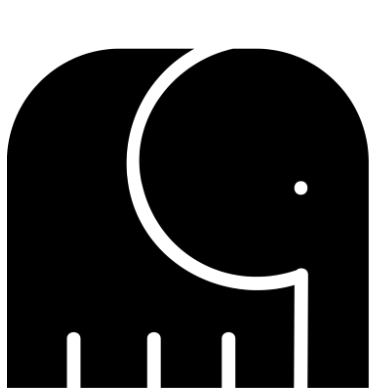


# Tumaini Children's Foundation

## Volunteer Manual



TUMAINI  
CHILDREN'S  
FOUNDATION  
Tumaini Means Hope

<https://tumainimeanshope.org/>

Updated: October 2024

## **A Message from Mama Leslie**

*Karibu Tumaini* – Welcome to Tumaini

Thank you for choosing to join us at Tumaini. Your project awaits! We truly hope you enjoy your time with us and you find your experience both fun and rewarding. Flexibility is an important characteristic to adopt when coming from your home nation to live with us in Tanzania and we ask that you appreciate the ever-changing nature of a children's home and the plethora of "surprises" which befall us every day.

This manual has been written especially for you, the Tumaini volunteer, for your use before and during your stay. It provides an overview of what you need to do to prepare for your time here at Tumaini, the expectations we have of our volunteers, living arrangements, and the things you can see and do close by. We have endeavored to include all relevant information to ensure you have the most worthwhile experience possible at Tumaini. Please take some time to have a read. If you find we've missed something helpful, please let us know so we can add it to assist future volunteers. Some sections may not be relevant until after you arrive, and they may not even make sense until you experience Tanzania first hand!

Please try not to feel overwhelmed! Just remember, that I am, at the farthest, just a text message away. Respecting the time difference between Tanzania and Canada, (seven hours unless we are in daylight savings time and then an eight-hour difference) it is very important that you not feel alone once you are in Tanzania. My contact information is as follows:

Tanzanian cell – +255 062 205 6666; Canadian cell – +1 519 754 6589 and my email is [leslie@tumainimeanshope.org](mailto:leslie@tumainimeanshope.org)

Remember that we cannot fix something we do not know is broken, so keep your lines of communication open, your attitude flexible and your heart with you and you will have the time of your life. Karibu (Welcome)!

## **A message from Oddo Ndonde**

Truly and from our hearts, we are happy to welcome you to Tumaini. We are very happy to have you here to help love and give life to these children. From my experience, volunteers have been very important people to Tumaini and have done a lot of great work, so please join us.

The children at Tumaini are ready and willing to receive your love, help and guidance especially in improving their reading, writing and performance at school. It is also important for our children to learn respect, manners and appropriate behavior, so we hope you will live as teachers and role models for our children.

We will endeavor to assist you in every way you need to ensure you have a pleasant and productive stay here at Tumaini and during your time in Tanzania. Karibu!

My cell number is – +255 754 829 582. My email is: [oddo@tumainimeanshope.org](mailto:oddo@tumainimeanshope.org)

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## **1 History of Tumaini**

Tumaini Children's Foundation is a not-for-profit, charitable organization dedicated to the care, support and education of orphaned and needy children in and around Usa River, Arusha, Tanzania. **TU**maini **CH**ildren's **FO**undation, or TUCHIFO (acronyms are VERY popular in Tanzania) is a registered non-governmental organization (NGO) in Tanzania and a registered charity in Canada. TUCHIFO has no religious affiliation. The level of need dictates the level of assistance TUCHIFO provides.

Tumaini was established in 2009 after the late Mama Dee traveled to Tanzania, met Oddo and the two of them, sharing a common vision, partnered and began providing relief to orphaned and vulnerable children. Tumaini grew rapidly in that first year. Mama Dee and Oddo made home visits, mostly in the village of Usa River (five of our children come from Songea in southern Tanzania and some from Arusha town), assessed need and began providing emergency medical care, food and immediate needs until Tumaini house opened in February 2010. Our initial 24 children were invited to join us at Tumaini house. Some of our children are orphans, whilst others may have families who are unable to provide care because of their own circumstances. Several of our children are handicapped and require special assistance and many of our children were sick but once under the care of Tumaini began to improve almost immediately. Additionally, Tumaini began providing outreach assistance to children and bibis (grandmothers) in and around the village of Usa River and this support continues to this day.

## 2 Founders



**Cherie Szucs - Mama Dee**

Cherie was born in Toronto, Canada, grew up in Mississauga and Burlington and when in Canada she lived in Simcoe, Ontario. She attended Mohawk College (accounting) and McMaster University (Women's Studies/Religious Studies) and was a former real estate broker and ginseng farmer. Her volunteer work included the Burlington Junior Chamber of Commerce; Girl Guides of Canada; Big Brothers/Big Sisters and several committees within her church.

The despair in Africa haunted Cherie for years, and her research led her to Tanzania which at the time was the poorest nation in the world not at war. She made her initial visit in 2009 and met Oddo Ndonde, who would become her partner and who introduced her to the realities of a desperately poor village called Usa River. Her work began with home visits, assessing need and providing food and emergency medical care.

Upon her return to Canada, she began writing about the children she had met, speaking at schools, churches, organizations and began collecting donations which she and her husband then shipped to Tanzania. Her application for charitable status was granted in early 2010 and Tumaini Children's Foundation was born.

Mama Dee spent about half of her year in Tanzania. She was married to a very supportive "Baba Dee" (Steve) since 1992 and had two adult stepchildren, Amanda and Stephen & adopted son Kelvin. Mama Dee passed away on April 8, 2022, leaving a legacy of love and devotion to her Tumaini team to carry on into the future.

Why was she called Mama Dee? It is customary in Tanzania not to use the given name of an adult but to identify a person with their eldest son regardless of whether a daughter is in fact the eldest. For example, Mama would have been called Mama Stephen after her only stepson. With strong feminist philosophies, this moniker was not an option for Mama, so a childhood family nickname (her elder brother could not say Cherie when she was born) *DeeDee* was abbreviated, chosen, and has stuck.



**Oddo Ndonge**

Mr Oddo Joseph Ndonge was born in the village of Songea in southern Tanzania, in 1964. The eldest of seven children he trained in the seminary and studied to become a Roman Catholic priest. He is married and has four healthy children, Elizabeth, Joseph (Chi), Ruthie and Reuben.

Oddo is well-qualified to assist children in need and has attended several training programs and courses over the years including: Public and International Relations; African Traditional Studies; Conflict Resolutions; Children's Rights; Clinical Pastoral Education (Counseling); Counseling for Traumatized Children; Project Planning and Management; Financial Management for Development Organizations; Gender and Good Governance and Civics Participation in Local Governance.

Since 1997, Oddo has dedicated himself to working with vulnerable and orphaned children in different organizations before founding **Tumaini Children's Foundation (TUCHIFO)** with Mama Dee. He has held the positions of Central Manager, Project Manager, Counselor and Assistant Director and has been a member of the Executive Committee of the National Networking of Organizations working with Children in Tanzania (NNOC) and participated in forming the Forum for Child Concerned NGOs in Arusha (FOCNA).

Joining Mr Oddo on a walk through the streets of Arusha is all the validation he requires as most adults and the many street children of 'town' refer to him as 'Teacher'.

