

WHAT YOU NEED TO KNOW FOR YOUR VOLUNTEERING WITH FAMILIA MOJA IN ZANZIBAR



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What Should I Expect Volunteering in Zanzibar?

Visiting Zanzibar will most likely be different to what you are used to. Zanzibar offers a unique blend of natural beauty, rich culture, amazing beaches, friendly people and affordable living. However, it also comes with challenges like a lack of amenities, intense heat, power cuts and slower and less reliable internet connectivity. It's a place that requires flexibility and adaptability, but for many, the rewards far outweigh the drawbacks. Whilst volunteering at Familia Moja you need to have an open mind, be relaxed and go with the different flow of life on this beautiful island.

Never hesitate to ask any of our staff for information or if you need help with anything. We do our utmost to ensure all of our volunteers feel comfortable, at home and welcome. We are sure you will have a wonderful experience which will be highly rewarding whilst volunteering with us - you'll make memories that will last a lifetime.



A Basic Overview - Things to Consider

The Nursery & Day Care School opens from 7 am to 12:30 pm Monday-Thursday and 7 am to 11:30 am Friday (this is a special day of worship for Muslims). This leaves plenty of time for you to relax, go on tours/safaris, go to the beach or maybe even a party. Whilst we like our volunteers to spend as much time in the School as possible during their stay in order that they get the most out of their volunteering experience we are flexible and, where necessary, can accommodate requests for additional time off.

Apart from helping the teaching staff prepare and deliver lessons, if you have any special expertise or talent, such as sports qualifications, dancing, art etc. then please let us know and we will try and find a way to make best use of them. However, if we have special projects outside of the usual school hours which is very important, say for example doing a beach clean on a Saturday morning, then we expect our volunteers to help out where needed. It's important to be receptive to changing needs, be patient and open-minded.

In summary your duties whilst volunteering with us are to (may vary slightly depending on time of year):

- Help with the care for the children in the kindergarten and support them in their daily tasks. In Zanzibar, at kindergarten age. They will already be learning how to read and write and doing simple maths (for example, making use of singing and clapping games). You can come up with ideas with the teachers on how to make learning interactive and exciting for them.
- Assist the teachers in the classroom.
- Implement leisure activities, games and sports.
- Support the teachers and staff with administrative tasks.
- Help with everyday tasks, e.g. cleaning and distributing food.
- Carry out environmental education activities, or workshops (dance, theatre, art) with the children.



It is important for you to try and immerse yourself in the local culture, traditions and language as much as possible. Our staff are happy to assist you in learning basic Swahili and advise you on local customs and culture. The more you immerse yourself in local Zanzibari life the more you'll get out of your time here. Even if you can't speak fluently, native Swahili speakers will always appreciate it when they see a Tourist is able to speak even one Swahili word. After learning these Swahili phrases, you will at least communicate for common emergency situations in Zanzibar, like when you are looking for Help, Direction, Post office, Restaurant etc. If you are coming to Zanzibar and you want to learn more about the life of Zanzibari locals, then you need to have some swahili phrases. Here's a few for you to start:

Jambo! Hello!

Karibu Welcome/ You are Welcome.

Habari za asubuhi Good morning!

Habari za jioni Good evening

Usiku mwema/ Ulale salama Good night.

Jina lako nani? What is your name?

Jina langu ni... My name is...

Habari yako? How are you?

Nzuri I'm doing well

Sio nzuri I'm not doing well

Samahani I am sorry.

Natoka... (China, Italy, Russia, Afrika Kusini etc.) I am from... (China, Italy, Russia, South Africa)

Tutaonana baadae! See you later!

Kwaheri! Bye!

Asante! Thank you!

One great idea, if you have the time, is to learn some basic Swahili before visiting so that you are more able to communicate with the children and staff from day one. It's definitely not essential but you might find it makes a very memorable experience even more memorable.

There are lots of local sites to visit such as Jozani Forest, Kuza Cave, Mwani Zanzibar (previous name Seaweed Center) to name a few as well as longer trips to Stone Town, Mnemba Island, Nungwi Marine Turtles Mnarani. Ask us if you're interested in any tours and trips and we will do our best to arrange them for you.

The temperatures are tropical throughout the year. Zanzibar has two rainy seasons a year. Whereas in the months of June to October it rains only on two to five days. The coolest seasons are from June to August, but the other months are particularly dry and tropically warm.

