns, most days will be at the office.*

Note: The schools in Tanzania operate on a trimester basis. Classes start in January and end in March. April is a school holiday. Often the months of August and December are off (secondary students have the month of June off). Our volunteers and interns who are in Tanzania during school holidays will spend more time with the children, as they aren't in school during the day. However, during the month of December the children spend time in their villages.

The Weather

June - August	Cool & Dry	Average Fahrenheit Temp 70s day/60s night
Sept - Nov	Hot & Dry	Average Fahrenheit Temp 80s day/60s night
Dec - March	Hot & Wet	Average Fahrenheit Temp 90s day/60s night
April - May	Hot & Wet	Average Fahrenheit Temp 80s day/60s night

The Time Difference

GMT/UTC + 3; EST + 8; PST + 11 (except during US daylight savings time)

3. ARRIVAL INTO TANZANIA

About Tanzania

Tanzania has natural attractions that have been extremely well preserved. The plains are occupied by roaming wildlife, incredible mountain peaks, beautiful rainforests and lakes as well as some of the most stunning beaches in the world.

Tanzania Facts

Size: *Twice the size of Sweden at 945,087 sq km*

Population: *36 million*

Capital: *Dodoma*

Languages: *Kiswahili, English and Kichagga*

Money: *Tanzanian Shilling*

About Moshi

Moshi is where you will be staying. It is one hour from the airport and minutes from Mt. Kilimanjaro. It is home to the Chagga tribe and the center of one of Tanzania's major coffee growing regions. Most people use the town as a starting point for climbing Mt. Kilimanjaro. In Moshi, you will have access to the post office, Internet and local stores.

Office

The MAD office is located in the center of Moshi, near the clock tower, on the 3rd floor of the Vodacom building.

Children and Young People

There are 22 children and young people that we currently assist: 7 girls and 15 boys. Our youngest child is 12 and our oldest is 21. Most are double orphans (lost both of their parents due to AIDS, malaria or tuberculosis). All are attending boarding schools throughout Tanzania. We also occasionally assist a baby orphanage in the community with food and clothing, but we don't go there daily.

Getting to Know Your Way Around

The first few days that you are with us, you will be guided around. After time, long-term volunteers will be immersed into more of the culture by riding the local bus and traveling to locations on their own.

ATMs and Banks

Upon arrival at the Kilimanjaro International Airport, you can go to the ATM and get Shillings out. All of your expenses will be paid for in advance, so your money will just be for gifts, snacks and drinks that you want. We only cover meals at the house, not meals outside the house. Carry an ATM card and cash. Very few places take traveler's checks. We recommend having US dollars with you to exchange for times when the ATM machines aren't working.

Currency

Tanzania's unit of currency is the Tanzanian shilling. The exchange rate is \$1 US = 1820 TZS. This exchange rate varies, depending on the day, just like any other exchange rates around the globe.

Tipping

We encourage you to tip our local staff if they have done a good job. Try tipping the same amount. \$10- \$20 per person per week to those working part-time and \$20-\$30 per week for those who helped you full-time. (Long-term volunteers don't have to tip by the week).

► Tipping is expected if you go on a tour. Check with your safari company for suggestions. Tipping at restaurants and in taxis is 10%.

Telephones

We have a cell phone at the guesthouse and for those living with host families.

Country Codes

The country code in Tanzania is 255 and the international code is 000

U.S. to Tanzania

011+255+Area Code+#

Tanzania to the U.S.

000+1+Area Code+#

U.K. to Tanzania

00+255+Area Code+#

Tanzania to the U.K.

000+44+Area Code+#

Australia to Tanzania

0011+255+Area Code+#

Tanzania to Australia

000+61+Area Code+#

For other country codes, go to <http://www.countrycodes.com/>

Internet Access

We have wireless Internet at the guesthouse. The cost to use it is \$10 US for 3 days or \$20 US for 7 days. You will be able to connect to the wireless Internet with your own device. Upon payment to a staff member, a password will be given to you. Remember, you will be in a developing country. Don't expect Internet access to be as fast as you may be accustomed to. Electrical outages are always a factor in access as well.

NOTE: *Please do not share this password with other guests. This enables us to cover our costs and put more money aside for the children we help. Thank you for your cooperation.*

4. TRANSPORTATION

Airport

You will need to fly into the Kilimanjaro International Airport (airport code JRO).