## **Our Vision for Tumaini Children’s Foundation**

Tumaini means hope in Swahili and providing that hope, for the first time in many cases, to our children, is our vision. *‘With hope, all things are possible’*.

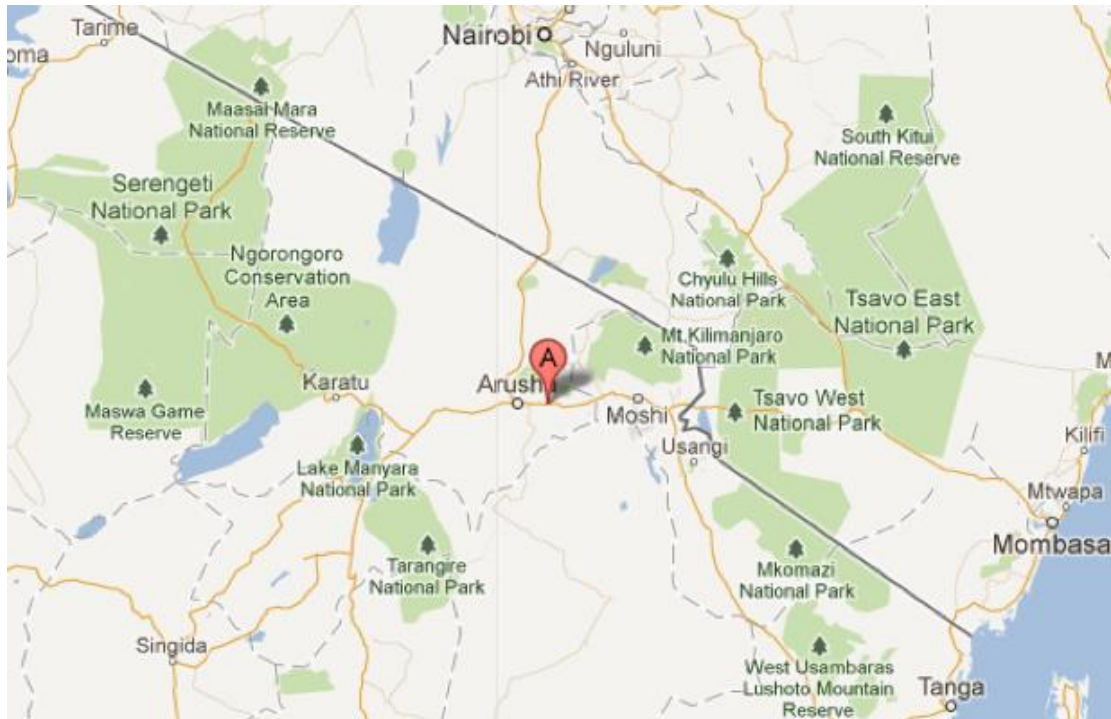
Our charity’s constitution states that we will ‘relieve poverty, benefit the community and advance education by operating a home for poor, orphaned and needy children, and by providing food, clothing, medical aid and subsidized housing to the neediest citizens of Usa River, Tanzania’. With your help and the support of loving sponsors we are able to support the vision for Tumaini Children’s Foundation:

1. To provide a safe, stable, nurturing environment for our children where they will learn kindness and respect for themselves and for others through the examples we set before them. A home where they will become confident enough to mourn their losses, dream of their futures and learn that each of us has a choice, a voice, and a responsibility about tomorrow.
2. To respect and encourage the familial connections and religious affiliations of our children and work to ensure their spiritual development.
3. To provide the most nutritious menu we can afford and to maintain a cultural respect for the native foods of Tanzania. To continue providing emergency food aid to our outreach groups.
4. To ensure that the stigmas associated with HIV, disabilities and being an orphan wane so that our children stop carrying these burdens and that the ideology of victimhood, so prevalent in the poor, be eradicated to allow our children an opportunity to look forward with optimism and hope.
5. To provide quality, and proactive, not simply reactive medical care, to our children and staff and to continue to provide emergency medical care to our outreach groups.
6. To work to facilitate the highest academic pursuits of our children, within financial prudence.
7. To ensure that our children are aware they have rights and to teach them exactly what those rights are.
8. To educate and protect our children from corruption.
9. To foster a “pay-it-forward” philosophy in our children so they will want to give back to Tumaini what they have received.

## **3 Introduction to Tumaini**

Tumaini is situated in Usa River, located between the towns of Arusha and Moshi. Moshi is the town frequented by travelers climbing Mt Kilimanjaro. Serengeti National Park, Ngorongoro Conservation Area, Lake Manyara National Park, Arusha National Park and Tarangire National Park are all popular safari parks which are relatively close by.





Tumaini consists of Tumaini House where the children eat, sleep and play. The office is on the grounds. The Tumaini Volunteer Home and vegetable garden are located 100 meters away.



Tumaini House

## 4 Volunteering, Schedule and Booking

### Becoming a Volunteer

Anyone who is applying to become a volunteer is required to complete the Volunteer Application Form and forward it to Mama Leslie. Upon receipt of the application, Mama Leslie and/or Mama Sharon will reach out to schedule an interview. The interview allows for Tumaini to get to know you better; to share with you about Tumaini and expectations of volunteers; to discuss project ideas and answer any questions that you might have. As part of the screening process, volunteers will be requested to submit the names and contact of 3 references and provide a police and vulnerable sector check completed within 6 months.

**NOTE: ALL VOLUNTEERS (both new and returning)** are required to review and sign the Volunteer Code of Conduct prior to coming to Tumaini.

### Your Contribution

Every volunteer will come to Tumaini with an approved project (contact Mama Leslie or Mama Sharon for direction), funding to support it, and a plan for it to be implemented while with us. This should include a skill, talent or passion you have and would be comfortable sharing with our children, family, and/or community.

We are an active care center, supporting children with unique and different histories, challenges and needs and we contribute a great deal to our community in an outreach capacity. We have adopted a local, government secondary school and actively support their improved performance. We support our local social welfare offices and sponsor their support. We work closely within the medical community, local government, our religious organizations and we outreach to desperately needy families in our neighbourhood which include grandmothers (bibis) and grandfathers (babus). As a contributing volunteer you are a cherished gift to us and we intend to put you to work!

### Dates and payment

Please contact Mama Leslie to discuss dates for your prospective stay at Tumaini. Volunteers are invited to stay with us for up to one month (safaris can be scheduled at the beginning or end of your volunteer stay). June and December are special times at Tumaini so especially if you plan to visit us then, book early to ensure we can accommodate you. Once you have confirmed your travel dates with Mama Leslie or Mama Sharon please make immediate payment at <https://tumainimeanshope.org/volunteer/> the equivalent to the \$25.00 USD per day to cover your accommodation and your food. Payment must be made at least 48 hours PRIOR to arrival. Extras, like health/travel insurance, telephone, bottled water and any safaris will be at your own expense. We can provide you with names of several safari companies for your consideration.

