



HopeCo Mission Team Handbook
Tanzania - 2024

Table of Contents

Welcome!

All About HopeCo – Page 4

Our Story

Our Vision & Mission

Our Programs

Mission Team Overview – Page 7

Purpose of Service

Leaders

Trip Guidelines – Page 8

Requirements & Responsibilities

Rules

Child and Vulnerable Adult Protection Policy

Estimated Costs – Page 11

Additional Expected Expenses

Travel Information – Page 13

Passports & Visas

Immunization Requirements & Recommendations

International Health Insurance

Required Forms and Paperwork

Emergency Contact Information

Lost Luggage

Recommended Packing List

Valuable Resources

Tanzania Culture – Page 21

Where do I go from here? – Page 26

Child Sponsorship

Hope Ambassador

Hope Partner

Church Partnership

Welcome!

A message from our CEO

One of the reasons I'm excited to get this handbook into your hands is that my first introduction to overseas missions - more than 25 years ago - was through a mission team. It was a trip that affected me deeply and helped set the course for what was to come in my life...and it planted seeds that I have been able to witness creating lasting changes for vulnerable children. **I pray that this experience will change your life as well!**



Our mission at HopeCo is to rescue orphans and vulnerable children, care for them in compassionate, holistic settings, and share with them the good news of Jesus. It's a big task that requires the hands and feet of people with all kinds of gifts and skills. That's where you come in!

We hope that your participation as part of a HopeCo mission team will give you a fresh perspective of what God is doing in another part of the world, stretch your faith, and challenge you to "seek justice" (Isaiah 1:17) for the fatherless, widows, oppressed, and others in need. **Welcome to a HopeCo mission team! I am grateful for your service.**

Matt Parker, CEO



A message from our President

We are excited that you have accepted our invitation to be a part of HopeCo, taking an exciting journey to participate with our staff, students, and others that we serve. We welcome you with open arms and ask you to open your heart and mind to all the experiences ahead of you. There is so much to learn from everyone you encounter on this journey both those on the team and those on the ground. I pray that this will be a transforming experience for you as it has for so many others. Please feel at home!

Regina Chacha, Director of Programs

All About HopeCo

Our Story

HopeCo's vision began with our founder, Dr. John Chacha, and his passion for raising up godly leaders. Born and raised in East Africa, Dr. John Chacha was no stranger to poverty, and he yearned for something better for his people. After completing Bible College in the US and



marrying his college friend, Regina Horst, the two immediately founded Teamwork Ministries International to address the needs of the church in East Africa. Over the next 25 years, the ministry established hundreds of church-based Bible Schools, created curriculum, and empowered leaders around the world.

In 2007, Dr. Chacha received a call to help the people in his home village of Ntagacha, Tanzania. His love for the children became all-consuming and he made it his mission to pour his life into giving back to the people in his community. Soon City of Hope, the campus founded in Tanzania by Dr. Chacha, included a children's home for orphans and vulnerable children, Destiny Primary School, and Amani Medical Center.

Although Dr. Chacha passed tragically in 2015, his influence and impact on the lives of the children at City of Hope and countless thousands around the world will never be forgotten. Hudson Mahare, East Africa Director, took over leadership of operations and now oversees the staff and programs at City of Hope. HopeCo - our new name adopted in 2021 - continues to advance the original mission and vision of Dr. Chacha as we establish new programs in further locations. Our story of creating transformed lives and flourishing communities continues!

A message from our Regional Director for Africa

I am delighted to have this opportunity to welcome you to a wonderful ministry where we see God's hand at work every day. Thank you for your willingness to serve with us, lending your skills and talents to the important work of providing hope to orphans and vulnerable children and their communities. I trust that you will be blessed as you spend time at City of Hope. **Welcome to the family!**

Hudson Mahare, Regional Director



Our Mission and Vision

HopeCo's vision is to see **transformed lives and flourishing communities** in Tanzania, Kenya, and across East Africa. Driven by our faith in Jesus, we provide quality holistic care that creates lasting transformation, enabling children, their families, and communities to flourish.

HopeCo is:

- *Giving hope for today* through rescue, safety, food, and healthcare
- *Offering hope for tomorrow* through education, training skills, and leadership development
- *Sharing hope for eternity* by introducing children and their families to the love of Jesus



Our Programs

Tanzania

City of Hope is located in Ntagacha, Tanzania, an extremely impoverished community close to the Kenyan border. The program rescues children from situations of abuse, child marriage, FGM (Female Genital Mutilation), hunger, and disease.