Public Transportation

Minibuses (called *dala dalas*) provide bus services. The buses are basic, and can be very crowded. However, it is a great way to experience the local culture and get to know locals.

► Taxis are not metered and fares should be agreed upon in advance. Volunteers have used the following English speaking taxi driver in the Moshi area:

Taxi Alfred: 0756861891

Taxi Alfred: 0754688957

Although it is less expensive, it is not advisable to take a motorcycle (called *boda boda*), as they aren't as safe. If you do choose to take a motorcycle, please make sure you wear a helmet.

When calling a taxi from the guesthouse, please advise the driver you're in the neighborhood of **Rau near Pamoja Tunaweza** and mention that you're at the house with the zebra gates.

Roads

Traffic drives on the LEFT.



The view from the MAD office, by the clock tower in Moshi

5. HOME AWAY FROM HOME

Accommodations:

The guesthouse is very much like a hostel; it can sleep up to 15 people at one time and there may be individuals or other groups at the house during your stay. If you have traveled with a friend or family member, we may have you share a room with them and possibly with other volunteers. We have bunk beds in most of the rooms and two queen size beds in private rooms. Each room has a Western toilet and shower in it. Your room will have a mosquito net, linens and a towel.

Many bathrooms throughout Tanzania do not have toilet seats. Traditionally, there is only a hole in the ground that you squat above, and water is used instead of toilet paper. It is advisable that you carry toilet paper, tissues, or wipes with you daily (which can be purchased in Moshi).

MAD Drinking Policy

We request that you limit the amount of alcohol you drink inside the guesthouse or around town. There are a few reasons for this: First, we run a children's organization and the children often come to the house; second, the Tanzanian society struggles with problems from alcohol abuse, how to deal with it, and where to set the limits; third, for those of you climbing Kilimanjaro, drinking before hiking hinders one's ability to make it up the mountain.

Keep in mind that most of the kids we help come from abusive situations. Please be respectful of their histories. You are a "mlezi" (guardian) and also a role model to the kids. We want them to grow up to be responsible adults who do not repeat errors made by relatives. Drinking alcohol is allowed but keep it to a minimum.

STRICT 11 PM Policy

For those staying at the guesthouse, there is a strict 11 pm policy in order to get an early start on work the next day. Failure to comply with this policy (unless there was an accident) will result in expulsion from the remainder of the program without a refund.

If a policy breaker is under the age of 18, his/her emergency contact will need to make arrangements for the individual's departure at their own expense. Items from the individual's room can be picked up at 7 am the next day. Transport to a hotel must be planned on your own.

Food

Moshi boasts an impressive local market where you can find fresh organic produce, beans, grains, fish and fresh cut meats. Many local dishes consist of simple foods like rice and beans or vegetables, and the national dish Ugali (similar to polenta and served with a relish) that is traditionally eaten with your hands. Fried chicken and chips (french fries), sandwiches, etc., are available in restaurants and hotels. Breakfast usually consists of bread, eggs, porridge and fruits. Tanzania-grown coffee and tea are common beverages. Dessert is generally not served.

Meals at the Guesthouse

Our cook will prepare three meals for you every day except on Sundays (unless you arrive on a Sunday). We encourage you to help out with the preparation of meals and clean up. Always take care of washing your own dishes after meals. Sunday is the cook's time off and the kitchen is yours to cook anything you desire.

If you are living with a host family, be prepared to eat what they eat. Please do not ask for western cooking. If you want items such as special juices or snacks, please buy them on your own and keep them in your room. They will go quickly when shared with the family. Remember to check the quality of the items purchased, e.g. the expiration date. It is possible to bargain at the market and at the shop before paying for an item; however, some items are fixed, such as sugar. When you buy items, ask for your change or you may not get it.

Eating is generally done with the right hand unless you are left-handed. Westerners and other foreign visitors will occasionally be given forks and knives.

It's customary to be asked to have more food as a gesture of hospitality. Just take what you need.

In many cases, people do not differentiate between a hotel, restaurant, tea/coffee room or cafe. They simply call them "hotels". Sometimes the menu is not provided to each individual, but it is written and posted somewhere on the wall for customers to see. Always pick out a backup item as only half of the items that are mentioned are normally available.

