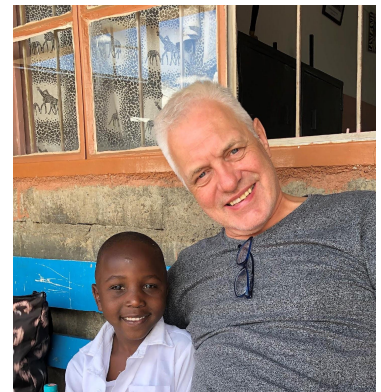


# Information for volunteers in New Life Africa International



## **Volunteering with NLAI**

We are happy that many people choose to spend a few months helping NLAI's work in Nakuru, Kenya.

At NLAI we are interested in having volunteers to help as we believe it is rewarding and inspiring for all parties. As a volunteer, you get to be close to the children and the staff at NLAI. This provides a greater cultural understanding, which can be a good foundation, wherever in the world you will work in the future.

Together with a manager in NLAI, you agree on which tasks to carry out. It depends on your education, interests, abilities and qualifications. As a long-term volunteer, you are expected to be taking an active part in NLAI's work. Therefore, we ask volunteers to work 5 days a week, 7 hours per day, including a 1-hour lunch break (pensioners may have special arrangements). Lunch can be brought with you or it can be bought in the many cafes and restaurants that can be found everywhere. When working at NLAI, you have to be flexible. During your stay there is the opportunity to go on various trips around the beautiful country. This is to be agreed on with the managers.

The NLAI centre is located on the grounds of Filadelfia Church. NLAI has a close collaboration with the church, where you are very welcome to participate in the service on Sundays. All of NLAI's work is built on Christian principles and values.

As a volunteer at NLAI you work with people, and you must therefore respect that you have an obligation to maintain confidentiality, just as you would in other similar workplaces. Follow the rules, policies and guidelines of NLAI including work and safety protocols of the organisation. Report any issues to your supervisor or team leader. Every department has a team leader and supervisor in the organisation and their role is to make sure you are supported and your opinions are valid.

In NLAI, help is needed for the following:

**The office:**

- In relation to sponsorships: writing stories, sorting pictures of children and young people who are being sponsored (contact director Susanne Madsen, [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com)).
- Taking pictures of different situations in NLAI.
- Prepare images and video clips for the website and Instagram and Facebook
- Power Point etc.

#### **The school:**

- In classes: assist the teachers in agreement with the head teacher, no teaching alone.
- Preparation of food and serving of food to the school students.
- Cleaning of various premises and areas.
- Participate in sports activities.
- Participate in music lessons.

Depending on the time of the year you choose to volunteer with us, the school may be closed for some weeks. It is closed three times a year. The Children's Home is always open.

#### **The Children's Home:**

- Playing with the children in their spare time (especially at weekends and during school holidays), socialising with the children, singing, playing music, sports, games, reading stories, drawing, baking etc. There is a specially designed playroom with space for approx. 12-15 children at a time.
- Help the children with homework at the Children's Home in the afternoon.
- Help with preparation of food for the children at the home.
- Extra cleaning in the Children's Home and of kitchens and other areas such as toilets that could need extra cleaning.

#### **Practical work:**

- Odd jobs, repairs, painting etc.
- Cleaning, tidying up and sorting things in the container, which is storage space for clothes etc.

**Senior volunteer work:**

- Senior volunteers are also welcome in NLAI. There is a great need for help at the Danish office, which is now in Aalborg, but much can be done over the internet. But if you have other special abilities or interests, you are also welcome to work within this.

When you arrive at NLAI, you will meet Manager Kennedy Kariuki, PR Officer Mary Wanjiru Gachuho, Secretary Beth Waithira Muthee to arrange the program for your stay. Remember to exchange phone numbers with the employees so that you can always get in touch with each other. It is important that you report illness and other absences to your contact person at NLAI.

If during your stay you have doubts about what to do, you must contact PR Mary, or the secretary who sits at the reception at the NLAI centre, or manager Kennedy Kariuki.

**Conditions for becoming a volunteer or student intern:**

- You have to be minimum 20 years old
- To apply write max. 1 page about yourself, your education, interests and abilities and send it to [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com)
- Include in the application two references from people who are not your family
- If you apply as a long-term volunteer, you will have a talk with leaders from Betania Church Centre, before you are accepted as a volunteer.

**Culture**

The Kenyan mindset can be different from your own. Therefore, you must embrace another way of thinking and show respect for the culture. Kenyans are usually friendly and welcoming. Remember that you are a guest in a foreign country where you must listen and ask Kenyans for advice and guidance.

At the NLAI centre: Greet and smile at people you meet – even when you have to speak to one person and there are others present. In Kenyan culture, a handshake or a smile means a lot.

Everything moves slowly in Kenya (except in traffic). Most people do not have a concept of time urgency. Patience is necessary, as precise appointments are often not fulfilled.