City of Hope has been highly influential in giving hope and a future to vulnerable children and their families by providing:

- **Residential care** for orphans and other at-risk children, where their physical, emotional, educational, social, and spiritual needs are met. Many of these young people are girls who have been rescued from violent situations.

- **Quality education** in schools is the only reliable exit from generational poverty. Our schools in Tanzania consistently score among the best in the country. We are now sending a growing number of our graduates for further education.
- **A medical clinic** that helps give kids a healthy start, offering vaccinations and medical exams that uncover and treat health threats early in their lives - as well as providing prenatal and postnatal care, dental care, and other essential health care to the wider community.
- **Women's empowerment programs**, including teaching new job and business management skills that enable women to earn an income and care for their families.
- **Leadership development** programs for our children, local church pastors, and the wider community.

Kenya

In 2020, HopeCo extended operations across the border into Kenya. Here, HopeCo is training young teen mothers to sew. Our goal is that each girl develops the skills needed to earn an income and be able to support their families in the future. Emotional and spiritual care are also a key part of the program.

Our vision in Kenya is to help girls and women impacted by gender-based violence.



To accomplish this, we are:

- **Rescuing girls at the House of Faraja**, our new safe house that provides emergency care and support for girls rescued from abusive situations and who are needing quality care, trauma-informed counseling, and support.
- **Empowering vulnerable girls and young women**, continuing to develop our current training program for vulnerable girls and young women by increasing the number of women served and skills taught.
- **Developing outreach programs** in collaboration with local schools, churches, and other organizations, providing weekly activities, camps, training, workshops, and other critical forms of support for vulnerable children and their families.

Mission Team Overview

Purpose of Service

HopeCo is always seeking to **strengthen partnerships** with churches, supporters, schools, and other individuals who have the desire to help children, families, and communities in East Africa. Mission trips allow members to look beyond their own circumstances and see God at work in another culture and lifestyle. Mission trips allow people to **grow deeper in their faith in Jesus**, as well as **minister to our staff and the vulnerable communities** we serve in Tanzania and Kenya.



HopeCo Mission Teams:

- Involve 5-20 participants
- Serve in Tanzania for up to two weeks
- Work together to accomplish specific goals, such as leading a children's program, painting classrooms, helping on a construction project, offering medical support, and so much more!





Leaders

Our staff both in the US and East Africa, as well as the appointed team leaders, play a critical role in the success of the mission team. It is imperative that each team member respect, follow, and listen to all staff and leaders throughout the trip. A few names that you should know:

US Staff:

Matt Parker | CEO

Regina Chacha | Director of Programs

Kristi Smith | Mission Teams Administrator

Sarah Alfieri | Director of Engagement

Lisa Honaker | Finance Director

Brenda Smith | Long-Term Missionary

East Africa Staff:

Hudson Mahare | Regional Director

Cynthia Joseph | Tanzania Program Manager

Hilda Boke | Kenya Program Director

Amani Godfrey | Primary School Head

Deus Majji | Secondary School Head

Dr. Adam Paul | Amani Medical Center

Trip Guidelines

Requirements & Responsibilities

Mission team members must:

- Have a desire and willingness to serve children, communities, and our international staff in East Africa.
- Have a relationship with Jesus, or if not, a willingness to respect the Christian faith and attend church, daily devotionals, and prayer times during the trip.
- Complete all necessary paperwork and pre-trip training sessions.

- Sign and adhere to our Child and Vulnerable Adult Safeguarding Policy, as well as complete the online training on child protection.

During your time in East Africa with HopeCo, we ask that you:

- Invest in your relationship with God, and in the people you serve and work with.
- Work to gain a deeper understanding of HopeCo's ministries, and the staff members.
- Open your mind to a new way of life, culture, and language, as well as recognize the dire needs of the children we are serving. Use this new understanding to prayerfully consider ways you may be called to help and get involved.
- Be willing to serve in *any* way you are asked, and work to be a blessing to the local communities.
- Respect all leadership, both from the US and East Africa, as well as Tanzanian culture.