Water

At the guesthouse you will have access to water that has been boiled and then put through an additional filter. Plan on bringing spending money to purchase bottled water for times when you're outside of our guesthouse. When brushing your teeth, it is advisable to use the bottled/filtered water to rinse with instead of the tap water.

Bathing

Water is very precious. Minimize bathing in order to conserve water and electricity, unless you're doing manual labor. When living with a host family you will take bucket showers.

For hot water showers at the guesthouse, you will need to: 1. Turn the water pump on in the hall 2. Switch on the hot water in your room. When you're done, turn both of the switches off.

Laundry

A basket is in your room for clothes that need to be washed. There is a fee of \$5 per basket of clothing (to cover expenses) which can be paid directly to the host family or house manager for her work. You must wash your own underwear. Bring soap for items you wish to wash yourself.

When you are ready for sheets to be washed, put them outside of your door.

Storage of Personal Items

We don't have a safe. However, we do have closets that have locks and keys.

Bugs and Insects

Do not be surprised by the many different kinds of bugs and insects around the guesthouse and in town. Often, there are spiders, beetles, and cockroaches. All are harmless. Little geckos run around too. They eat all the bugs.

Cultural Etiquette

People take greetings seriously, maintaining good relationships among people. Greetings always start with a handshake or a hug on the right and then to the left with: "Karibu" or "Welcome!" and "Jambo" or "Hello." It's customary in Tanzanian culture to exchange greetings before engaging in conversations or in any other activities. Hand shaking is also used a lot.

Respect is given to elders in Tanzania. It's good to greet them with "Shikamoo" or "I respect you" each time you see them and not just with a casual "Jambo" or "Hello." Normally older people or those considered to be of higher status are greeted first. In most cases, younger people would accompany the greetings with e.g. *Shikamoo mwalimu [teacher], mzee [old person], babu [grandfather], kaka [brother], dada [sister], etc.*

Time

"Pole pole" is a saying you will hear a lot in Tanzania. It means "Slowly, slowly" and "Hakuna haraka," which means "There's no hurry in Africa!" Many people have no watches, so it is difficult to be on time. Indicators used for telling time are things like sunrise, sunset, cock crows, when the cows come home, or when the hens/chickens go in. This can be frustrating, but try to be patient. **When something is going to happen at a certain time, it normally means around that time. Bring a book with you everywhere to read while you wait.**

There is a difference of six hours between the Kiswahili time and the English time. In English the morning starts at 12:00 am while in Kiswahili it starts at 6:00 am, hence a difference of six hours. In other words, the day is considered to be sunrise to sunset. The night starts from sunset to sunrise. Usually Tanzanians write the dates as dd/mm/yyyy (day/month/year).

Children and Respect

Children love to help. It is a sign of love. Let them assist you. Having them assist you shows that you trust them. It's endearing. This goes for cleaning up and carrying items.

Relationships

Be aware that your dealings with the opposite sex might be interpreted differently here than at home, and friendliness may be misinterpreted as an invitation for intimacy. Many locals dream of getting married to a "Mzungu" or a "Westerner" to travel outside their home country. What may seem like love to you may be more

of an opportunity for advancement to them. Be cautious in getting into relationships. There is no need to respond to everyone who approaches you.

Please note that public affection is considered rude, and makes many people feel uncomfortable. Keep hand holding, kissing and hugging private. We welcome same sex relationships within our organization, but please take extra care with showing affection in public, as homosexuality is officially illegal in Tanzania including Zanzibar, incurring penalties of up to 14 years imprisonment.

Dress Code

As a representative of Make A Difference, you are expected to present a positive image of the organization. Avoid wearing anything skimpy or offensive. No skin should show above the knees. No short shorts. Avoid spaghetti straps when going to remote villages.

Be prepared for the fact that as a Mzungu (foreigner), you will attract a lot of attention. It can be frustrating when locals assume you are a tourist and try to convince you to book a safari or visit their curio shop, etc., but replying in Swahili, "Hapana" or "No" and looking away can be an effective way of dealing with it. Engaging in more conversation with these people encourages them to try to continue to approach you with what they are selling.

Smoking, Swearing, Drinking, Discos and Drug Use

Please do not smoke, swear, or drink at any time around the children/young people we help. If you feel you need to smoke, please do so away from where they can see you.