## Visas

All foreign visitors to Tanzania must have a valid visa in order to enter the country. Fees vary for different countries. Apply for a Visitor Visa online [Tanzania Immigration Department e-Service](#). The current volunteer fee varies and ranges up to \$250.00 USD. Fees change and the most up to date information is on the Visa Application site. **You may require a letter of invitation and a copy of our government authorization to upload with your application. To complete the online form you will need the following address information: Tumaini Children's Foundation, PO Box 344 Usa River, Teema Street, Ngyani Village, and the relevant cell phone numbers for Oddo Ndonde ( 0754829582) or Mama Leslie (Leslie Butler) 062056666) if in the country.**

You will make your visa payment online and once completed will receive a copy of your visa. This must be emailed to [leslie@tumainimeanshope.org](mailto:leslie@tumainimeanshope.org) **before** your arrival at Tumaini. Upon arrival you will clear customs and pick up your bags, which may or may not be inspected, then put at the front of the terminal where we will be there to meet you!

When booking flights, it is best to fly into Kilimanjaro Airport, which is about 45 minutes from Tumaini. Please forward your flight details to Mama Leslie so we can arrange for you to be picked up. If you are flying to Dar Es Salaam, you will need to find your way to Usa River. Please ask Mama Leslie for more specific information about the bus service.

## Health

Please see your doctor or a travel clinic at least 6 weeks before arriving in Tanzania to ensure you have all the recommended vaccinations and that you have current information on any disease outbreaks and infection prevention measures that you can take to prevent various diseases. Remember - if you can't peel it, wash it (in boiled water) or cook it - don't eat it!

**Yellow fever vaccination** is undertaken for 2 main reasons. To prevent the international spread of the disease by protecting countries from the risk of importing or spreading YF and to protect individual travelers who may be exposed to YF infection. In 2010 the WHO revised the list of countries where there is a risk of YFV transmission. Proof of yellow fever vaccination should be required only if traveling from a country on the WHO list. Tanzania is listed as an area with low potential for exposure to YFV and is not on the WHO list. **HOWEVER**, we recommend that you do have the YFV vaccine, as Tanzanian officials are still checking for YFV vaccination on arrival at Kilimanjaro International Airport, with reports of travelers being denied entry or being required to have the vaccination on arrival at the airport. Please visit <http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-3-infectious-diseases-related-to-travel/yellow-fever> for more information.

**Malaria** occurs widely in Tanzania, except in areas of high altitude. Chloroquine-resistant strains of malaria have been reported. You will require anti-malaria pills which usually need to be started 1 to 2 days (malarone, doxycycline) or one week (mefloquine) before arriving. You also need to take measures to avoid insect bites, including using insect repellent, wearing long, loose-fitting, light-colored clothing, ensuring you use your mosquito net at night, and remembering to close doors, and fly screens.

Other insect-borne diseases, including dengue fever, filariasis and East African Trypanosomiasis (sleeping sickness) also occur. Sleeping sickness is carried by the tsetse fly, which is endemic to the northern safari circuit of Tanzania.

Your travel doctor can advise you on the need for other vaccinations such as hepatitis A and B, typhoid and cholera/enterotoxigenic e-coli (Dukoral). It is also recommended that you bring antibiotics for the treatment of diarrhea and other illnesses as well an antidiarrheal such as Imodium. Ask your doctor or travel clinic for advice on these.

If you are planning on climbing Mt Kilimanjaro (5,895m) you should be in good health and aware of the risks of altitude sickness. Travelers, who ascend to altitudes greater than 2,500m, particularly if the ascent is rapid, are at risk of developing altitude sickness and this has happened to a few Tumaini climbers. Altitude sickness can be life threatening and can affect anyone, even those who are extremely physically fit. If you plan to climb Kili, you should consult your doctor prior to travel and seek advice specific to you and your situation.

The rate of HIV/AIDS infection in Tanzania is high and we do have HIV+ members in our Tumaini family. You should exercise appropriate precautions if engaging in activities that expose you to risk of infection. For further information on risk factors and ways to prevent transmission, please see section 12 Health and HIV.

For essential advice for travelers, please refer to the WHO at [www.who.int/ith/en/](http://www.who.int/ith/en/)

### **Insurance**

It is strongly recommended that you purchase comprehensive travel insurance, including overseas medical costs, prior to your departure. Confirm that your insurance covers you for the entire duration of your trip and check what activities are not covered by your policy.

### **Donations**

Prior to leaving, you may like to think about bringing items that are useful at Tumaini. Please contact Mama Leslie to see what needs are greatest at your time of arrival. If you are in Canada, Mama Leslie can also organize a package to be delivered to you before you leave. Check with your airline for up-to-date information on baggage allowances.

## Personal items to bring

You should consider bringing:

- Mosquito repellent
- Sunscreen - remember that if you take doxycycline as an antimalarial it causes sun sensitivity and you are more prone to burn.
- Headlamp or torch – for blackouts
- Baby wipes – are very handy for when there is no water for showering.
- First aid kit – consult with your doctor

Most personal items can be purchased at the local shops in Usa River, or in the bigger supermarkets in Arusha, including shampoo and conditioner, sanitary products, sunscreen, soap, toothpaste and moisturizers, not to mention common snacks, chips, chocolate, soda.

You do not need to bring a mosquito net as all beds in the volunteer house have one. Towels, sheets, blankets and pillows are also provided but we do welcome you bringing your own and leaving them upon your departure should you choose (Asante!).

Bring your camera, laptop, cell phone etc. with the cautionary proviso that these electronic devices are VERY attractive to thieves. Please store them with caution and carry them with care when traveling about.

**A word about cameras** – our children are ALL budding photographers, and ALL will want to use your camera/cellphone to take just ONE photo! Be prepared to have your camera returned with numerous videos, 1000 new photos and your settings changed to a language foreign to you! **If you lend your camera, you do so at your own risk.** We discourage you from leaving expensive equipment with the children for extended periods unsupervised.

## 5 Your Volunteer Experience

Think about:

- What special gifts could you share with them e.g. your skills, your customs?
- Volunteers at Tumaini must commit to a special Tumaini or community project where you invest in fundraising on behalf of your chosen project and then realize it at Tumaini!
- What do YOU want to take away from this experience?
- Would you consider climbing Mt Kilimanjaro as a fundraiser?

Share these thoughts with Mama Leslie or Mama Sharon and they will help to build your ideas into the current needs of Tumaini. While you will likely bring expectations with you, you will find these will change throughout your stay, as it becomes clear what is and isn't achievable in the timeframe you are here and with available resources. Please remember it is the everyday small things that make a big difference at Tumaini.

There are a fundamental principles EVERY volunteer MUST remember and respect:

1. We are empowering our children by treating them with respect, listening to what they have to say and respecting their responses. As a volunteer, your willingness and ability to engage with our children by demonstrating respectful interactions and positive verbal responses is critical. Our children have suffered serious trauma of which you are not aware of, and are in different stages of 'healing', resulting at times, in demonstrations of some challenging behaviours. Please respect this fact. Your display of positive and empathetic responses will support their well-being and further their healing.
2. Adaptability to a new culture is imperative and in particular, for Tumaini volunteers working with and interacting with children and staff. Respecting Tanzanian culture by not making judgements based on personal values will result in a more positive experience both for you and more importantly, in your interactions with our children.
3. Let us speak again about looking through the lens of a different culture. Many volunteers join us with preconceived emotions of pity for our children. Pity is not warranted. Our children are the fortunate ones here in Tanzania. You are big brothers and sisters, or aunts and uncles to our children and it is expected that you will wear these hats with the very best of intentions for our children foremost in your minds. Show them compassion, treat them with empathy and encourage them with respect, humility, kindness and thoughtfulness. Remember - our children see and hear EVERYTHING and so it is your job to ensure what they see and hear is in fact what they SHOULD see and hear.
4. We have systems in place for the management and discipline of our children and as a result **UNDER NO CIRCUMSTANCES ARE VOLUNTEERS AUTHORIZED TO DISCIPLINE A CHILD.** Should you have concerns regarding a child's behaviour please seek out support from the Tumaini Administration Board (Baba Oddo, Mama Leslie, Kaka Oggu, Mama Sharon).
5. Our Tumaini children are not on holiday. This is their home, and they are here because they are children who originate from very desperate living situations and have come to Tumaini to be safe, healthy and to have a chance at a good education in order to build a real future. It is vital that you do not attempt to readjust schedules but integrate, with support from our administrative staff who will be available. Remember . . . you are impacting the spirit of a child who has already suffered enough. In this light, **please do not plan or discuss any "extras", or "special" gifts/activities for our children without FIRST discussing it with Mama Leslie or Mama Sharon.** We discourage such "extras" because it diminishes the relationships and expectations our children have with you, the volunteer, it weakens their own identities and those of our support staff. Only under very special circumstances will such things be permitted.
6. Our children are taught they have value and personal rights, including the right to privacy. Knocking on a closed door and waiting for permission to enter, as well as respecting a child's personal space and choices is expected.

## 6 Accommodation and General Information

Welcome to the Volunteer House! Here are some general guidelines to help you get settled in:

- You will probably feel exhausted from your travel and time zone change. Make sure you go to bed early on your first night with us and get a good sleep so your body can adjust. The roosters/dogs/monkeys may wake you early! Drink LOTS of water, before you leave home, on the flight, and after you arrive.
- Each bed should be made with a bottom and top sheet, blanket and a pillow. If you did not bring your own towel, there should be several available in the volunteer house.
- Always sleep with your mosquito net tucked in to prevent being bitten during the night.
- It rains in Tanzania. The short rainy season is usually around November/December, and the long rains occur late January through to March. When it rains it REALLY rains and mud and water is everywhere. A waterproof jacket is a great idea and if you are here during the long rains it is advisable to bring your wellies! It can also get quite cold at night during the months of April through to August.
- You are provided with 3 meals a day which are served around 8.00am, 1.00pm and 7.00pm. The menu is posted in the volunteer house and in the Tumaini kitchen. We encourage you to use this time to dine and visit with the children.
- Our food is basic and nutritious but not always to your tastes. If you don't like something being served or require any special food requirements, you will need to provide your own alternative.
- A wide range of western type food can be purchased at any of the local stores or in the towns of Arusha or Moshi. Rotterdam and Leganga supermarkets are located in Usa River, on the Arusha-Moshi Road, about a 15-minute ride from Tumaini and sell almost everything. We encourage you not to eat 'treats' in front of the children but to enjoy them once you are back at the volunteer house.
- Washing your linen and clothes is your responsibility. There are buckets in the volunteer house for this purpose. You will need to purchase washing powder.
- Toilet paper is provided by Tumaini. Please see one of the mamas if it runs out in the volunteer house. Please keep the toilets as you would like to see them in your home!
- In the volunteer house there is a selection of toiletry products that have been left behind by previous volunteers. Feel free to use any of these and similarly, you may like to leave some things behind or donate them to the Tumaini staff.
- Security guards are employed by Tumaini and they will patrol the volunteer house at night time. If you feel unsafe, please reach out to Kaka Oggu and if the problem persists, contact Mama Leslie.

## House Keys

- You will be provided with a key to the volunteer house and bedroom. Please ensure you lock the door to both the house and your bedroom when you leave.
- When you leave Tumaini, please make sure you return your key to Kaka Oggu. Keys are expensive to replace.

## Volunteer House Rules

- AT NO TIME ARE THE CHILDREN ALLOWED IN THE VOLUNTEER HOUSE. They are encouraged to come and play in the sports space and interact with you on the porch of the volunteer house.
- No alcohol is permitted outside the volunteer house where our children or neighbors might see or hear you. Intoxication is not permitted, and underage drinking is not allowed. If you cannot drink in your home country you cannot drink at Tumaini and please, PLEASE drink responsibly.
- Smoking is not permitted.
- Keep foodstuffs and dirty dishes in the volunteer house at a minimum. Please ensure you clean and dry your dishes as you use them.
- It is your responsibility to keep your house clean. Mopping and sweeping of the floors regularly and wiping down the bathroom floors after a shower are musts. CLEAN UP! You should organize a cleaning schedule, shared by all volunteers, and it is your responsibility to do your part.
- Contain rubbish in bags and tie them off before placing them in the large garbage bins inside the front gates of the children's home. The rubbish collection is not always regular!
- No sanitary products are to be flushed down the toilets. Please wrap and dispose of them in the rubbish.
- No outdoor shoes in the house, only indoor shoes or sandals.
- Anyone can use anything on the activities shelves and in the sports bin. But do always return it to the volunteer house, it will disappear at Tumaini.
- Please respect one another's belongings and property.
- Keep the front door locked at all times if no one is in the house. It is recommended that doors be locked even when people are in the house.
- All doors are locked from the inside.
- Try to remember to keep lights off when not in use. At nighttime the outside security lights are to be left on.
- For safety reasons there is no gum allowed at Tumaini. Please do not give gum to the children and refrain from chewing it when you are around the children.



- Often a volunteer will establish a special relationship with one of the children and we encourage these friendships. However, be aware that our children are very sensitive so retain a balance. Please do not display favoritism. Gifting is only permitted if pre-approved by Mama Leslie.

### Health

- Pick a time of day to take your anti-malaria pills. **DO NOT FORGET** to take your pills as they are very **IMPORTANT**. Do not take malaria pills within 2 to 3 hours of any other medication. Your travel doctor should advise you of any possible side effects.
- Anytime during your stay, if you feel ill and think you need to see a doctor or go to the hospital, please speak to Baba Oddo or Kaka Oggu. It is normal to expect your stomach to be a little upset while you adjust to the food. Should you need him, Dr. Lyimo is a qualified G.P. in Usa River and you are invited to see him. There will be a fee.

### Water and Electricity

- **DO NOT** drink water out of the tap. When brushing your teeth use bottled or boiled water.
- You can buy large bottles of water by the carton at a very reasonable price.
- Electricity and water shortages are very common in Tanzania. Short power cuts (a few hours) are common. Longer power cuts (3-4 days!) do occur. There is a water storage tank, but sometimes this will also run out. Buckets are available in the volunteer house for a 'bucket shower' if need be.
- There is a hot water heater at the volunteer house. It takes about 10 minutes to heat the water. **Switch off the hot water when not in use to conserve electricity**. If there is no running water in the volunteer house, please turn the switch off to prevent damage to the water heater.
- The electric sockets in Tanzania are the same as the UK. There is an extension cord in the sitting room and each bedroom that will take North American and European plugs. Be warned that Tanzanian electricity runs at 220 and 50 Hz vs. others at 110 and 60 Hz. Plugging something in without checking could cause a burnout. Check first.