Rules to Understand

These rules are not meant to discourage you; in fact, they are designed to help you have the most meaningful and impactful experience possible. We ask that you review these rules, ask any questions you may have, and respect the policies we have in place. They are for the benefit of you and all the local children and staff you will be interacting with.



You are going to have a life-changing trip!

Gifts: No gifts of money or personal items are allowed to be given to individuals. We invite you to be generous and give where you feel called but ask that you give the gift to a team leader who will be in charge of getting it to the appropriate person. At the end of your trip, you will have the opportunity to leave tips for the workers as well as gifts for the children. Again, these *should* be given to a team leader. Please do not promise future gifts. We are grateful for your desire to help but strive to make the local staff or the children's parents the heroes, not the team!

Boundaries: We encourage you to build deep and meaningful friendships with staff, children, and local members of the community. However, do not allow anyone to guilt you into providing them with monetary gifts or personal items simply because you are from the US. Do not exchange email addresses, phone numbers, or other personal information. Talk to a team

leader or staff member if you would like to offer support and they will help you find the best way to assist.



Be on time: It is important that you are on time for all scheduled activities, team meetings, and projects! Listen closely to your team leaders for directions and review the schedule for a reminder. Also, be aware that you will be operating on “Africa time” and plans may change or be delayed- be flexible!

Be culturally sensitive: Oftentimes jokes, slang words, or certain phrases do not translate cross-culturally. Be mindful of these barriers to understanding and strive to use simple English in order to build meaningful connections. Note that absolutely no inappropriate language or curse words will be tolerated at any point on the trip, including travel days.

Pictures and social media: We encourage you to share about your trip and the impact that City of Hope is having on children and families! However, we ask that you do not take pictures of government buildings or officials, and that you ask permission to take a picture of someone when outside of the City of Hope campus. When posting on social media, protect the dignity, privacy, and confidentiality of the individuals in the image. Do not share real names, anything inappropriate, or parts of their story that were told to you in confidence.

Listen to City of Hope staff: Our amazing staff members know the schedule, needs, and details of each child’s life. Be mindful to not interrupt a child’s class and chore schedule.

Zero-Tolerance Policy: HopeCo has a zero-tolerance policy for drugs and alcohol during the duration of your trip, including travel time.

Avoid hot-button topics: Do your best to stay away from complex conversations such as politics, as they normally lead to confusion and frustration.

Love big and love well: Be kind, care for the people around you, and do your best to respect everyone you encounter. This is the adventure of a lifetime, and a positive attitude will make it an even better experience for you!

Child Safeguarding Policy

HopeCo takes the protection of children very seriously. The child's safety and best interests are always our primary concern and consideration. We believe that child abuse is an atrocity that is *never* acceptable. HopeCo is a member of *Keeping Children Safe*, an international network of organizations committed to the highest possible safeguarding standards. These include developing clear policies, training our teams and children, thorough vetting of all staff and volunteers, and rigorous accountability processes. As a team member, you will be required to read and sign our comprehensive child safeguarding policy, as well as complete a Child Protection training *prior* to your trip. You also must agree to have a Background Check. Any team member that is found violating this policy, abusing children, or placing a child at unnecessary risk will be sent home *immediately* and at their own expense.



Costs

While you are at City of Hope you will be staying at our campus guest house. This guest house accommodates 23 people and has an apartment for a family. Most rooms have bunk beds, and there are limited rooms with double beds designated for married couples. The guest house also has running water, hot showers, electricity, US outlets, and refrigeration if needed for medications. You will also be provided with three meals a day during your stay.

Average total trip cost: \$1,950 + airfare

- This includes:
 - Travel accommodations
 - Food and accommodation when in-country
 - Costs delegated for team projects and City of Hope operations.
 - Administrative costs



Payment Schedule

- 1st Payment: \$2,000 deposit is needed from each team member before we can book flights for the group.
- 2nd Payment: Remaining balance due 30 days prior to your departure date.

*Note: in the event of cancellation, HopeCo reserves the right to not return any non-refundable fees charged by our vendors as well as a \$200 cancellation fee for our services provided.