Some Kenyans can be very direct and like to ask about money and material things, therefore we would advise against giving out your email address as they often see people from the West as wealthy. If you e.g. say "maybe" to something they would like from you, they most often perceive it as a "yes". Due to cultural differences, it is wise to consult with us, Susanne and Leif, if you would like to give financial support to locals, as major problems can arise with this. Be careful about lending things or money to others, as you risk not getting it back.

You are not allowed to go to night clubs, consume alcohol and psychedelic drugs while you work for NLAI and are in Nakuru. As a rule, you must not smoke during working hours, but smokers can make a special agreement with Manager Kennedy Kariuki about smoking breaks outside the compound. Many of the children and young people come from homes with alcohol abuse and therefore associate alcohol with something negative. Furthermore, Kenyans may have a different view of smoking and alcohol than your own culture has. Firstly, it is not something you do and consume as a Christian in their opinion. Secondly, many Kenyans may not drink for pleasure, but only to get drunk.

The best thing you can do as a girl is to concentrate on the girls and the opposite for boys. Otherwise, conversations should be held in open spaces, as most Kenyans can misunderstand the intentions of a private conversation from one of the opposite sex. For several reasons, we recommend that you do not flirt or form romantic relationships. First of all, in Kenya you usually don't show that you are dating before announcing a wedding. Secondly, it can affect the unity of the volunteers, the relationship with the children and the employees at NLAI.



If you want to give gifts to the children, don't focus on just one person, as some have a habit of befriending the volunteers in hopes of receiving gifts. Therefore, some children receive gifts more often than others. Rather give gifts to all the children in the home or to the whole class. Always consult the secretary or manager first.

You cannot invite any of the children outside the centre without permission from the management and it must be together with one of the employees of NLAI. During home visits, there must always be a social worker with you. Here again it applies that some children/young people have a habit of making good friends with the volunteers, and others are very introverted.

If you are visiting Kenyans, it is good practice to bring a small gift - preferably food, e.g. sugar and flour.

## **Practical information**

### **Food and drinks**

Do not drink water from the tap, you can buy drinking water in bottles.

Show respect and accept that the food in Kenya can be very different and less varied than what you are used to. It consists mostly of fruit, cabbage, beans, lentils, corn, rice, potatoes and smaller pieces of meat, often with bones.

For your own sake, avoid eating lettuce, as it may have been washed in unclean water, and you will become very ill from it.

It is possible to get more varied food in the city's cafes and restaurants.

### **Expenses for volunteers**

All volunteers pay for their own expenses in connection with their stay at NLAI incl. the ticket, visa, residence permit, vaccinations, insurance, board, accommodation and all transport, as well as excursions.

## **Board and accommodation**

Volunteers live with an African family in the city, where they live with other volunteers. They pay approx. 2000 KES per day for board (breakfast and dinner) and accommodation (it is approx. \$15 / DKK 110 per day). Lunch and drinks are not included. It is also possible to have your clothes washed for an extra fee.

Contact Susanne and Leif regarding accommodation so they can plan it. Payment for board and accommodation is for one month at a time.

## **Flight ticket**

It is an advantage to buy a plane ticket so that you arrive in Nairobi early in the day, and avoid having to pay for an overnight stay in Nairobi. It is dangerous to drive after dark, which is approx. at 6:30pm. Nakuru is a three-hour drive from Nairobi. When returning home, it is recommended to fly at the end of the day. Please note that the name on the airline ticket must be exactly written as in your passport.

The taxi drive to or from the airport in Nairobi to Nakuru costs approx. 11,000 KES. (approx. DKK 550/ \$80). NLAI uses specific taxis. Plan with Susanne and Leif about ordering a taxi. We have one that we normally use, which you can feel safe to use as well.

## **Insurance**

As a volunteer at NLAI, you must have travel insurance that covers you in the event of accidents, illness, death, home transportation etc. Check whether you are covered through your family insurance. It is recommended to buy cancellation insurance, which covers acute documented illness upon departure.

NLAI is not responsible for your safety or any theft.

## **Passport and visa**

It is required that the passport is valid for at least six months after the return date and that there are at least 3 blank pages in the passport.

Visa must be applied for online before departure to Kenya. The approval can take up to 48 hours, so make sure you apply in good time, as the technicalities can drag out the process.

You must go online to the website: [www.ecitizen.go.ke](http://www.ecitizen.go.ke), where everything is written about the application.

If you need it, we have created a document, "Guide to visa application", where you can read step by step how to apply for a visa online. It is important that you follow this guide carefully, as it may affect the approval of your visa.

You must apply for a **tourist visa**, which is valid for 3 months and can then be extended for another 3 months online. Since it takes a few days to get a visa, it is safest to settle for a maximum stay of 170 days.