Try to think before you speak. We do not want the children to pick up swear words or bad habits. Remember that you are a representative of MAD, so try to be as professional as possible. Be aware of those around you. When you are playing music, be mindful of the wording.

Please don't go to the discos while you are working with MAD. We do not want to have to wonder when you will be coming home and if you are okay. We already have the children to worry about. Drugs are against the law. Stay away from them. You don't want to end up in a Tanzanian jail. They are awful and MAD will not be responsible for your actions.

Tech Gadgets and Cameras

The kids are extremely creative and make many of their toys such as soccer balls, play phones and cars. We discourage giving out toys that require batteries. We do not want to stifle natural creativity, nor have to replace batteries, as they are expensive here. We want the kids to learn about the latest technology, but prefer to teach them in a structured classroom environment. We would rather you work on relationship building with the kids through conversations and sports instead of cameras, iPods, iPads and phones.

Wait until you know the kids before taking their pictures. Also, avoid taking pictures of government buildings and government officials. It's often illegal. Always ask for permission. Some may try to negotiate money for their pictures.

Unless it is a "National Geographic" moment, don't encourage them to ask for money. It just causes more stress for the next traveler, and not everyone has money to give out. Also, some tribes believe that when their photo is taken, it takes away their soul. We don't want to take any one's souls away Thank you.

Ask BEFORE you DO:

There are many reasons why things aren't done the "Western" way. Many people come to Africa with ideas about how to make a difference. They come from a culture of "To Do" lists and are very results-oriented. We ask that you switch gears. Slow down. Listen and learn from the locals before you do anything. Your first few days in Africa should be about observing and learning.

When you want to create a project, make sure it is one that will help long-term and one that is truly needed. Ask yourself, "*Is this about me or them?*" With all good intentions, many times the tasks we want to do can be about ourselves, and not those we are trying to help.

Be Green

We cannot make a difference if we're wasteful and not thinking about the environment. Showers should only be taken daily if you're doing manual labor. Fans should not be used unless it is hot outside. Never leave your fan or lights on in your room when you aren't in it.

Begging

Don't give people on the street money. It encourages them to stay on the street and beg more. Also, many of the handouts that they get end up going to their gang leaders.

Shopping

Help the children help themselves. Consider buying a responsible tourism gift such as the children's jewelry sold at the MAD guesthouse store. Credit cards are accepted. Proceeds are used for the needs of the students.

Additional Cultural Notes for Tanzania

- Generally for Africans, the term "*family*" means the extended one, including other relatives. Close family friends are treated and referred to as relatives. You may hear someone refer to another as Dada (sister) and Kaka (brother). However, they may not be related by blood.

- Expressing sympathy for the sick is very important. Locals try their best to visit sick friends, relatives, workmates, neighbors, etc. to give needed support and wish them better health. It is usually appreciated if you give money or food to sick friends.

- At a funeral, women wear "*khangas*" (a African wrap) and cover their heads. Phrases like "*pole sana*" ("*I am very sorry*") are used. Mourners contribute money, food or household items for chores. Neighbors and friends pass the night with the family until the burial day. Some tribes or families cut their hair for mourning. Women and children often wail to mourn.

- Contributions are given for weddings. Send-off parties are very common in urban areas. Kitchen parties are also conducted where the bride is taught about marital affairs and given kitchen/household gifts.
- Corporal punishment (hitting) is still being used frequently in school.
- Many Tanzanians farm to generate extra income. Cultural activities and ceremonies depend on the seasons. Often teachers leave school to finish farming while children wait for them.

How to Avoid Culture Shock

Having an understanding of the cycle of adjustments ahead should help minimize much of the difficulty getting used to life in Africa. While at times it may be an unpleasant experience to go through, adapting to a new culture provides opportunities for personal growth and development.

The Stages of Culture Shock and Adjustment

1. "*Honeymoon stage*" – When you first arrive, the differences you observe are new and exciting. You are optimistic.
2. "*Hostility stage*" – As some time passes, the differences that were once interesting have now become obstacles for you to get things done or communicate effectively.
3. "*Recovery and Adjustment stage*" – Gradually, you begin to feel more comfortable in the new culture. Your confidence builds as you start to adjust and expand your social network.
4. "*Reverse Culture Shock*" – Difficulties can occur during re-entry to your home culture.