Extra Costs

- A safari will cost \$400 or more per person, depending on the size of the group
- Kenya Visa (around \$50) and Tanzania Visa (around \$100) that you will apply and pay for online prior to travel
- Vaccinations and COVID-19 testing (if required)
- Tips for any staff members who serve you can be given to your team leader at the end of the trip. Tips are not to be given directly. Note that you should plan to tip additional if you plan to have City of Hope staff wash your clothes
- Meals during travel or optional outings. You will be responsible for meals and snacks purchased during travel days, optional outings, and activities (excluding safari)
- Spending money for souvenirs, gifts, or any other fun items you wish to purchase
- Passport- if you do not already have one

Cash Rules

All cash taken on the trip *must* be in bills that are **newer than the year 2009** or you will not get the full exchange value. Larger bills, such as \$100 or \$50, will get you the best exchange rate. The bills must be free of blemishes, tears, and other marks.

Credit and Debit Cards

Before leaving the country notify your bank and/or credit card company of your travel plans so that the card will not be locked due to “suspected fraud.” Some credit and debit cards charge international fees - we recommend inquiring with your bank or credit card company to familiarize yourself with their policies and fees when overseas.

We recommend avoiding the use of debit cards overseas as they have fewer security and anti-theft measures than credit cards. Please note that while some places do accept credit cards, this option will not be available everywhere. We advise that you bring cash in addition to a credit card. If you do use your card, **do not** allow a vendor to take the card out of your sight to process it, and try to use it at safer locations (e.g., at airports).

Travel Details

Passports

Your passport must not expire within *six months* of your departure, or you will not be allowed to leave the US. Double-check your expiration date to make sure this will not be an issue for you. If you do not have a passport, or it is expired/will soon expire, you need to apply for one as soon as possible, as they take multiple months to process. You will also need at least six empty visa pages in your passport book.

Visa Application Instructions

Kenya Online Visa Instructions (if traveling through Kenya, and over 16 years old)

1. Gather Documents

Prior to starting this process have the following items prepared:

- A scan of your passport data page and front cover
- A scan of your travel itinerary (to be uploaded as “Other Documents”)
- A scan of a recent passport-style photo
- Hotel Reservations for ACK Guest House

***Note: All scans need to be JPEG files under 293 kb**

2. Go to <http://evisa.go.ke/evisa.html> *Do not go to any other site as there are many fraudulent sites that will charge more and steal your personal information*

-Create an account and enter all requested information, or sign in if you have an existing account. Proceed to your account and begin your application for a new visa. You may have to scroll down and click on the “Directorate of Immigration Services” to get to the visa application.

3. Apply for a Single-Entry Visa

-Reason for travel: Tourism | -If it asks if you are traveling as part of a group, you can select “no” | -Applicant arrives by: Air | -Point of Entry: JKIA Nairobi | -When asked for host details, choose “Hotel”, and use the following:

Name: ACK Guest House

Address: Bishop’s Road, Nairobi

Phone Number: 25420272320

Email: anglicanghnb@ackguesthouse.or.ke

4. Complete Your Payment- the typical cost is \$53 including the processing fees

5. Check in after two business days:

-You may not be emailed when the visa is processed and approved. So, after two business days log in, and under the recent application look under the approval column. If it says “issued,” then you can download and print your visa. Some people do receive their approved visa via email, so make sure to use an email address that you check frequently.

6. Print your visa: Keep one copy with your passport, and one in your checked luggage bag. This visa will be good for three months from the date of issue.

Tanzania Online Visa Instructions:

1. Gather Documents

-Prior to starting this process have the following items prepared:

- A scan of your passport data page and front cover
- A scan of your travel itinerary (PDF version)
- A scan of a recent passport-style photo

***Note: All scans need to be JPEG files under 293 kb**

2. Go to: <https://visa.immigration.go.tz>

-Click "Visa Application" and then "New Application." Enter all requested information. When you begin your application, you will receive an **application ID**- make sure to save this!

3. Apply for a Multiple-Entry Visa

Under "Travel Information and Plans," use the following:

-Purpose of Visit: Leisure and Holiday | -Destination: Tanzania Mainland | -If it asks if you are traveling as part of a group, you can select "no" | -Port Type: Choose "roads." Port of entry and departure are not required and can be left blank. -Local Host: "Company or Organization" = City of Hope

-Name: Mary Gapi | -Relationship: Friend | -Email: mary.gilbert62@gmail.com

-Address: Ntagatcha Village, Tarime District | -Phone Number: +255765013744

-Accommodation: Private Residence, use the City of Hope address listed above

4. Complete Your Payment- the typical cost is \$100 including processing fees

5. Check your email or online status

-Within two business days, you should receive an email that your visa has been approved with a link to download it. If you do not receive an email, you can log in to your online application and see the status of your visa. If it has been issued, you can download it there.