To apply for a visa, you need a letter from your host Nancy Gatau confirming that you will be living with her during the period you are in Kenya. But write only 3 months for the first stay.

You must send your names and dates of your stay in Kenya to Susanne Madsen: [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com), then we send it to Nancy, who sends the confirmation letter that you live there, so that you can use it for the visa application.

### **Work permit in addition to your visa**

As something new, sometimes you also have to apply for and pay for permission to be allowed to volunteer in Kenya and the application is for the immigration authorities in Nakuru.

It costs approx. DKK 1000 / \$146 per month. It is not money for NLAI, but only for the government.

NLAI does not charge you any money to be here.

NLAI's PR person Mary Gachuho, will be helpful with this after arriving at NLAI in Nakuru.

### **Vaccinations**

Contact your doctor and check relevant recommendations for vaccinations when you travel abroad. You must be aware that yellow fever may be an entry requirement in Kenya.

There are many different preparations that are preventive against malaria, but do your research into which ones you are willing to take, as the side effects can be many and vary depending on the preparation. For instance, the preparation "Lariam" can in rare cases have psychological side effects, so it is good to stay away from that.



The symptoms of malaria are: high fever, joint pain, vomiting, headache. If you suspect malaria, you go to the hospital and get tested via a blood test. If you are tested positive with malaria, this is treated with a course of tablets. It is important to use the mosquito nets that hang over the beds.

We recommend everyone to take a deworming treatment after returning home. The dewormer ABZ can be bought at all pharmacies in Nakuru, and it is much cheaper to buy in Kenya than in Denmark.

### **Transport - consult with PR Mary about this.**

Matatu (public minibuses): is very cheap, but watch your bag.

The taxi company Washiri is safer, but you have to download an app, so you can call the nearest available taxi directly and you will be informed of the price immediately.

Tuk tuk (converted scooter with room for passengers): Agree on the price before you ride. Shorter trips within Nakuru. NLAI uses tuk tuks that we know, so ask for one of these phone numbers.

Taxi: Agree on the price before driving. NLAI uses taxis that we know, so ask for this phone number.

Motorcycle is not advisable as they don't have a helmet for you and drive crazy in traffic

Bicycle: These are cheap, but also very dangerous to use in traffic, so we recommend that you avoid them.

The use of a seat belt is required if it is available in the car, also in public buses and taxis. In addition, it is important that you either stay indoors after dark, or use a recommended door-to-door taxi, due to the high crime rate.

### **Computer, mobile phone and internet**

It is a good idea to bring your own laptop. If you have an older phone, it's a good idea to bring it with you so you don't risk having your smartphone stolen, which is highly sought after by thieves. You can also buy an older model here in Kenya cheaply. So use your iPhone when you are indoors.

There are several different phone companies in Kenya. We recommend Safaricom.

SIM cards for mobile phones can be bought in many places in the city. A prepaid cell phone card can be purchased in almost all shops, and these cards are also used for internet data. Remember to bring your passport when you buy a SIM card.

PR Mary Gachuho can help you find the best place to buy SIM cards and prepaid cards.

In the store, they will help you change the SIM card and activate the new card.

Let them tell you how to check your balance.

There is internet in most places, but otherwise you can use your mobile internet and connect your computer. You can make cheap calls via Skype and WhatsApp.

## **Money**

You can withdraw money in many places in Nakuru at ATMs and there is no need to bring Kenya shillings from home. You can withdraw a maximum of \$242 (approx. KES 36,000) per visa card per day. In many shops it is possible to pay with a Visa card. Most banks charge a certain fee for withdrawing from Visa cards, so you might as well withdraw a large amount at a time.

## **The weather**

The weather in Kenya can be very variable. During the day it often gets very hot, but after the sun has gone down it can be quite cool. It is therefore a good idea to bring clothes for both warm and cold weather.

The warmest time is from November to March and the coolest is June and August.

## **Packing list**

### The suitcase for check-in:

- Clothing: Summer clothes, thin jacket, underwear, some socks, tights, closed shoes, sandals, a few pairs of long trousers, a few warm sweaters, possibly a sun hat or cap, possibly swimwear. It is a good idea to bring used clothes, as the sun, dust and washing are hard on clothes. Then you can also give some of the clothes to NLAI's work before you go home, if you wish.
- Toiletries, sunscreen and towels, but everything can be bought in Kenya.
- Electricity: Chargers for your computer and mobile phone, if possible a UK socket converter (otherwise it can be bought cheaper here), flashlight.