Whilst the malaria risk in Zanzibar is often quoted as being lower than the mainland there is still a high risk of malaria throughout all of Zanzibar at all times of the year so we strongly advise you to take Anti-malarials such as Mefloquine, Doxycycline or Atovaquone/Proguanil. The best thing to do is to seek advice from your local medical expert. Our accommodation has mosquito nets but you may also want to use an insect repellent cream.

You should seek medical advice from your local health practitioner before traveling to Zanzibar and ensure that you receive all of the appropriate vaccinations. As a guide Tetanus, Typhoid, Hepatitis A, Diphtheria and Polio are recommended. You will also be required to show your Yellow Fever vaccination card. You should also make sure you are up to date with all standard vaccinations required for life in your home country.

The food is varied and delicious with influences from Africa, Arabia, India and Europe, Zanzibar's cuisine is as varied as it is delicious. Given its plethora of spices, you can guarantee that anything you eat on the island will be brimming with flavour. With water all around, it should come as no surprise that seafood plays a big role in the local culinary scene. Octopus curry is a delicacy on the island and is cooked in a flavoursome coconut-cream sauce. Octopus makes another appearance as a street food, served with pieces of fried cassava. For some land based meat, mishkaki - skewers of grilled chicken or beef, can make a great snack.

However, food hygiene standards in Zanzibar may differ to what you are used to back home so to avoid getting sick take extra precautions with your food. Ensure that all hot food is served piping hot rather than lukewarm. If something looks poorly prepared, especially meat or fish, it is better not to eat it. When it comes to street food, don't eat anything that might have been sitting in the sun for too long. A good tip when buying food is to look for somewhere with a queue of locals as this will invariably be where the good food is. Be careful when eating salads or consuming drinks with ice, as if local water has been used it may upset your stomach.

Avoid drinking tap water at all costs! Most of the drinking water in Zanzibar is imported from the mainland and tap water is not safe to drink. Be careful with fruits and food that are sold on the street – if you have a sensitive stomach then it's probably better to avoid these altogether!

While it is not compulsory to tip in Zanzibar, due to the high number of western tourists the staff have increasingly become accustomed to receiving a small tip - if you leave a tip then 5% is acceptable. restaurant bills. Naturally, this can fluctuate according to how good you found the service. It is not common to tip taxi drivers in Zanzibar but rounding up your fare is a generous way of showing your appreciation.

Like most cities and tourist areas around the world, it is important to be aware of your valuables and the potential for theft. After dark, the risk of violence increases - Stone Town is known for its historical charm, it's also known for theft. Walking alone on the beach after dark is not a good idea. Please keep in mind that Zanzibar is a poor country and displaying signs of wealth is not appropriate whether that's to locals while you are out and about or to our staff.

Before Traveling to Zanzibar

Naturally, you'll need a passport which must be valid for the entire duration of your stay and for 6 months afterwards. Be sure to check this long before you plan to travel and keep a photocopy of it separate from your actual passport just in case of loss or theft.

The next most important document you'll need to have is a 'Police Criminal Check' (CRB Check) - it is a legal requirement for all NGOs, particularly those working with children, to check and ensure that you have not been convicted of any crimes in the past. How and where you obtain this will depend on your country of origin, but they are usually very easy to get with most countries providing an online facility to apply & pay for the check and report. You must send a copy of this report to Familia Moja before you travel to Zanzibar. A scanned copy of the report can be sent to us via email or WhatsApp (+255 678 432 665).

You will also need an e-visa which can be applied and paid for online by visiting the Tanzanian immigration website on <https://visa.immigration.go.tz/>.

The Tanzania Volunteer Visa is valid for up to 90 days per entry and you will need the following to complete your online e-visa application:

- Photo - It needs to be passport-sized photos and colour photos are accepted.
- Invitation Letter - You will need proof that you were invited to volunteer by providing a letter from the NGO or non-profit for which you will be volunteering. We provide you with the required invitation letter which is signed and stamped via email.
- NGO Registration Certificates - Again, we provide a copy of this for you via email.
- Copy of your valid passport (biographic data page)
- A Return Ticket - Be sure you have arranged transportation to leave Tanzania.
- Duly filled in declaration form

The cost of the e-visa is USD 50 and takes around 10 days. You can make amendments to the application online and check the status/progress of your e-visa online using the same website. We recommend you ensure you check on the progress of your e-visa just in case any problems arise.

We strongly recommend that you have a medical check-up before you depart for Zanzibar. There are dentists here and doctors, but none reach the standard you would receive at home. If you have any on-going, or serious medical conditions, we would respectfully advise you to inform us about this before your stay.