Suggestions on How to Make Your Adjustment as Smooth as Possible:

Know that unpleasant feelings are temporary. Take good care of yourself by eating well, exercising, and maintaining a sense of humor. While you're having a difficult time, talk to someone.

6. HEALTH AND WELLNESS

Health Precautions

Two common health problems people experience are colds and dehydration. Wash your hands regularly and drink water. Stick to boiled water, and avoid water fountains and ice cubes.

Malaria

Although Malaria is present in Africa, if proper precautions are observed, the risks of contracting it are minimal. You should plan on taking the following precautions:

- *Apply insect repellent to exposed skin (20%-35% DEET). Use your spray at night when the mosquitoes come out. Try to spray your clothes not your skin and do so outside.*
- *Wear long-sleeved clothing and long pants if you're outdoors at night.*
- *Avoid swimming in stagnant water.*
- *Use the mosquito nets we provide you with in the evening.*
- *Make sure the net is sealed around your entire bed at night.*
- *Take your malaria pills and keep taking them until the course is complete.*

Symptoms of malaria include chills, fevers, headache, nausea and vomiting. Make sure to alert us as soon as you feel ill.

Hospitals

Our guesthouse is minutes from medical care and air transport.

Insurance

Be adequately insured both with medical and traveler's insurance.

Diabetes

We have the following suggestions for travelers with diabetes:

1. *Do not assume you can get what you need at your destination. Take what you need.*
2. *Research time zones. Changes may require you to adjust when you take insulin.*
3. *Have your doctor provide you with a note allowing you to carry all diabetes supplies.*
4. *Check on your international health care coverage.*
5. *Keep insulin and snacks on you at all times.*
6. *Attempt to eat and sleep as regularly as possible.*
7. *Wear your Medic Alert Bracelet or have your health info handy everyday.*

AIDS/HIV

Because AIDS is primarily a lifestyle disease, there are few ways of contracting it. If you have any intimate contact, use condoms to reduce the risk of HIV infection and other diseases. HIV infection can also occur by transfer of blood.

Many people with HIV/AIDS hide that they are infected. They are not open because they might be discriminated by society because of lack of knowledge on HIV/AIDS facts.

Some houses provide short time services referred to as "chumba cha chapuchapu" for sex. Prostitutes make more money from their client if they don't make the man use a condom, as it feels better to him. Many truck drivers go to these houses during the drives and spread the HIV virus. Another common way the virus is spread is by the abuse of the local banana beer. Due to the low price of banana beer, high unemployment rate, and having too much time on their hands, people often drink too much and later sleep around within their villages spreading the virus.

Law prohibits pregnancy in primary and secondary schools. Anyone who is pregnant or causes pregnancy to a student is subject to punishment. If the culprits are students, both the girl and the boy are expelled from school. However, because of cultural pressure, social-economic reasons, and the difficulty to have proof of evidence for the male having caused the pregnancy, this law mainly affects female students. Pre-marital pregnancy is taken as a disgrace to parents.

Abortion is illegal in Tanzania, even though people are practicing it secretly.

Medicine

Have all your required immunizations.

Personal Safety

There is severe poverty in Tanzania, as a foreigner, you attract people who want to sell you items off the street as well as street children and beggars.. Be sure to take some precautions such as:

- *Only carry a copy of your passport and little cash when going about your duties.*
- *Do not wear expensive jewelry.*
- *Do not carry a lot of camera equipment.*
- *Always avoid alleys/back streets.*
- *Using tech gadgets in the streets may attract undue attention.*
- *Be aware of your surroundings at all times when walking, using public transport etc.*

Our security guard will not allow anyone onto the property he doesn't know (unless announced prior).

When going out at night, make sure someone is with you and that we know the location of where you are going. Don't give your home address or the guesthouse address to strangers.

If someone tells you he is an authority figure (policeman, council member etc) and has the authority to take you somewhere, politely ask for ID before following a request.

Don't get into a taxi at night alone or if there is another passenger in the car whom you don't know, unless you know the taxi driver well. Also, always make sure the driver of the taxi isn't intoxicated.

Valuables

Don't leave valuables in the car, visible in your room or with others you don't know. Practice "out of sight out of mind." Try not to create temptation. Don't always rely on our driver to lock everything up. Make sure you shut all windows and lock all doors before leaving the vehicle.