6. Print your visa: Keep one copy with your passport, and one in your checked luggage bag.

Immunization Requirements and Recommendations

- *Yellow Fever* is the only required vaccine for travel to City of Hope. The vaccine is available at most health departments and travel clinics. The vaccine being offered now lasts for a lifetime. If you have ever had the Yellow Fever vaccine in the past, you are not required to get an additional one if you have documentation. You will

- receive a yellow vaccine documentation card that you should keep with your passport when traveling.
- We recommend that your Tetanus vaccine is up to date. Typhoid, Cholera, and Hepatitis vaccines are recommended. Note that some vaccines require more than one dose, so plan accordingly.
 - We recommend taking anti-malarial medication, as it lowers your risk of contracting malaria and significantly reduces the symptoms if you do get malaria. Check your malaria prescription to see when you need to start and stop taking the medication. Most malaria medication will begin a few days before your departure and continue until a week or more after you arrive back in America. You will need to contact your personal physician for anti-malarial medications.
 - If you bring prescription medication, bring each prescription in the original bottle that shows full prescribing information, including your name.
 - Bring a variety of over-the-counter medications such as cold and allergy medication, anti-diarrheal, motion sickness medication, tums, and headache medicine.
 - **We encourage you to use the CDC's website for recommendations and guidance:** <https://wwwnc.cdc.gov/travel/destinations/list>



International Health Insurance

HopeCo requires that every team member have health insurance. All participants are covered under both a general liability and an accident/medical/death travel policy. This policy will cover trips lasting up to 60 days, and the policy includes emergency medical services, emergency evacuation services (medical, political, terrorism), repatriation of remains, and emergency travel assistance (e.g., lost luggage or a missed connection).

If you wish to acquire your own international health plan policies, we encourage you to do so! We recommend inquiring with your own health insurance provider to see what international coverage options could be right for you.

Required Forms & Paperwork

Every team member is required to complete the application and allow a background check to be run, and only **after** we receive a satisfactory result will we be able to book their flights. *ALL* other paperwork is required completed at least 30 days prior to their departure date along with final payments.

- Online Required Forms
- Background Check Release and a successful pass
- Child and Vulnerable Adult Protection Policy & Training
- Minor Travel Consent Form (if applicable)

Luggage

Luggage Policy:

- Check with your specific airline regarding luggage allowance. Typically, you will be allowed two checked suitcases and 1-2 carry-on items. Some airlines have weight restrictions for carry-ons. Note that even a small item such as a pillow or purse will count as a carry-on. The weight limit is 50 lbs. for each checked suitcase. Some flights will allow three checked bags - you will be instructed if this applies to your team.
- We encourage you to use one suitcase for your personal belongings and use any additional suitcases for donated items for City of Hope such as tools, food items, clothing items, etc. If you are willing to carry over items needed for City of Hope, please find a list of needed/ appropriate items on your team's webpage. If you are carrying donated items, please contact us so we can provide you with a form to lay on top of the items to prevent any issues.

- You are only allowed one quart-size zip lock bag of liquid items in your carry-on bag. All other liquid items need to go in a checked bag.
- Have your name on the inside and outside of each piece of luggage you are taking. Also consider having an identifying ribbon or strap on your luggage.
- If you are planning to buy souvenirs, plan ahead and leave space in your bags.



Lost luggage:

If your luggage gets lost and does not arrive at the airport, immediately file a report with the airline representative located near the luggage claim area. You can use the address and contact information we provided on your Tanzania visa application! In addition, add the phone number of your team leader - which will be given to you prior to departure.

Carry all basic necessity items (toothpaste, brush, prescription medication, two changes of clothes, deodorant, etc.) in your carry-on in case your checked bag gets lost or delayed.

The Ultimate Packing List

Carry-On Items

*Electronic Items Note: Please do not pack expensive items in your checked luggage, they are safer in your carry-on bags.