As with any travel abroad, you are responsible for your own healthcare. Medical insurance is needed to cover accidents or illnesses that may occur in Zanzibar or while traveling. Seek advice from your local medical expert on what vaccinations and treatments you need, which may include:

- Anti-Malaria tablets
- Hepatitis A and B
- Polio booster (oral)
- Diphtheria
- Tetanus
- Typhoid
- Meningococcal disease
- Tuberculosis
- Measles, Mumps, Rubella (combination vaccine)
- Rabies

From our experience, you might also want to consider bringing some of the following items with you:

- Mobile phone (unlocked) - SIM cards can be purchased cheaply here to communicate with home or with other people in Zanzibar. You can then also buy local internet bundles and communicate easily with friends and family using WhatsApp. Texting, particularly locally, is also quite cheap.
- High factor sunscreen & sunglasses: The sun here is more intense than you might be used to and it's generally hot so unless you want to risk getting sunburn or squinting all day when you're walking around then make sure you pack these items.
- Camera and Film or Memory Cards: They are available but are not of a very good quality and can be quite expensive.
- Torch: There aren't usually any street lights in Zanzibar so a torch can be useful when walking around in the evening. The electricity infrastructure is not always the most reliable so a torch can come in handy. We also have some emergency lamps and solar lights at the volunteer guest accommodation site.
- Board games / books / magazines / music – Most volunteers say they wish they had brought more books to read during the long evenings when there is no power and to chill out on your days off.
- If you want to bring a laptop then remember that whilst the volunteer guest accommodation is very safe we cannot take responsibility for loss or damage.

- Bring US dollars if you are bringing cash but change this into local currency (Tanzanian Shillings) when you arrive as most restaurants and local shops won't take dollars. Even if they do accept dollars you will find they give you a very poor exchange rate so it's more practical and cost effective to have some local currency. It is a good idea to bring 2 ATM cards if you can so that if one stops working (which can happen when using them abroad) or you lose one then you have a spare - getting a replacement card sent out usually takes several weeks, sometimes longer. Whilst some restaurants, cafes and shops do take card payments many do not and also, due to internet issues, they often don't work so cash is often the easiest route although we recommend you don't carry too much cash around with you when you go out.
- It's advisable to bring universal adapter plugs. The main electrical socket is the UK one but there are also many sockets which are 2 pin. You can also buy adapters at a fairly reasonable price locally.

We appreciate and can always make very good use of clothes, toys and school supplies. Books, puzzles and games are also very useful but remember not to bring any toys or equipment that needs batteries - believe it or not they are very expensive to buy here and also generally poor quality and don't last long. If you are thinking of buying exercise books then it's better to buy them locally - they are reasonably cheap and need to fit the Zanzibar education guidelines in terms of layout. We will send you a wish list of potential items you could consider bringing when you have confirmed your volunteer placement with us.

If you do have spare luggage capacity then please let us know as we sometimes have items in other countries that people want to donate that just need someone to bring them over for us.

Volunteer Conduct Code

Welcome to Zanzibar, a place rich in culture and natural beauty. When you arrive, we will ask you to sign a copy of the Familia Moja Volunteer Conduct Code which when followed by volunteers will lead to a respectful and enjoyable experience as well as reflecting positively on Familia Moja.

You are expected to abide by this code of conduct. This helps to ensure a positive and safe living and working for everyone - volunteers, staff, the children and their families. It is also important to make sure your behaviour is not offensive to local cultural norms. Failure to abide by these guidelines can result in the early termination of a volunteers' without any refunds or costs being incurred by Familia Moja.

General Conduct

1. Respect Local Customs: Be mindful of Zanzibar's predominantly Islamic culture. Avoid public displays of affection and adhere to local customs and traditions.
2. Sustainability: Please refrain from littering and respect the local environment. Use designated waste disposal areas and consider using reusable items.
3. Photography: Always ask for permission before taking photos of people, especially in rural areas and religious sites.
4. Sensitivity : Volunteers should not make statements that could be interpreted as negative, condescending, or politically biased.

Dress Guidelines

1. General Public Areas: Casual wear is acceptable but should be modest. For men, shorts and t-shirts are fine; for women, skirts or dresses that are knee-length or longer are advised.
2. Religious Sites: When visiting mosques or other religious sites, both men and women should wear clothing that covers the shoulders and knees. Women are also advised to cover their heads with a scarf.
3. Beaches: Swimwear is acceptable on the beach but not suitable for walking around town or visiting other public places.
4. Footwear: Remove your shoes when entering someone's home and certain religious sites.