### Money

- The local currency is the Tanzanian Shilling (TZS). It is best to bring a small amount of cash, GBP, USD or Euros with you in cash, and change these into TSH after your arrival. Exchange facilities are available at the airport, and in banks and money exchangers in Arusha. Alternatively, you can use local ATMs to draw out TZS.
- Most credit and debit cards work in the ATMs. The closest ATM is located at Usa Plaza opposite Leganga Primary School on Arusha Road.
- TZS bills are found in denominations of 10,000, 5,000, 1,000 and 500. TSH coins come in denominations of 200, 100, 50.
- Before you depart, check the exchange rate for your home currency at [www.xe.com](http://www.xe.com)

- Safaris and day trips are ALWAYS paid in \$USD, although tipping can be in \$USD, TZS or Euro.
- Cost of living in Tanzania can be incredibly cheap compared to home, however if you try to recreate a western standard of living, you may find yourself spending more than you do at home. Volunteers can expect to spend around \$50 USD per week for those not eating out, drinking and limiting weekend travel.
- Credit cards are not widely accepted in shops in Tanzania so always take cash as a backup. If credit cards are accepted, a 5-10% commission may be added to your bill.

### **Cell / Mobile phones**

If you are staying for a long period of time, it is useful to have a mobile. You can bring an unlocked cell phone with you or you can purchase one here (~\$50). All networks (Vodacom, Airtel, and Tigo) are quite similar. You can buy a sim and credit for all network providers from most of the local small shops. It will be cheapest to buy bundles with the credit you put on your phone. Oddo will be more than happy to help you with this.

### **Internet**

The availability of internet services at Tumaini is inconsistent.

### **Receiving Mail**

There is no door-to-door postal service in Tanzania. Parcels may be delivered to the following address for pick up at the post office but **don't count on them always arriving!** We have experienced parcels arriving after lengthy delays of up to a year or arriving having been opened with things missing.

TumainiChildren'sFoundation  
 c/oMr.OddoNdonde  
 POBox344  
 UsaRiver,Arusha  
 TANZANIA

Picking up items over 500g will incur a customs fee which varies depending on the weight of the package. Oddo will usually collect the post, and you will need to repay him for any customs fees paid to collect your package. Always take the postal receipt.

### **Sending Mail**

- Letters and postcards may be sent from any post office, and the postal service is reasonably (though not totally) reliable. Rates are low; around 1000 TSH for a letter that will take 2-3 weeks to get to Europe, and 2-4 weeks to North America.
- International parcels can be sent from either the main post office on Boma Rd in Arusha or our post office here in Usa River. If you are willing to pay the extra for express post, your parcel could be home within a few days, but normal post (surface mail) can be as little as 1/10th of the cost though it can take a number of **months** to reach its destination.

- If you are sending gifts or packages overseas, make sure they are unsealed when you go to the post office. Staff there will look through your package to fill out the customs forms, so do not bother wrapping it all up before you go.

### **Problems**

For any problems, please contact Kaka Oggu or Baba Oddo. If they are not around, the Mamas can also understand English and are willing to help. Remember two things: we are the guests in this country, and, if we don't know it's broken we can't fix it!

## **7 Tumaini Administration Board**

### **Mama Leslie Butler**

Executive Director of Tumaini Children's Foundation

### **Oddo Ndonde**

Director, Co-Founder of Tumaini Children's Foundation

- Oddo supports in the daily operations of Tumaini

### **Oggu Nanyaro**

Chief Operations Manager

- Oggu is your day-to-day liaison.

### **Mama Sharon Norrington**

Director of Child Welfare and Social Work

## **Staff Roles**

### **Lohai**

Lohai is an employee of Tumaini and is primarily responsible for the gardens and maintenance. He has spent some time in Canada so his English is good, and he's always happy to help you with whatever you need.

### **Mamas/Dadas**

To assist with the domestic activities in the house, Tumaini employs several Mamas to help with the care of the children and general upkeep of the house.

Mama Ishmael, Mama Tumaini and Mama Chi (Anita) – cooking, laundry and housekeeping.

### **Focus**

Focus is employed by Tumaini as our Social Worker. He provides support to our children and youth.

## Security

Both houses are kept secure at night by our watchmen who arrive about 7.00pm and patrol both Tumaini and the Volunteer House throughout the night.

## 8 Cultural Awareness in Tanzania

- Karibu is used in many contexts to welcome someone into a home, into a room, into a conversation etc. If someone says Karibu, always follow with Asante - thank you.
- Shikamoo is a respectful greeting used by the young to anyone who is older than they – always reply with Marahaba.
- If you are invited into someone's home, it is customary to take your shoes off before entering. If this was a prearranged visit, take a gift. Sweet pastries or tea and sugar are always acceptable. Whenever entering a room, call out Odi and wait for the response Karibu.
- Physical contact between same sex friends is common. You will often see men holding hands. Bear in mind though, that contact between different sexes is considered obscene to older Tanzanian people.
- Be respectful when taking photographs. If you are obviously taking a photograph of someone, always ask their permission first. In more rural regions not doing so could cause genuine offense. Expect that some people will ask for money in exchange for the photograph.

### Feelings of exploitation

As a “mzungu” or non-African, you are perceived by locals to have a lot of money. During your stay in Tanzania, you may, at times, feel that you are treated as a ‘walking ATM’. You may experience regular requests to give a *zawadi* (a gift, especially money) by all kinds of people you come across. Even at Tumaini you may find that staff and children alike may treat you a little like this, especially if you are seen to be particularly generous. So, be cautious with your kindness and assist us in promoting attitudes of kindness and generosity which are not linked to money or gifts.

Volunteers should never be asked to pay for items which are part of the running of the Tumaini house e.g. food, cooking oil, washing up liquid etc. Should you find yourself in a position where you need to pay for items or services, always retain a receipt and ensure you are paid back by Mama Leslie or Kaka Oggu. Volunteers should not be asked for money from staff members. Tumaini supports its staff in many different ways and there are sometimes complex issues involved. Should you be asked by a staff member for money, please report this to Mama Leslie immediately.

Please understand where this attitude comes from. Historically, the majority of white people have been coming to Africa to provide financial aid so there is a strong cultural dynamic which has created this behavior. For Tumaini staff and children, they have had volunteers coming in and out for some years now and know that volunteers like to bring gifts and come from privileged

backgrounds. This, however, is by no means an excuse for the exploitation of volunteers as that is absolutely not the intention of Tumaini. Further, such expectations by staff and/or children will undermine the intentions of Tumaini to develop our family into caring, sharing, empathetic human beings.

To have meaningful relationships with locals without paying for it, you should form relationships not based on this dynamic but rather just about being genuinely interested in each other. Don't start out by showing you have lots of money, but rather build up a relationship as you would back in your own country. Otherwise, you may find that at the end of the day, the main reason for them to interact with you was to ask for and receive money, and that may be hurtful for you.

A word of caution here. Be cautious of "new friends". In some cases, they are not in fact friends at all but desirous of exploiting you and gaining something to their advantage. All the exploitative dangers of the rest of the world exist here also.

In all instances where financial demands are being placed on you, the volunteer, do not feel obliged to give unless you wish to do so. Importantly do not feel guilty for saying 'no'. You have already made the trip to Tanzania, you are giving your time and skills, and you are foregoing other opportunities back in your country. Anything you wish to bring or give on top of that is a bonus for all.

Donating is a very personal act. We do it usually to feel like we are making a difference to the lives of others, to feel good about ourselves, or just because it comes naturally to us. Be careful what your motivations are and remember that there are different ways to donate: time, services, goods and yes, money.