Food Safety

Avoid vegetables that haven't been cooked and fruit that hasn't been peeled outside of the guesthouse and recommended restaurants.

Exercise and Recreation

Getting regular exercise is important for both your physical and mental health. Try to get in a walk everyday. Ask for exercise to be put into your schedule.

7. WHAT TO DO WHEN IN TANZANIA

Day Trips:

During your stay with us there will be many opportunities to go on day trips such as:

Coffee plantation tour

Day hike up Kilimanjaro

► Tell us your interest and we can organize the trip with guides.

Serengeti, Ngorongoro, Lake Manyara and Tarangire

38% of Tanzania is allocated as a national park or reserve. The most popular of these are the Serengeti, Ngorongoro, Lake Manyara and Tarangire, all of which are accessible from the town of Arusha. Serengeti translates from the Maasai language as 'endless plains'.

Ngorongoro Crater

Ngorongoro Crater is a volcanic caldera - the collapsed upper cone of an ancient volcano. The views from the misty highlands of the rim are spectacular, as three million years ago, the Ngorongoro volcano imploded, and today this vast caldera is home to 30,000 animals. With the pre-history of Olduvai Gorge, you won't want to miss it.

Mt. Kilimanjaro

At 5,892m (19,330 ft), Mt. Kilimanjaro ('Mountain of Light') is the highest peak in Africa and is an almost perfectly shaped volcano that rises from the plains. If you plan to summit Kili, you must also have a guide and a porter. Trips normally take 5 - 7 days and cost around \$2,000 - \$3,000 per person. The price is lowered if there are more people.

Other Things to Consider When Traveling in Tanzania

► *People use landmarks like trees instead of maps. Ask more than one person for directions.*

► *Many people around the bus station hassle passengers to carry their luggage for money.*

► *Usually younger people offer seats to older people, expectant women etc. It is also appropriate to offer your lap to a child who is standing if you feel comfortable. The parents will be grateful.*

► *Be aware, Tanzanians like to share food when traveling, but some people have taken this opportunity to drug passengers to steal their properties*

8. MAPS

Tanzania



Africa



9. IMPORTANT NUMBERS & ADDRESSES

STAFF

MAD Office: 0787550857

Guest House Security: Daudi: 0719328014

House Manager, Pina: 0782500051

MEDICAL

Doctor, Dr. Lyimo: 0754467271, **OBGYN, Dr. Amal:** 272545703 **Eye Doctor:**
0756777046

TRAVEL AGENT

Emslies Travel, Shafiq: 0784450120

MAD OFFICE IN USA

Board of Directors: 208-309-2100

10. MAKE A DIFFERENCE AMBASSADOR

Once you return home from your journey we would like to invite you to become a Make A Difference Ambassador. Upon returning to their home country, a Make A Difference Ambassador is willing to share with friends, families, colleagues, schools, organizations, etc. about their experience in Africa and about the children they helped.

➤ Videos are available for presentations about MAD as well as jewelry you can sell for the kids.

11. MORE WAYS TO MAKE A DIFFERENCE: LONG TERM

Go on Vacation

Go on one of the featured charity trips on our Website or send a friend on one to make a difference. The volunteer part of your trip as well as your airline ticket may be tax deductible.

Make Money

If you refer someone else to us for a MAD event, we will give you a credit towards your next program. Please inform us who the referral is and that you're interested in receiving a credit.

Throw a Party

Hold a "Birthday Party" and ask people to write cards and make donations to each of the children we help. Their profiles are on our Website. Some of the children don't know when they were born, but you can choose a day to celebrate their lives (it could even be on your birthday). Your guests will feel good about themselves and the kids will know that you care.

Host a Barnes & Noble Book Fair

Host a custom book fair online or on location through Barnes & Noble and they will donate a percentage of the sales to MAD. Learn more: www.BN.com/bookfairs.

Shop

Shop at your favorite stores like Gap and Amazon and a % of your purchase will go to MAD. Go to: www.goodsearch.com/nonprofit/make-a-difference.aspx and smile.amazon.com.

Help with MAD's Long-Term Plan by Sponsoring a Child

Sponsorship is a special kind of giving that creates a relationship between the giver and the child/children that you are helping. Your sponsored child/children will write you throughout the year and you can write them back. We also offer regular Skype calls with the children.