Alcohol & Illegal Drugs

1. Use of alcoholic beverages is prohibited in and on all Familia Moja facilities and grounds, other than in the volunteer guest accommodation area. Always drink in moderation as getting drunk not only reflects badly on Familia Moja but can get you into difficult situations whilst out in the evening.
2. Familia Moja has a zero tolerance policy for the use or possession of illegal drugs.

Sexual Immorality

1. Familia Moja enforces a strict zero-tolerance policy regarding the viewing of any pornographic images or videos including inappropriate use of the internet.
2. Familia Moja has a strict zero tolerance policy regarding sexual harassment (both verbal and Physical) on its facilities and grounds.

Outside Work

3. Volunteers are prohibited from taking part in any paid business activity in Zanzibar whether it is for another person(s) or themselves. This will cause issues with the immigration authorities as it is in breach of the terms of your visa - if you are caught doing outside paid work it will at best result in a heavy fine and at worst in being deported from Zanzibar.

Other Offences

1. Physically or verbally aggressive behaviour including fighting or deliberately causing physical harm to another person.
2. Theft or dishonest behaviour.
3. Use of Familia property without permission e.g. vehicles, computers, printers or other communication equipment.
4. Not abiding by safety rules or common safety practices.
5. Bringing back guests to the volunteer guest accommodation without getting prior permission from either the School Manager or Head Teacher.
6. Sharing of Confidential information
7. Failure to pay your volunteer placement fee by the required deadline.

General Guidelines of Behaviour

Whilst we provide support to our volunteers, the volunteer maintains responsibility for their own safety and security by not taking unnecessary risk and behaving in a culturally appropriate manner.

Project Sites:

- Familia Moja is responsible for the facilitation of volunteering at our project site. We will provide volunteers with a weekly schedule of their work, as well as contact people at the site. It is the responsibility of the volunteers to follow the schedule or, if necessary, notify the School Manager or Head Teacher if they are unable to work a scheduled day due to illness or traveling.
- No refunds will be given for time not spent by the volunteer at the volunteer guest accommodation.
- Volunteers should not give money or items to individuals in the community. If volunteers wish to make a donation at the projects, they should discuss first with the School Manager or Head Teacher.
- If you would like to take a picture of people, their homes or belongings, be respectful and ask their permission first.
- Be proactive and share any suggestions you have with staff. Support other volunteers and staff and work as a team. Be aware of and considerate to the needs of the children, staff, and other volunteers. Remember that the way our local staff do things is sometimes constrained by local regulations and cultural norms so it may not be possible to implement some of your suggestions.
- Volunteers are expected to look after each other. It is really helpful when experienced volunteers who have been here a while take the new volunteers into town and show them around. If there aren't any other experienced volunteers around the staff are only too happy to help out where possible.
- There are always other jobs to get involved with including gardening, painting, cooking, etc. If you have a particular skill please let us know and we will do our best to get you involved with any tasks that need doing.
- Inform the School Manager or Head Teacher if you have a complaint or a problem.
- Be honest - we value your thoughts, opinions, and advice about the work we do.
- We aim to chat with our volunteers to see how their volunteering experience is going and to get any positive suggestions for ways we could improve the experience, but please do not hesitate to come and have a chat with the School Manager or Head of School if there is anything you want to discuss.
- If you would like to make a monetary donation or buy something for the homeSchool, please speak to the School Manager or Head of School first.
- Please do not give individual children or staff gifts or money (snacks, clothes, stationary, pencils).
- If you are asked for money please report it so we can keep the focus at the school on education.

Luggage, Theft or Lost Property

- In the unfortunate event that any of your luggage should get lost in transit, reclaiming the lost luggage is the volunteers responsibility. Familia Moja can assist with contacting the airline to locate the luggage and with arrangements for pick-up time and location. However, the volunteer is responsible for arranging and paying for transport to collect their luggage. If we know a driver who is in that area on that day or are already going there we will happily pick the luggage up for you.
- Familia Moja accepts no responsibility for the theft, loss or damage of volunteer property during their stay. If theft, loss or damage occurs in the volunteer guest accommodation site then Familia Moja will investigate the matter and determine appropriate action. We would suggest that volunteers only take essentials for their trip when out in the local community. Don't take too much cash and 'be wary of showing any expensive items such as watches, smart phones, tablets, computers and cameras.