It is important to note that all Tumaini monies, including donations, are managed by Mama Leslie. Should you wish to sponsor a child, or provide a one-time cash donation, please contact Mama Leslie. If she is not at Tumaini when you are, please send an email explaining your wish and get instructions on how best to do so. She may be reached at [leslie@tumainimeanshope.org](mailto:leslie@tumainimeanshope.org). If you do leave a donation, please ensure you make Mama Leslie aware of it.

## **Theft**

Theft from within the Tumaini family has unfortunately occurred from time to time. This causes incredible distress and embarrassment. Theft, when working in an environment such as Tumaini is very difficult because the victim feels betrayed and exploited. While you know the sacrifices made by yourself to volunteer at Tumaini, this is not always deemed comparable to the needs of people struggling with so much less.

In the unfortunate event something like this happens to you, please report immediately to Mama Leslie. If Mama Leslie is not present at Tumaini, please send her a **detailed** email, outlining what happened and what was taken. She will contact you as quickly as possible. Please remember to always be very careful of your belongings, including at the volunteer house, as sadly we have had volunteers steal from each other. Do not leave things lying about to tempt someone.

Although rare, theft does occur, and truly is a serious concern to us at Tumaini so you need to be aware.

## 9 Rules

### Rules for the volunteers

*Our Volunteers are living and working closely together so it is important that we respect each other. There needs to be open communication between all volunteers at all times. It is important to address any issues that arise with each other as soon as possible.*

- Volunteers are not to consume alcohol in the presence of our children
- Please always let Baba Oddo or Kaka Oggu know when you are going out somewhere during the day or night and please understand that if we do not know where you are, we cannot assist you in times of distress. **HAVING SAID THAT, TUMAINI STRONGLY DISCOURAGES VOLUNTEERS GOING “CLUBBING” AND IN FACT SHOULD YOU CHOOSE TO DO SO, YOU MUST SIGN OUT OF TUMAINI AND STAY IN TOWN AT A HOTEL. TUMAINI WILL, IN NO WAY, ASSUME RESPONSIBILITY FOR YOUR PERIL. WE HAVE EXPERIENCED PROBLEMS IN THE PAST AND WANT NOTHING TO DO WITH INTOXICATED VOLUNTEERS. PLEASE NOTE THAT YOU HAVE BEEN CAUTIONED AND SHOULD YOU CHOOSE TO BREAK THIS RULE YOU WILL BE ASKED TO LEAVE TUMAINI.**
- Write your name and mobile number on the whiteboard in the volunteer house.
- When working with our children, be especially careful about your conduct. Children copy behavior and language from you that stays with them and has to be dealt with by others long after you have left. REMEMBER - CHILDREN SEE AND HEAR EVERYTHING!
- It is incredibly important that you understand that you are a guest at Tumaini, bringing your special skills and gifts to assist in improving the quality of life for our children. However, Tumaini is HOME for our children. Although you may desire to spoil our children, remember that you will leave and be replaced by another volunteer who may also wish to spoil them. The result will be disastrous and damaging to the children.
- Please check with Kaka Oggu before giving anything including sweets to the children. Sweet candies are damaging to their teeth and dental care is exorbitantly expensive. The children will enjoy healthier treats such as an apple or dried fruit and nuts just as much.
- Moderation and fairness towards all children is very important. Please ask yourself what the message will be to a child who receives a special gift or treat after they have behaved poorly, or one child receives many treats and others none. It is so much more rewarding to catch a child doing something right, rather than wrong.
- All of our children know the difference between right and wrong and when misbehaving, have made the 'choice' to do so. Our focus is to encourage our children to make the right 'choices' all the time. Remember this and enjoy the beautiful moments when things go right. There are many!

- It is very important to remember that female volunteers need to be careful when interacting with our Tumaini male staff and older male students. These young men are your friends only - nothing more. They will look out for you while you are here and treat you like their sisters. Please do not buy them gifts, other than perhaps a soda or meal, if you wish, unless you discuss your wishes with Kaka Oggu first. Our young men have responsibilities and it is our intent to minimize opportunities for misunderstandings to occur. Misperceptions and unrealistic expectations can easily occur. Further, it is vitally important that you remember you are in a foreign land, with a very different culture that you most likely do not understand, and that dangers do exist here. Our staff and young adults are not permitted to “date” volunteers.
- The volunteer house is available for use by our volunteers only. It is not available for new friends or volunteers from other organizations. Please respect this and visit a local cafe with your friends.
- The dress code is quite relaxed at Tumaini, but covered knees and midriffs are a must, especially when leaving Tumaini House. Men should not walk around topless. Be aware that when traveling to certain areas where the people may be more conservative. If in doubt, please ask Baba Oddo or Kaka Oggu .

### **Rules for the children**

Our fundamental rule at Tumaini is 'do unto others as you would have them do unto you'. We expect our children to show respect, empathy and kindness to each other, our staff, and to you, our volunteers. BUT children will be children so please remember that sometimes, they may push the limits. A kind, clear and consistent response from you, with the children, will establish boundaries and expectations for what a child might expect from you. This is very important as your choices could impede our intentions for the children and set them back in their development.

Discipline is to be handled by our Tumaini Admin team, Mama Leslie, Baba Oddo, Kaka Oggu or Mama Sharon only. **You are not authorized to dispense discipline.** Should you have any concerns about a child’s behaviour, please seek out support from our management team. A volunteer will be asked to leave Tumaini should they engage in any form of physical discipline.

It is naïve of us not to expect our children to test their boundaries - children everywhere do. What IS important is that they learn to correct their mistake and not repeat it.

- The children have responsibilities at Tumaini.
- They are expected to keep their clothing nice, help with dishes, and house cleaning, complete all homework and study, maintain their personal property, and show kindness and respect to everyone around them.
- There is zero tolerance for spitting or fighting among the children. Should you have any concerns please, IMMEDIATELY, go to one of our administrative team.
- They should treat each other with respect and be honest.
- They should respect Tumaini property.

- The children must obtain prior approval before leaving the Tumaini property.
- The children should shower every day after dinner and brush their teeth morning and night.
- Each child is responsible for arranging their clothes neatly on their shelves, and trunks must be kept tidy at all times.
- The children must help the Mamas fold the clothes from the washing line and take them to their rooms.
- The children should wear shoes at all times, but they won't and this does not warrant a severe reprimand. Gently remind them to wear their shoes and help them go and find them.
- Each child should put their shoes on their designated shelf at the end of the day.
- Books are to be put back neatly on the shelf after use.
- Toys are to be put away after use and at the end of the day.
- The living/dining room and library is to be cleaned and floors swept every day.
- The children are not allowed in the volunteer house. If they need you they may ring the bell and wait for someone to come. Please respect this rule.
- The children are not allowed to have money - sometimes people in the street will offer some shillings to our children- the children are encouraged to say *'thank you - but all I need is your blessing'*. If they are given money they must give it to Mama Leslie, Baba Oddo, Kaka Oggu or the Mamas. On previous occasions when our children have been given money it has resulted in bad choices being made.
- The children are not allowed chewing gum and volunteers are encouraged not to have the same while in view of the children to reinforce good behavior.