- Papers/documents: Copy of passport, visa, ATM card and telephone number to block your cards. (keep these in a different bag than the one holding your passport and ATM card, so you have it if you lose the bag with the passport). Also bring a copy of your passport, insurance details and contact details of your next of kin, which can be handed in to the NLAI reception on arrival.
- From the pharmacy: Pain relievers, possibly malaria pills, diarrhoea medicine and preventive agents, hand sanitizer, mosquito spray and possibly "Husk" which is a powder of seed shells, which is good for the stomach, in case of an upset stomach. (natural medicine).
- Possibly travel set with plate, cutlery and cup if you want to eat lunch at the school.
- For safari: warm jacket or sweater, possibly light walking shoes, long trousers for morning and evening walks.

If you have more space in your suitcase, you are welcome to fill it up with used clothes in good condition, toys and bedding. If you have any of this to hand out, give it to manager Kennedy Kariuki, who can pass it on so that it is used where it is most needed.

Used and good laptops not older than 5 years are a really good thing to bring to Kenya and give to our manager who looks at them and clears them of all software and installs the necessary programs for the computer to work optimally, so one of our young students can use it.

#### Hand luggage:

- Papers: Passport, Visa printed out in colour, vaccination card, printout of ticket.
- Computer, mobile phone plus possibly an old one and possibly a camera.
- A small hand sanitizer, napkins/tissue paper.
- Medicine if your luggage is delayed, as well as an extra set of clothes.

#### **Important phone numbers**

*You will receive a copy of the volunteer guide with important people and numbers, when you will be visiting us.*

## **Your time in Nakuru**

### **Dresscode**

Due to the Kenyan culture, volunteers in NLAI must wear decent clothing that is appropriate for school and office work. This means that for women, dresses, skirts and shorts must reach down to the knees. You are welcome to wear trousers.

Shorter dresses/tops must be worn with leggings. Strappy blouses are allowed, but short blouses where the stomach is visible and deep necklines are not appropriate.

For men, long shorts, trousers, t-shirts and shirts are appropriate.

When participating in sports, it is fine to use "normal" sports clothes.

When outside the NLAI centre, dress code is optional, but for your own sake, we recommend taking the culture into account.

### **Shopping**

You can do a lot of good shopping in Kenya. In the supermarkets you can buy almost everything you need, and there are fixed prices. You can pay with a Visa card in most shops.

When you go to outdoor markets, however, you have to discuss the price. They will do anything to sell to you. Always ask for their price and you can state your price.

Souvenirs can often be reduced by over 50% compared to the first price they mention.

### **Leisure time**

It is possible to go on trips or organise excursions to various interesting places in Kenya. In Nakuru there are hotels with pools that you can access for a fee.

We will encourage you to come to church, and especially to visit the Filadelfia church as many Sundays as you like and preferably at least once a month. There is also a Vineyard church, near the local hospital, which has a more modern style.

As mentioned earlier, there are some considerations you should make about Kenyan culture. Also described below are some reservations in connection with security in Kenya. If you are ever in doubt about which places are safe to go to and what time of day it's safe to stay there, just ask. Better to ask one more time than to stay in unsafe places.

### **Theft, security and traffic**

Do not take jewellery or belongings which have a high emotional value for you, as the risk of theft is much greater than probably in your home country.

Stay indoors as much as possible after dark, which is approx. at 6:30pm, otherwise you must make arrangements with your host Nancy, who must know where you are. If you want to go out, you must, as previously mentioned, use a door-to-door taxi, as it is risky to go out in the dark due to assault and theft. It is best to use taxi drivers recommended by PR Mary or your host Nancy.

Be careful of the heavy traffic and traffic rules are not always respected. In Kenya you drive on the left side of the road. Take good care of yourself wherever you go. Do not let the children use your phone, camera, etc. We are unable to replace your items if they are broken or lost. You can have your valuables locked in the office at the NLAI centre while you work.

### **Illness**

In case of emergencies where you need a doctor or hospital, contact your host Nancy or Mary PR.

Use the hospital: Aga Khan University Hospital, Westside Mall, Nakuru 1st floor.

If you need to be hospitalised, we recommend the Aga Khan Hospital in Nairobi, in consultation with your insurance company.

We would also like to be informed in the event of serious illness, hospitalisation or early return home.

You can read more about NLAI at [www.newlife-africa.org](http://www.newlife-africa.org). You can also follow us on Facebook at [www.facebook.com/newlifeafricainternational](https://www.facebook.com/newlifeafricainternational) and are welcome to participate in the annual NLAI Day in Denmark, contact Susanne and Leif Madsen: [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com).

Remember to register at your own country's embassy in Kenya, so that the embassy knows that you are there in case of trouble in the country, and unregister upon your return.

If you would like to become a sponsor for a child in the schools or the Children's Home, either during your stay or after returning home, it will be a great help to NLAI, and you can contact Susanne at: [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com)  
Thank you for choosing to come and help us in Nakuru and may God bless your stay.

Kind regards,

**Susanne and Leif Madsen**

**New Life Africa International**

Email: [newlifeafricainternational@gmail.com](mailto:newlifeafricainternational@gmail.com)