Accommodation, Pricing, Requirements and Guidelines

Accommodation

Your accommodation is in a private, gated and secure area on the same site as the Nursery & Day Care School. All rooms have an ensuite shower room with shower, toilet and sink. Depending on your budget and preference (and availability) you will stay in either a 4 bedroom dormitory or a private room.

There is a well equipped communal kitchen where you can cook your own meals. There is a shared fridge/freezer to store food and drinks. Although our water supply is not from the main Zanzibar water system but from our own water well, you cannot drink the water from the tap. We always have safe drinking water available for you in the kitchen and in the school.

The rooms all have a strong, oversized fan which is more than sufficient for keeping you cool. All of our rooms are equipped with mosquito nets.

There is a nice verandah outside each room and a large partly covered area for chilling outside as well as a nice garden with local trees and plants. It's a short bike ride to the nearest beach and being located near to the beach the grounds benefit from a nice cooling breeze. Overall, it's a great place for our volunteers to relax and unwind as well as meaning you don't have to travel to get to the project which is more convenient and cost effective.

The accommodation is on a large and safe enclosed compound. We have guards throughout the day and evening and night (this is normal practice in Zanzibar). The guard patrols the Guest House at night, often carrying a torch, so don't be concerned if you hear footsteps outside your room at night. However, we cannot be responsible for your personal safety or your personal belongings at all times. We suggest that all volunteers take the usual precautions to ensure their own safety. We like to think that the compound is secure and nothing would ever go missing, but the fact of the matter is that we live in a country which is very poor and temptation is sometimes hard to resist. As a general rule, if it is valuable, lock it up!

You will be provided with a light breakfast every morning from Monday to Sunday. If you cook at the guest accommodation by yourself, please make sure you clean up the kitchen – this is not the cook or cleaners job. Volunteers are responsible for all of their other meals (lunch and dinner) which they can cook themselves, go out to a local restaurant/cafe/street food stall or even have takeaway delivered to the site. There are two providers of home delivery service, PolePole and PikiPiki. Both work on an app which you can download to your smart phone and most of the local restaurants and cafes are on the app so there are plenty of delicious options. Familia Moja also runs its own cafe called Fresh & Filling which helps to run the NGO so if you fancy a freshly prepared toasted sandwich or a French Bread Pizza, both made to your specifications, then let us know and we will get that delivered for you without you paying a delivery charge.

Pricing

DURATION	DORMITORY ROOM	PRIVATE ROOM
30+ DAYS	\$20/DAY	\$30/DAY
21-29 DAYS	\$23/DAY	\$36/DAY
14-20 DAYS	\$25/DAY	\$40/DAY

The costs include accommodation in one of our dormitories (4 people) or private rooms, breakfast, room cleaning twice per week, security and in-country support and coordination of your volunteering placement.

There is a separate, one-off administration fee of \$75 to cover administration costs, placement booking & confirmation, pre-departure support & documentation.

You can also book a pick-up from the Airport or Ferry Port, which will cost \$50 or \$40 respectively.

Volunteers are required to pay a USD 300 non-refundable deposit at booking confirmation in order to secure their volunteer place. The deposit will be deducted from your final invoice which you'll be sent no less than 2 weeks before your departure and should be paid before arrival. Deposits and final invoice payments can be made by direct international bank transfer.

If you would like to make an initial enquiry about booking a volunteer placement, please email tim.spooner@familia-moja.org providing the following information:

- Full name and address including country
- Date of birth
- From and To dates for you volunteer placement
- Any additional questions you would like answered.

General Requirements

Experience with children is an asset but not obligatory. You must be at least 18 years old and be able and willing to stay a minimum of two weeks.

We are looking for self-motivated, flexible, open-minded volunteers that are able to adapt quickly and have good communications skills. You should be comfortable with and able to immerse yourself in Zanzibar culture, traditions and way of life. It is important that volunteers are open-minded to new cultures as it is almost certainly going to be different from that which you are used to.

We want all volunteers to feel at home and welcome while living with us and our staff are always happy to try and answer any questions and provide advice and assistance where needed. Zanzibar is a wonderful country, which is known for its friendly and hospitable people, and whilst the country has its own unique set of challenges, on the whole it is a wonderful place to visit or live.

We feel sure that your volunteer experience with Familia Moja will be a rewarding, enjoyable and memorable one. You'll also experience the personal pleasure of knowing you have made a positive impact on the children and the local communities we serve.