## 10 Tumaini Daily Routine

<b>Morning</b>	Children wake, get dressed, brush teeth, wash face, straighten clothing shelves
	Breakfast*- children wash their own dishes. Mama's wash pots/ pans.
	Children leave for school
	<b>Saturday</b> - children's devotion (older children teach younger children)
<b>10:00</b>	Snack time – porridge
<b>Afternoon</b>	<b>Saturday and every day of holidays</b> - one hour of silent reading in the big room
<b>1:00 pm</b>	Lunch*- children wash their own dishes. Mama's wash pots and pans



<b>3:30 – 4:00</b>	Children return from school
	All children have homework, reading, and study.
<b>Evening</b>	All children help with clean up – inside and outside the house. Shoes, clothes, bedrooms, toys, library, sweeping and tidying inside and out.
<b>6:00</b>	Showers, teeth, pajamas – after shower no outside play
<b>7:00</b>	Dinner* - children wash own dishes
<b>8:00</b>	Volunteer hour with children – a settle down activity – reading, review of tables etc. Older children study
	Younger children to bed. (Mamas put the babies to bed) Weekends / holidays 8:30-9:00 unless being disciplined
<b>9:00</b>	Bedtime for older children. Weekends / holidays 10.00pm

## 11 Expectations of Volunteers

As a volunteer it is our hope that you will contribute to the education of our children, interacting and assisting them as much as possible during your stay. All of our children, with the exception of our youngest, attend school. Some of the older children go to boarding school and return to Tumaini during holidays and on special weekends, usually the last weekend of the month.

Teaching and reinforcing English is a major skill you can bring to Tumaini, as the children are required to pass an English test in order to be accepted into Secondary school.

### **Mondays through Fridays**

You can choose to participate in the following activities:

- Assist students with their homework after school ends.
- Provide tutoring to children at Tumaini as directed by Mama Leslie, Baba Oddo or Kaka Oggu - this may include one on one support for smaller children who are perhaps a little behind or older children who belong to Tumaini.
- Prior to dinner (6:45pm) it is important that volunteers initiate and oversee a cleanup period where the children put away bikes, toys and pick up garbage.
- Assist the Mamas (see Other).

### **Saturdays**

Saturday afternoons are free for personal time, or you may choose to organize an activity for the children. They enjoy going for walks and playing soccer!

### **Sundays**

Sundays are free for personal time, or you may choose to organize an activity for the children.

On Sunday mornings most of the children go to Church at 7 for both the Lutheran and Catholic services. You are welcome to accompany the children but are not obligated to do so. Faith is an important dimension of African culture and regardless of your personal beliefs we ask that you respect those of others.

Should you wish to organize an activity with the children, please feel free to use any of the resources (games, paint, coloring books, play doh, beads, etc.) located at the volunteer house. Scheduling is important.

### **Mealtime**

At Tumaini, children and adults all eat together. Everyone should wash their hands before sitting down to a meal. Everyone sits and a child is selected to say grace. Once grace has been said, the children are free to begin eating. We encourage you to eat your meals with the children as this is an opportunity to initiate conversation and ask the children about their day. Children are encouraged to clean their plates and vegetables are important.

### **Evening Schedule**

Before dinner, all the children have baths / showers in preparation for bedtime. This is not your responsibility and in fact we discourage your involvement. This is a private time where our children are left vulnerable. Please respect our children's private time.

Volunteers take turns from Sunday to Thursday leading the evening routine and will discuss and decide amongst themselves who is to cover which day. Once the children have put on their pajamas, finished their meals and cleaned the dining area, they are expected to play quietly inside until their bedtime routine. This period of time is used to settle the children, making it <sup>1</sup>easier to put them to bed. You may choose to:

- Sing - ask children what songs they know.
- Play quiet games or group learning e.g. recite tables, spelling bees etc.
- Get the children to read a storybook. Make sure this is shared amongst all children and not just the ones asking to do it.
- Read a story yourself. Pick YOUR favorite story from the bookshelf.
- A combination of everything!
- Please do remember, however, that this is also the last opportunity for our children to finish late homework and/or study for an upcoming test. Please respect this time also.

Friday night is dance/movie night, and the majority vote decides the movie. Saturday night can be movies / dancing or whatever the children want to do. **The exception to this rule is if a child is being punished or we are preparing for exams.** Movies are never watched during the day.

### **Other**

There are a myriad of tasks required around Tumaini. Just ask Kaka Oggu or Baba Oddo for ideas as to what help is needed. You can always help the Mamas with the cooking, dishes, washing

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clothes, mending clothes, supervising the children, tidying the bookshelves and toy boxes, and assisting the children to write letters to their sponsors. You may also need to accompany children to see Dr. Lyimo. If you see something that needs doing and feel inclined to help – then do it! Please bring your initiative.

### **Time off**

The above schedule is used as a general guideline and remains flexible should you need time off for outings such as safaris or other trips. Please give advance notice to Kaka Oggu or Baba Oddo in the event that you require a weekday off.

## **12 Health and HIV**

### **Health of the children**

If a child is complaining of feeling ill, please let Baba Oddo , Kaka Oggu or the Mamas know. The children may need to go to Dr. Lyimo for examination. The children often have a fungus (ringworm) on their heads so please watch out for these, they need twice daily topical treatment for at least 7 days with an anti-fungal cream.

The children are very quick to tell you what medicines they are taking. The Mamas are responsible for ensuring any medications are administered to the children, including their HIV medications.

### **First Aid**

**First aid kits are located at Tumaini and in the Volunteer House.**

- Intact skin is the best defense against infection - cover all cuts and abrasions with a waterproof dressing.
- People trained in First Aid should not hesitate to give life support if needed. Theoretically, there is a low risk of blood-borne virus transmission when giving mouth-to-mouth resuscitation, however, a t-shirt or piece of cloth can also be used in place of a mask to further reduce this risk.

**Note.** If you do not feel comfortable assisting an injured child or if you are unsure as to how to treat their injury, please seek the assistance of another staff member.

### **A word about HIV**

HIV stands for Human Immunodeficiency Virus. HIV is an infection that attacks the immune system and weakens the body's ability to fight infections. Without treatment, after some years, a person who has HIV can't fight off some infections and cancers. This stage of HIV is called AIDS (Acquired Immune Deficiency Syndrome). There is no cure for HIV. An infected person can pass HIV on to others for the rest of their life.

## **How is HIV contracted?**

There are three main ways to become infected with HIV:

- By having unprotected anal, vaginal or oral sex with an infected person. Unprotected sex is sex without using a condom or dental dam
- When infected blood gets into another person's bloodstream
- From an infected woman to her baby, during pregnancy or birth, or from breastfeeding.

## **Precautions**

We have several HIV positive children at Tumaini. There is no need to be apprehensive when interacting with these children and everyone should be treated the same – always be blood aware and please know that our children are blood aware, HIV or not. Some simple precautions:

- Cover any broken skin, e.g. cuts or sores, with sterile waterproof dressings. This applies to volunteers and children.
- Always use disposable gloves when cleaning up blood spills.
- Blood-borne transmission may occur through sharing personal grooming items such as razors, nail clippers, toothbrushes, therefore, keep bathroom items separate and out of reach of children.
- Washing hands with soap and running water will help remove germs from the skin and is the simplest way to prevent infection.
- All blood-stained items (sanitary towels, tampons, dressings, tissues, gloves etc.) should be placed in a leak-proof plastic bag, tied securely and placed in a second plastic bag. This can then be disposed of in domestic waste.