Frequently Asked Questions About Sponsorship

Q. Does sponsorship allow me to be matched with an actual child?

A. *As a Sponsor you have the opportunity to choose a child (by gender/age) and to communicate with him/her if desired. This allows you, as a sponsor, to connect and to establish a friendship that will carry a special meaning for both of you.*

Q. How much does sponsorship cost?

A. *For just over a dollar a day you can help partially sponsor a child's education at a top rated school. A full sponsorship will cost \$2,000 annually.*

Q. How will my sponsorship contribution be spent?

A. *MAD strives to create lasting change for your sponsored child by making sure their school fees are paid and they have uniforms, backpacks and food.*

MAD has learned that one of the most effective ways of helping children is to combine your sponsorship gifts with those of other sponsors and donors - rather than giving them directly to your sponsored child. This system ensures that children who may not have a sponsor of their own, will still benefit.

Q. Why should I sponsor a child through MAD?

A. *When you sponsor one of our children you're sponsoring both the child and their school.*

Q. Are my contributions tax deductible?

A. *Yes. Please contact your tax advisor with any questions.*

Q. How long will my sponsorship last?

A. *Sponsorship is a voluntary, ongoing contribution. We hope that our relationship is long-term. Many of our sponsors have been with us for years.*

Q. Can I donate on behalf of someone else?

A. *Yes, by going through JustGive.org and clicking on Make A Difference.*

Q. May I send a gift to my sponsored child/children?

A. *You may send a gift, but we ask that it be under \$50 and one or more of the following: socks, underwear, black school shoes, shoe polish, soap, petroleum jelly, lotion, comb, paper, pens, markers. We ask so all of the kids get the same gifts and avoid spoiling just one.*

➡ For special days (e.g. birthdays) we would like for you to consider donating \$50 so that we can buy cookies and milk for everyone. The children also love pictures. Please send pictures of you and your family so they can learn more about you.

(The MAD address is: MAD, P.O. Box 6663, Moshi, Tanzania, Africa)

Q. Who can I contact if I have questions about my sponsorship?

A. *You may email us at info@MakeADifferenceNOW.org*

2. MAKE A DIFFERENCE CHILD PROTECTION POLICY

Make A Difference (MAD) is committed to the protection of all children from all forms of harm. In particular, the safety and well-being of the children coming into contact with MAD's programs is a paramount concern. The reputation of MAD and MAD's volunteer, intern, and staff efforts in overseas countries is also important.

MAD supports the rights and welfare of all our staff, interns, volunteers, and program participants. MAD encourages their active involvement in ensuring safe and respectful environments during any MAD program. MAD's Child Protection Policy has four guiding principles:

- *Zero tolerance of child abuse: Child abuse is not tolerated by Make A Difference, nor is possession of or access to child pornography.*
- *Recognition of children's interests: MAD is committed to upholding the rights of children and recognizes that some children, such as children with disabilities and children living in areas impacted by disasters (natural or conflict based), are particularly vulnerable*
- *Sharing responsibility for child protection: To effectively manage risks to children, MAD requires the active support and cooperation of its staff, interns, volunteers, and program participants. MAD's staff, interns, volunteers, and program participants must comply with this policy and will be held accountable for complying with it.*
- *Use of a risk management approach: Careful management can reduce the incidence of child abuse associated with aid activities. This policy introduces strategies for minimizing a range of recognized risks to children.*

This policy provides guidance to staff, interns, volunteers and program participants on the acceptable behaviors and appropriate boundaries when coming into contact with children.

Although MAD's staff, interns, volunteers, and program participants are not required to work directly with children, it is inevitable that they will be in contact with children while engaged in MAD's programs and projects. This policy is applicable to all situations when such contact is made.

MAD will review this policy every three years or earlier, if warranted.

MAD will remove any staff member, intern, volunteer, or program participant from any aspect of MAD's operations when it considers that person poses an unacceptable risk to children's safety.

Definition of a child: A child is regarded to be any person 18 years and under, regardless of the age of consent locally.

MAD's staff, interns, volunteers, and program participants will:

- Treat every child with dignity and respect regardless of differences of ethnicity, religion, age, ability, gender, sexual orientation, race, color, language, political or

other opinion, national or social origin, property, disability, birth status, and economic circumstances.