Guidelines

To ensure the best possible experience for everyone we ask all guests to follow these rules:

1. Please respect each other and each other's belongings (money, electronics, clothes, food, and toiletries). Abusive actions or language, theft, or other inappropriate conduct will not be tolerated and may be grounds for early termination.
2. English is the common language at the Volunteer Guest accommodation. You may be excited to find people who speak your native tongue when you arrive, but please speak in English to create an inclusive and welcome environment for everyone.
3. Clean up after yourself. If you make a mess, clean it up. If you cook, always wash, dry and put your dishes away. Keep your belongings tidy and in your room. This is not the responsibility of our cleaning staff or cook.
4. Dress appropriately. Inside the volunteer guest accommodation normal western attire is acceptable, however, when you are on the school grounds, in sight of passers by, or around the local neighbourhood, you must dress conservatively. Zanzibarians are very modest and do not want to offend our community and our neighbours.

5. We take security and safeguarding very seriously. Consequently, no guests are permitted on or near volunteer guest accommodation grounds. If you do want occasionally to have a guest back during the evening then please request permission from the School Manager or Head Teacher. Under no circumstances will guests be allowed to stay overnight.
6. Internet access is low-bandwidth and not the most reliable. We have a general router you can use in the communal areas but we advise you to get a local sim card and buy an internet budget for your own use. If you are using the communal router for internet access please be considerate and don't use it to download film, music, videos or large documents - it should just be used for staying in touch with friends and family.
7. If you plan to be absent from the project for any length of time, please advise the School Manager or Head Teacher so breakfast meals and other services can be adjusted.

During your stay, if you have any questions, concerns, suggestions or complaints you have regarding your accommodation you should raise them with the School Manager or Head Teacher.

Arrival

We can arrange to pick you up from the airport or ferry port in Stone Town. Please give us plenty of notice via email of your flight or ferry details so we can make the necessary arrangements.

Once you have provided us with your arrival details, we will send you an invitation letter. You will need to upload this as part of your online visa application. You must get your visa online prior to departure. Whilst this is usually completed within a 4-5 days of you submitting your online application and payment it can take up to 2 weeks so please make sure you allow plenty of time before you depart. The cost for a 3 month, single entry visa is USD 50.

It is a good idea to change a small amount of dollars into local Tanzanian Shillings - There is an exchange bureau at the airport. If you are arriving by ferry then ask your driver to stop at the nearest exchange bureau in Stone Town. Don't exchange much at the airport, just enough for when you first arrive, as the exchange rate may not be the best.

If you have arranged for us to have you picked up from the airport or ferry then please ensure you text us to let us know of any delays with your flight or ferry so that we can adjust timings for the driver accordingly.

As a rough guide, a volunteer might expect to spend USD USD 400-500 a month here - mainly on groceries, eating out, taxi fares and having clothes made though can live more cheaply. If you are planning to eat out in restaurants frequently and/or go on several trips/safaris then of course your budget will need to be higher.

Please note the following:

- USD notes – All USD money must be issued from 2006 onwards. Notes issued from 2005 and before will not be accepted at any establishment nor will be exchangeable at any bank.
- GBP notes – Only the new GBP notes made from the polymer PLASTIC which is waterproof, see through window strip of Her Majesty, a hologram feature, and raised Braille dots are now accepted. The older paper based GBP notes are no longer accepted.
- Currency exchange may only be done by a bank or registered exchange bureau.

If possible, we recommend you bring US Dollars. You should also bring dollars in large notes (\$100 or \$50 bills as opposed to \$10, \$5 or \$1) as the exchange rate is better for larger denominations. Zanzibar has a closed currency meaning Tanzanian Shillings cannot be brought into or taken out of the country.

It is not advisable to bring traveler's cheques, as it can be very difficult and time-consuming to cash them and sometimes impossible. There are only a few ATMs in the local area (4 in Paje at the roundabout and 1 in Jambiani Plaza. Mastercard or Maestro to get money (you need a pin number). Sometimes the bank machines can be temperamental, but there is almost always one working around. Visa cards are the most widely accepted cards. Please note that it is rare to be able to pay for items in shops, restaurants etc. by card, unless they are upmarket ones.

Orientation

Our School Manager or Head Teacher will be here to show you around and ensure you are welcomed and made to feel at home. Please ask them any questions and they will be happy to help you. We will provide you with plenty of information so we recommend you make sure you read this before starting your volunteering work.