## **Blood spills**

- Where possible, blood spills should be promptly attended to by the injured individual but in the case of children, they will require assistance.
- Wear disposable gloves, if available, when cleaning up any blood spill. Use paper towels or tissues to remove excess blood and then wash the area thoroughly with lukewarm soapy water (extremely cold or hot water coagulates blood, which makes it harder to clean the area effectively).
- Clean any contaminated surfaces with detergent and water and wipe over with bleach.
- Place any bloodied materials into a plastic bag. Tie securely and discard into domestic waste.
- Wash any clothes with small blood splatters in cold water.
- Wash hands thoroughly with soap under running water for at least 30 seconds.

Visit <http://www.cdc.gov/hiv/> for more information.

## **Dream Centre**

Regularly the HIV positive children visit Dream Centre for a checkup and to receive their medication. Volunteers accompany the children, and it is advised to take a bag of activities, as the wait time may be a couple of hours after arriving. There is a bag already made up in the activities cupboard that you can use.

## **13 Getting Around and Things To Do**

### **General advice**

- Generally, you are safe to walk between Tumaini to Usa River Market, Rotterdam, Usa Plaza (Leganga) and Tanz Hands during the day, although always be mindful of your surroundings.
- DO NOT go anywhere in the dark by yourself. If walking at night, make sure you are in a group with at least one male. Always take a taxi for further distances at night – DO NOT WALK.
- If someone is going to Arusha or Moshi, you are usually welcome to grab a lift. However, if it is a special trip we ask that you pay for the petrol used. This applies to all situations except when being picked up and dropped off at the airport at the beginning and end of your stay, as well as for emergency situations.
- If you are looking to arrange any kind of safari, climb, or walking tour, Tumaini can provide you with a list of companies for your consideration.
- Do not go swimming or wading in any fresh water.

### **Usa River area**

- Tanz Hands is a nearby café with free Wi-Fi selling western-style food. Tanz Hands also has a shop selling items made by young people with disabilities from their vocational training center or from the surrounding villages. From Leganga walk along Arusha Road towards Arusha. It is located about 1km along, on the left-hand side. Visit [www.rehabilitation-center-tanzania.org](http://www.rehabilitation-center-tanzania.org) for more information.

### **Dala dala (Buses)**

- To get to Arusha you can catch a dala dala (public transportation/ a large taxi van). This is the cheapest way to travel around. The vehicles are usually extremely crowded and make frequent stops, however it is a Tanzanian experience you must have!
- It is often very difficult to get a dala dala late in the afternoon (busy busy!) and it is advisable to catch a taxi home from Arusha after dark. It is common for the drivers to have been drinking by this stage of the day and frequent accidents occur.

- The dala dala between Usa and Arusha have a green stripe down the side and usually say Usa River on them but always check with the assistant. You can catch the dala-dala to Arusha across the road from the Dik Dik sign. Expect to pay 600 TSH each way.

### **Piki Piki**

- Piki piki's are the motorbike form of transport and are good for local transport around Usa e.g. to go to the Usa market or when you arrive in Arusha on the dala dala to get to specific places in town e.g. Maasai Market.
- Helmets are not available so please be aware of the risks and choose this form of transport with caution. It is not advisable to use a piki piki in the evening.

### **Taxis**

- Only take a taxi if it has a white license plate. There are many 'pretend' taxi drivers!
- Taxis are unmetered. A taxi from Arusha to Usa River costs about 20,000 TZS. It is advisable to negotiate a price prior to getting in the taxi.

### **Arusha**

- Eating out - for a local flavor try the inexpensive Geekays Take-Away on India Street, or Mirapot (also on India Street). But if you have had enough rice, ugali and sauce, then there are a number of venues in town where you can find burgers, pizza, Chinese or Indian food and ice-cream. Africafe on Boma Street is popular with mzungu. Shoprite on Sokoine Road is a good supermarket for international cuisine provisions and nearby cafes have international menus.
- Batiks, Maasai jewelry, wood carvings, art, fabrics, etc. can be found every day at the Maasai Craft Market on School Road. On Sundays, the Ngaramtoni Market (local produce), located 12km north of Arusha on the Nairobi Road is a colorful experience where locals and Maasai from far and wide come to buy and trade their livestock.
- Supermarkets: The Clock Tower Supermarket (at the Clock Tower Roundabout, and Shoprite (on Sokoine Road) both have good selections as well as Sakina Supermarket, Perfect Choice Supermarket and Rushda supermarket.

## **14 Supporting Tumaini Children**

We are very proud to share that currently ninety-six cents of every dollar given Tumaini goes directly to the care and support of our children. In other words, administration is kept to a bare bones minimum.

Supporting a child through a full sponsorship currently costs \$196.00 monthly which includes: living at Tumaini in a safe, secure environment, quality English Medium education, proactive medical and dental care, nutritious and plentiful food and a loving environment.

Many people cannot afford to fully support a child but are happy to contribute to care and so we often pool several sponsors' dollars together to provide care for a child. Further, many people wish to contribute a one-time or irregular donation and that may be done through our website [www.tumainimeanshope.org](http://www.tumainimeanshope.org)

All Tumaini sponsorship support is arranged through Mama Leslie ([leslie@tumainimeanshope.org](mailto:leslie@tumainimeanshope.org)). Deductible tax receipts are available.

## 15 General Donations and Fundraisers

Oftentimes a visitor or volunteer is moved by what we do here and wants to make a donation or organize a fundraiser in our support. Financial or otherwise, **please** communicate all donations or plans for fundraisers to Mama Leslie, both for security and accounting purposes. Cash donations are strongly discouraged at Tumaini but are easily made via etransfer to [donate@tumainimeanshope.org](mailto:donate@tumainimeanshope.org) or on our website with a credit card or Paypal account at [www.tumainimeanshope.org](http://www.tumainimeanshope.org). We are very grateful for your kindness and want to ensure that your dollars are spent in exactly the ways you intended. Income tax deductible receipts are available.

Unfortunately, there have been times when Tumaini volunteers are approached (text or email) by people impersonating our staff and asking for money to assist in fraudulent and usually "emergency" needs at Tumaini. These are not real solicitations but hackers who have accessed staff email accounts. **DO NOT SEND MONEY! Please.** . . . Immediately send a copy of the solicitation to Mama Leslie for follow up, and please, do accept our apologies.

## 16 Other functions of Tumaini

Oddo is a local community leader and as such is often performing outreach to families in need who are referred to him from other families or the government and are in need of support. Outreach services are not in the Tumaini budget however we often provide food (beans and maize) and clothes to those in need families in the area.

Sometimes you will be able to accompany Oddo on home visits - 'outreach' - to visit families in the area whom he knows or are referred

You are welcome to accompany Oddo on these outreach visits. Please remember that as a mzungu you are seen as a 'savior' and as such you may feel pressured to make a donation. There is no obligation for you to assist in any financial way - it is your choice - please do so at your discretion.

Additionally, Tumaini supports several Bibis (grandmothers) caring for their grandchildren, as well as many needy children requiring support with food, education, medicine, etc. These are outreach programs and not within our budget and do require either one time, or ongoing assistance. Please feel free to enquire about opportunities to support our outreach families.

***Remember, with hope, everything is possible***

## 17 Contact Information

There are numerous people at Tumaini to assist you before, during and after your stay. For further questions please contact:

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