- Camera (camera charger)
- Headphones
- Chargers (and international power converter - 220)
- Phone (don't forget to download music for travel)
- Masks!! (Bring more than one)
- Neck pillow and sleep mask for the plane rides
- Hand sanitizer
- Water bottle – make sure it is empty when going through checkpoints and fill it up in the airport after security.
- Toiletries (toothbrush, toothpaste, mini deodorant, two extra sets of clothes, face wipes, Chapstick, etc.)
- Snacks
- All medicine (Vitamin C is helpful when traveling)

- Important documents (printed copies of ALL important documents, passport, vaccination booklet, ID, e-visas, cash, credit/debit cards)

General Items

- Bible, journal, and pen
- Flashlight
- Insect repellent and sunscreen
- Work gloves
- Sunglasses or hat
- Extra pillowcase
- Feminine hygiene products
- Glasses/ contacts
- Other toiletries (shampoo/conditioner, razors, bar soap, etc.)
- Important Note: When in-country, we strongly recommend carrying a roll of toilet paper, wet wipes, and hand sanitizer with you at all times since some bathrooms you encounter will not provide those items.





Clothing

Note: bring a limited amount of clothes to save room, as you will be able to do laundry

- Work clothes that you don't mind getting dirty
- Knee-length shorts
- Sandals (recommended to have straps)
- Tennis shoes
- Lightweight pants or jeans (keep in mind that jeans will take a while to line dry)
- Socks and underwear
- Pajamas
- Light rain jacket
- Light jacket – evenings and early mornings can be chilly
- Church clothes
- T-shirts (bring extra, we recommend 5-7)

Notes for Ladies:

- Skirts and dresses need to go below the knee, including slits in the skirt not coming above the knee.
- At City of Hope, you will be wearing skirts, dresses, or nice pants. Shorts or more casual pants will be reserved for your personal room, urban cities, safari, and travel days.
- Be mindful of how thin your skirts are. Consider bringing leggings or a slip to wear underneath them if they are thin. Leggings are only to be worn underneath knee-length skirts.
- Shirts must cover your shoulders and not be V-neck. T-shirts and loose blouses are best!
- Don't bring expensive jewelry.
- For church, dress nicely in a skirt or dress!

Notes for Men:

- Plan to wear pants except for certain construction/sports days. Gym shorts that come to your knee are acceptable on those days.
- For church, wear a short sleeve polo or a button-down shirt (don't worry about bringing a tie, unless you will be preaching).
- Don't bring expensive jewelry.
- Shirts must be worn at all times, and shirts should not have excessively large holes that expose the underarms or stomach in any way.

Valuable Resources

In addition to the required training and pre-trip meetings, we recommend accessing some other resources. Our hope is that you will learn more about the issues affecting third-world countries, different cultures, and God's call for Christians to help fight for justice. Below is a list of recommended resources to help get you started!

- HopeCo: www.joinhopeco.com
- Helping Without Hurting in Short-Term Missions: Leader's Guide (Steve Corbett and Brian Fikkert)
- Serving with Eyes Wide Open: Doing Short-Term Missions with Cultural Intelligence (David Livermore)
- When Helping Hurts (Steve Corbett and Brian Fikkert)
- Sticky Faith Service Guide: Moving Students from Mission Trips to Missional Living (Kara E. Powell and Brad M. Griffin)
- Before You Go (Jack Hempfling)
- Before You Pack Your Bag, Prepare Your Heart (Cindy Judge)
- Standards of Excellence in Short-Term Missions: www.missionexcellence.global
- The Next Mile: Short Term Missions for the Long Haul: www.thenextmile.org
- Christian Alliance for Orphans: www.cafo.org



Culture

This trip will absolutely change the way you see the world, people, money, Jesus, and so much more! While it will be an amazing experience, we want to help you prepare for a smooth transition to Tanzanian culture. Take time to listen, learn, and research before and during your trip!

What to do when crossing cultures:

- Ask all the questions! Your team leaders would love to help answer your questions about Tanzanian culture. Taking the time to ask questions instead of assuming shows that you care and want to learn!
- Listen more than you talk! When you ask questions or ask someone's story- listen to the answers. Be an active listener, don't just prepare your responses.
- Research before you trip. Read articles on Tanzanian history, politics, and culture to familiarize yourself before departure.
- Have a sense of humor! Crossing cultures means that you might make quite a few mistakes, and that's okay. Be willing to admit when you're wrong, apologize when necessary, and laugh at yourself.
- Seek to be a considerate guest who respects rules, culture, and leaders.
- Strive to be a student who is constantly learning, growing, and broadening their worldview.
- Work to be a servant and help out wherever you can (even when you're not asked). This may look like offering to help cook a meal, clean dishes, or doing your teammates' laundry when you do your own.