You will receive a basic orientation soon as possible after you arrive - usually within the first couple of days.. You will be shown around the Familia Moja Bwejuu site and explained rules, daily routines and policies.

Please do not hesitate to speak to either the School Manager or Head of School if you have any issues or problems so you can work together to resolve them or if there is anything that you need further clarification on. We want to make sure that you get the most out of your time volunteering with us and appreciate a fresh perspective on ideas. We can and do change things if good suggestions are made so feel free to share your ideas with us, but please bear in mind that it won't always be possible to implement them. The staff and other volunteers will assist you in learning and understanding the basic routines at the Familia Moja project.

Whilst being given plenty of support, volunteers are expected to be as self-sufficient as possible. We expect volunteers who have been here for a while to provide guidance and assistance to new volunteers as much as possible. Maybe suggesting good places to visit, restaurants, taking them into Paje to show them around, help with using an ATM for the first time and so on. And once you've been here a while and are comfortable with how things work and where to go then we would ask you to help any new arriving volunteers too.

There are always other jobs to get involved in around the site including gardening, painting, cooking etc. If you are especially handy in one area, please let us know and we'd be happy to get you involved in tasks that need to be done.

Please be kind and courteous to our staff and make sure you greet them and talk to them. It is all too easy for volunteers to sit in one room and local staff in another - but you will find they are warm, welcoming and friendly people and you can learn a lot from them. Some speak English pretty well, others speak none, but they are all friendly and willing to do their best to help you if you ask.

Communication

Zanzibar has a very poor and limited postal & delivery system. We'd therefore recommend you keep the need for postal communications to a minimum and rely more on Emails, WhatsApp calls & messages and text messages to keep in touch with family & friends. Parcels are very hit and miss, some arrive and some don't. Letters are generally more reliable. They can arrive within 3 days - but can also take more than 4 weeks!

We have a shared Wifi router in the communal kitchen at the guest house, therefore you can access the internet with your own laptop, tablet or smartphone. However internet connections are much slower here than at home, so be warned that some attachments will take a while to load and the connection may not always work!

Mobile phones are good and it is fairly cheap to buy local SIM cards but prices can vary and are usually from USD 2-5). When buying a sim card in Zanzibar you will need to bring your passport. A photo of your passport page will be taken as well as a photo of your entry stamp. Your new Tanzania prepaid sim card will be registered on your name and passport number. They will also need to take a finger print and a picture of you..

Calling home can be very expensive (normally about USD 3/minute) and the line is not always clear. However, text messages are very cheap. We advise volunteers to bring a mobile phone with them which is unlocked and will work here with a local SIM card. Mobile phones can be purchased in Zanzibar for about USD 100 if you don't have a phone that you want to bring from home. You will need to be cautious and remember not to leave smart phones on tables at restaurants and bars.

Remember that if you are taking pictures of locals in public (or their homes etc.) you need to be respectful and grant them their privacy. Don't just take pictures - please ask them for their approval in advance.

Safety

On the whole Zanzibar is a safe and friendly country. From your very first day here you will notice that Zanzibaris (and Tanzanians) are very welcoming and friendly people. More than 99% of the population of the Zanzibar archipelago is Muslim. The largest group of Muslims in Tanzania are Sunni Muslim, with significant Shia and Ahmadi minorities. There is a lot of religious tolerance but that doesn't mean that you don't need to make sure your behaviour is not offensive to local cultural norms.. Like most cities and tourist areas around the world, it is important to be aware of your valuables and the potential for theft. After dark, the risk of violence increases - Stone Town is known for its historical charm, it's also known for theft. Walking alone on the beach after dark is not a good idea. However pick pocketing can occur in busy clubs, bars and market areas or heavily populated areas. It is not advisable to carry too much cash around with you. Carry only the cash that you know you will need and do not 'flash' it around. Zanzibar is a poor country and if people see an opportunity - they may take it. It's better to be discreet when using a smartphone, camera or taking out large quantities of money in public!

It is ultimately up to individual volunteers to practice common sense and a reasonable degree of caution. Please understand that while we will take every precaution to ensure your safety and enjoyment of your Zanzibari experience, we do not - and cannot - accept any responsibility for safety issues that may arise during the time you are volunteering with Familia Moja.

The staff at the Familia Moja project often come from poor families. You may befriend them but please be sensitive to their lives and culture here and not display expensive items or money.