- Conduct themselves in a manner consistent with their position as a positive role model to children and as a representative of Make A Difference.
- Immediately raise and report any concerns for the safety or well-being of a child with the director of MAD in accordance with the MAD In-Country Code of Conduct.
- Be visible when working with children. Avoid being alone with children and, wherever possible, ensure that other adults are present when working in the proximity of children.
- Comply with all relevant American and local legislation, including labor laws in relation to child labor and photography or filming involving children.
- Volunteers should be mindful of the following if they are photographing or filming a child. Assess and endeavor to comply with local traditions or restrictions for reproducing personal images. If in doubt, queries are to be directed to the program team leader in the first instance or director. Wherever possible, obtain consent from the child and MAD. The intended use of the photograph or film should be explained to the child and MAD. Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Ensure images are honest representations of the context and the facts. Ensure photograph or film labels do not reveal private information about a child when sending images electronically unless it is to a sponsor.

MAD staff, interns, volunteers, and program participants will not:

- Engage in any behavior that is intended to shame, humiliate, belittle or degrade children.
- Use language, make suggestions, offer advice or engage in any behavior that is inappropriate, offensive, harassing, sexually provocative, demeaning, culturally inappropriate or abusive.
- Do things of a personal nature that a child can do for him/herself, such as assistance with the toilet or changing clothes.
- Take children to their own accommodation unless they are at risk of injury or danger.
- Sleep in the same room or bed as a child unless absolutely necessary, in which case staff's permission must be obtained, and another adult must be present wherever possible.
- Physically punish or discipline any child.
- Engage any child or children in any form of sexual activity or acts, including paying for sexual activity or acts, where under the law(s) applicable to the child.

- Act in ways that may be abusive or place a child at risk of abuse.
- Behave physically in a manner that is inappropriate or sexually provocative towards a child.
- Condone, or participate in, behavior towards children which is illegal, unsafe or abusive.
- Act in a way that shows unfair differential treatment or favoring particular children.
- Record or publish any child's name or any address details with photographs without consulting the child and Make A Difference.
- Hold, kiss, or touch a child in an inappropriate, unnecessary or culturally insensitive way. Touching should only be in response to the need of the child; be only with the child's permission (except in an emergency situation); avoid the breasts, buttocks and groin; and be non-secretive.
- Use any computers, mobile phones, or video and digital cameras inappropriately, or access child pornography through any medium.
- Hire children for domestic or other labor which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.

Policy dated: May 2014

13. ACKNOWLEDGEMENTS & SIGNATURE

Privacy and Confidentiality

All documents that we give you belong to Make A Difference and should not be duplicated. Additionally, any information about the children we help isn't to be shared, unless it is for sponsorship. If we inform you about a person's illness, please respect his/her privacy.

We Want to Support You

We are most grateful for your help and want to support you. At the end of your volunteer/intern service, we can provide you with a reference for prospective employees. You will also be considered an alumni, and be eligible for discounts towards future MAD programs.

Thank YOU ...

Thank you again for investing your valuable time, energy and talent by helping children in need. Through proper love, care and education, these children have the potential to be our future leaders. What better investment could you make?

Please sign and date the following section stating that you have read and understand MAD's guidelines and child protection policy rules and will spend your time with MAD abiding by these terms.

Participant Name: _____

Participant Signature: _____

Date: _____

14. VOLUNTEER QUESTIONNAIRE

Your Opinion is Important to us

Thank you for volunteering with Make A Difference! We hope you enjoyed your experience. In order to make sure we do the best job possible in the future, please complete the questionnaire below.

1. *What did you like most about your volunteer experience?*
2. *What did you learn from your experience?*
3. *Was there anything about your volunteer experience that you would have changed?*
4. *Would you recommend volunteering with MAD to others who are interested? Why or why not?*
5. *Did you find our staff helpful? If yes, how?*
6. *On a scale of 1-5 of helpfulness (1 being the least helpful, 5 being the most helpful), please provide a score for the following:*
 - a. *Director*
 - b. *Office staff*
 - c. *Driver*
 - d. *Housekeeper/Cook*
 - e. *House Security*
7. *On a scale of 1-10 (1 being the worst and 10 being the best), how much of an impact has this experience had on your life?*
8. *Would you be interested in returning to volunteer again or participate in a MAD event?*
9. *Do you have any additional comments/ideas/thoughts?*

Please note that information from this questionnaire may be used for publicity purposes for MAD