Culture in Tanzania

Tanzania is a unique and diverse country with over 120 tribes! Each of these tribes has its own way of life, languages, and customs, but they all blend together beautifully to make up the country! While there are over 120 languages in the country, most from the Bantu family, Kiswahili (Swahili) is the official language. English is often taught in schools, especially high schools and universities, but those who have never attended school may not know any English.



Climate in Tanzania

Tanzania has a wide range of temperatures throughout the year. Some days on your trip may be hot and dry, but the next day may be cool and rainy (prepare for all types of weather when packing). You can normally expect daytime temperatures of 70-80°F, and evening temperatures between 50-60°F. Tanzania is close to the equator, so there is around a 50/50 split of daylight and darkness! City of Hope is also at a high elevation, so we highly recommended wearing sunscreen (African sunburns are not fun).

Food in Tanzania

Some common foods you will most likely get to try are ugali, chapati, Sukuma, and mandazi. Most of the food you will be eating on campus might look similar to American food but is normally prepared in a unique way!

- If you have food allergies or dietary restrictions, please let us know in advance and pack snacks that you can eat in case there is a meal you cannot eat.
- If someone offers you food outside the City of Hope, you can politely say no (that is better than receiving it and not eating it) but be gracious and avoid saying anything negative about the food.
- You will be given filtered water to drink at the guesthouse, so be sure to fill up your water bottle every day before leaving. Use filtered water when brushing your teeth, rinsing your toothbrush, and avoid consuming any of the shower or sink water.
- Only drink bottled or filtered water after leaving the US (this includes international airports)



- Avoid eating salads or raw vegetables except for at City of Hope. Cooked vegetables, fruit, or anything else is much safer!

Population and Religion

Tanzania's population as of 2021 is over 61 million. The average age in Tanzania is 18, reflecting the rapid population growth in the country. Dodoma is the official capital city of Tanzania, and



Dar es Salaam is the largest city and port in the country. The majority of Tanzanians are of Bantu descent, with the Sukuma (who live in the north of the country) making up the largest group. The tribe that we serve is the Kuria. This tribe is on both the Kenya and Tanzania side. We do have some students and teachers at City of Hope from other tribes. Roughly one-third of the population in Tanzania is

Muslim, with an additional one-third professing Christianity (including Roman Catholic). The remainder of the population holds traditional tribal beliefs. The area around City of Hope has very few Muslims, but we do have a few Muslim students.

Local Currency

The local currency is the Tanzanian shilling. The exchange rate is approximately 2,319 Tanzanian Shillings to the US dollar. In airports, US dollars are normally accepted if they are newer bills. The best thing to do if tipping at a restaurant or market is to leave the tip in Tanzanian Shillings, as it can be hard for locals to exchange US dollars or even travel to a location to do so. Your team leader may facilitate changing money for a shopping trip, as this would likely be the only time you would need Tanzanian money.

If you are traveling through Kenya, you may want to exchange a small number of Kenyan shillings at the airport - enough for food during travel and any souvenirs you want to buy on the way out. It may be hard to exchange money later.

Swahili Basics

Greetings:

- Hello | Jambo/ hujambo / salama
- How are you? | Habari gani?
- Fine | Nzuri
- Goodbye | kwaheri
- Welcome | Karibu
- See you later | tutaonana
- Goodnight | lala salama



General Terms:

- Yes | ndio
- No | hapana
- Okay | sawa
- Please | tafadhali
- Thank you (very much) | asante (sana)
- You're welcome | starehe
- Excuse me | samahani
- I'm sorry | Pole
- I don't know/ understand | Sijui/sielewi
- Very good | Nzuri sana
- Friend | rafiki

Key Questions and Phrases:

- Do you speak English? | Unasema kiingereza?
- What is your name? | Jina lako ni nani?
- Hello, my name is ____ | Hujambo, jina langu ni ____
- Can you help me? | Tafadhali, naomba msaada
- Where are you from? | Unatoka wapi?
- I'm from ____ | Natoka ____
- May I take a picture? | Naomba kupiga picha?