You will see many local children in Zanzibar begging - usually for food or money. Unfortunately, the problem is only worsening with the arrival of more tourists. The street children can be a little intimidating when they approach you in a large group, but they are generally friendly and charming and love a chat and some attention as well as some food. It is better to buy food than to give them money as this is then often taken from them, or fought after by older street children. If you buy them food - they do immediately eat it. They will probably call you 'Teacher' as they think all white people (Mzungu's) are teachers!

Malaria and other bugs

We strongly advise all volunteers who feel unwell to go for a quick and simple malaria test - it's better to be safe than sorry. You may choose to take a malaria prophylaxis before you come and while you are here - we would recommend you do but it is a personal choice. Your local medical professional will provide the most up-to-date information about this issue as well as other vaccinations you need before traveling.

But please be aware that no malaria prevention medication is 100 percent effective. WE therefore would recommend you use insect repellent and try to avoid mosquito bites by wearing long, light-coloured clothing during the evenings and night. All of our rooms come with mosquito nets which you should make sure you use at night. Please check your net often to ensure there are no holes in it and report it to the School Manager or Head Teacher as soon as possible so that it can be repaired (or replaced) for you..

There are many other 'nasties', which you can catch in Zanzibar - including Typhoid, Bilharzia, Hepatitis, food poisoning, etc. In order to reduce the chance of catching these you should wear mosquito repellent, avoid swimming in the lakes, eat in reputable restaurants and don't drink tap water anywhere.. You need to boil and then filter all water before you drink it or cook with it - and easier still is to use bottled water. We always have bottled water at the volunteer guest accommodation and school.

Nightlife and Friendships

Zanzibar has a vibrant nightlife as well as many good places to eat. Our School Manager or Head Teacher will be happy to try and help you and, if they have time, show you around.

Whilst we will do our best to offer our advice we would also suggest you use online media to do research options yourself. We would also be grateful if you would give us feedback on the places you go to, good or bad, so that we can update our own knowledge and make sure that we can best advise other volunteers in the future.

Zanzibar is filled with charming and beautiful people. Many visitors find it easy to socialise and build friendships or even romantic relationships with locals. However, you need to exercise a reasonable degree of caution and common sense as there are often con artists and insincere individuals who target foreign visitors. As at home - move with caution when making friends or dating and be sure to spend time with your new friend in public places or with groups of people until you know them very well.

Do not tell them where you live or bring them to the house. Even though you may trust someone you have made friends with, you don't know who else they may tell this information to and although we have a good level of security, a house full of 'rich wazungu' can become a target for possible theft.

Zanzibar's HIV prevalence is less than 1% in the general population but is concentrated among key populations where it is as high as 10%. But in reality it is much more than this due to the stigma attached with the disease, many poorer individuals not being able to afford the tests and with less than accurate recording of diagnosed individuals. Please do not put yourself at risk by having unprotected sex - condoms can be purchased at most local pharmacies but make sure to check the expiry date and also ensure that the condoms are in good condition as many are faulty because of poor storage conditions.

Excursions

You may decide that you would like to travel around Zanzibar. Whilst we will try to give some advice on trips and put you in touch with a local expert or tour guide, we are not travel experts so you will have to take the time to make your own arrangements. From our experience, it usually turns out much cheaper to book directly from here rather than in advance from your home country. Even trips to the Serengeti, Kilimanjaro, or to Rwanda to see the gorillas are all fairly easily arranged from Stone Town.

Besides safaris there are plenty of other very interesting places to go. Tanzania is easily accessed from our project - we are about 1 hour from the Ferry terminal in Stone Town and then the ferry to Dar Es Salaam takes around 1.5 hours. Mnemba island trips can be combined with dolphin tour and snorkeling for a great day trip. Flights within Tanzania, for example to Zanzibar can also be arranged through travel agents here. Day trips to Stone Town, a trip to Prison island which is now a Giant Turtle sanctuary reserve are just some of the day trip options. There are also plenty of trips within 30-45 minutes including Kuza Cave, The Rock Restaurant, Jozani Chwaka Bay National Park, home to the endemic and endangered red colobus monkey are perhaps the main ones.



Where to go if you have any problems

Our School Manager & Head Teacher are always happy to help you with any kind of problems - both are founder board members. All your problems or suggestions will be kept confidential by the person you chose to talk to. As we have already said, we are more than happy to receive ideas or suggestions that may improve our projects.

Contact Details

You can find the contact details of our School Manager on our website www.familia-moja.org. We recommend that you save his mobile phone number on your smartphone before you arrive. If you have any questions before you arrive, don't hesitate to send him an email, text message or just call.