Culture Shock

You may have heard this term before, but what really is “culture shock?” According to Oxford Languages, culture shock is, *“the feeling of disorientation experienced by someone who is suddenly subjected to an unfamiliar culture, way of life, or set of attitudes.”*

Culture shock has varying degrees of impact on each person, and often depends on how much an individual has traveled, experienced foreign cultures, or learned about the world. It also depends on factors such as the level of preparation they had, and the support system behind each team member.

Some things that often trigger culture shock are:

- The language barrier
- Extreme poverty and the lack of hygiene
- Timeliness in the local culture
- Feeling unsafe or judged
- Not having access to western items (ex. clean water, nice stores, reliable power)



Culture shock is extremely normal, and so we want to help you prepare for these possible triggers and feelings of anxiety!

Our best advice for coping with and growing from culture shock is:

- Talk to someone and ask questions! Again, your team leaders and the local staff all want to help support and guide you during the trip.
- Take the time to process what you are seeing, thinking, and feeling and reflect on how it is different than your own way of life. We highly recommend journaling throughout the trip as way to help you debrief each experience.
- Remember that your other teammates are likely experiencing similar feelings- be patient, kind, and a good listener!
- Be curious- this is the perfect time to try new foods, languages, attire, and sport. Take advantage of the opportunity to learn and grow, and to realize how big and diverse the world truly is!
- Pray- that God would help you have an open, non-judgmental heart, that you would have a good attitude of love and compassion, that you would grow in your faith, and that you would grow in the calling God has given you to help around the globe.

Safety notes

To help ensure you have a safe and successful trip, please follow these safety guidelines:

- Do not leave valuable items in your unlocked room or in a bag that is unattended. Be sure to lock your room each day when you leave.
- Do not go anywhere by yourself or with other team members without a leader knowing where you are going.
- Never leave the campus by yourself, we recommend groups of three.
- Comply with what is asked of you when passing through customs in Kenya and Tanzania, but only answer what they ask of you. If passing through Kenya, you will let the agents know that everything you are carrying is for Tanzania.
- Keep cash or other valuable items hidden and near your chest if they are not locked in your room. This will lower the odds of a thief stealing your money or personal items.
- If going to town or a store, we recommend only taking the amount of cash you think you will need for the day. Avoid carrying large amounts of money on your person.

Where do I go from here?

We hope that your mission team trip and your experience will increase your desire to stay involved and active in what God is doing in East Africa. Here are some opportunities to partner with HopeCo in a longer-term commitment. Don't wait to get started!

[Sponsor a Child](#)

By becoming a child sponsor, you are sending the message, "You are precious." For \$39 a month (or \$468 a year) you can provide a child with love, quality education, safety, health and hygiene care, life's necessities, and eternal hope in Jesus Christ!



[Become a Hope Ambassador](#)

Girls in Kenya face violence, abuse, and fear each day. Help us rescue women out of abusive situations including child marriage, servitude, Female Genital Mutilation (FGM), and more. For \$20 a month, you can join us as we take a stand against abuse and violence facing many vulnerable girls and young women.

[Become a Hope Partner](#)

Our Hope Partners support a specific HopeCo program on a monthly basis with \$100 or more, and help transform the lives of children, their families, and wider communities. You can choose to support our children's home, Destiny Primary School, Dr. John Chacha Secondary School,

Amani Medical Center, Women's Empowerment Programs in Tanzania and Kenya, or our safe house for vulnerable girls in Kenya.

Other Partnership Opportunities

- Make a specific gift through our [Gift Catalog](#). Some example gifts are textbooks, emergency health care, blankets and sheets, and so much more!
- [Spread the word](#) about HopeCo by telling people about your trip and raising money.
- Follow us on [social media](#) and [subscribe](#) to our monthly newsletters.
- [Pray for our work!](#)



Is there anything else that you're thinking about that is not listed here? Get in touch with Sarah Alfieri at sarah@joinhopeco.com to talk more about engagement opportunities!

Contact Information

Who you should contact with trip questions:

- Kristi Smith, Mission Teams Administrator at: kristi@joinhopeco.com

HopeCo General Information

- Mailing Address: PO Box 4001, Martinsville, VA 24115
- Office Phone Number: (276) 632-8477
- [Donate Online](#)