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NAKURU
Volunteers Manual

Welcome to the Nakuru centre! IHF Nakuru is a children's home providing a safe, nurturing environment for 49 children between the ages of 9 and 21. In this manual, you will find all the information you need to successfully prepare for and participate in your volunteer experience.

Once you arrive, you become a part of the IHF Family, a vast network of individuals who have donated various amounts of time to the common goal of poverty alleviation in our centers' locations in Nakuru, Kenya, Chiang Rai, Thailand and Bali, Jakarta, Medan and Banda Aceh, Indonesia. All international volunteers, including your supervisors (the co-directors), live together at the center, share meals, share tasks and engage one another in social activities on days off. We also have a number of local volunteers who teach computer classes or lead workshops, and whom we consider close friends. You will come to know the local volunteers and fellow international volunteers, and make lasting friendships with people from around the world. You will also come to know the many incredible children who are part of our program, and don't be surprised by how attached you become in a short period of time! This is truly an experience, and we hope you will arrive with an open mind and willingness to take full advantage of the many opportunities that will present themselves during your time at the center. Please feel free to contact the co-directors with any questions or concerns. Welcome, and we so look forward to having you join us!

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THE CENTRE

IHF Nakuru is a children's home providing a safe, nurturing environment for 49 children between the ages of 9 and 21. All the children are from the East Pokot tribes and have been placed with IHF by their communities, tribal chiefs or families. Many have no parents or extended family to care for them or have families that due to extreme poverty are unable to support and educate them. Most of the children come to us around the age of 6 years and many of the children have been at the center for 5 years or more. All of the children attend local schools in the area.

What we do

We provide a safe and supportive environment to enable our children to thrive and reach their potential. They attend local schools and get a lot of support at the centre to encourage them to study and achieve their goals. Our aim is to produce young people, acclimatised to modern Kenya that can go back to their community as leaders and advocates for the marginalised East Pokot people.

What you will do

Your daily local tasks will be made up of center-based projects, such as organizing children to assist on the farm, playing games and sports with the children, assisting children with homework or revision and organizing/conducting special workshops (e.g. arts and crafts, drawing, dancing). You may also be asked to accompany children to medical clinics or to school to meet with their teachers.

Voluntourists need to keep record of their hours and report by the end of the week (Saturday) to the co-directors at their center. They must complete 4 hours of local work per day, 6 days a week. Center co-directors will record these hours. Please be aware that voluntourists are not provided with an IHF mailbox, you will need to use your personal email.

Work-Study volunteers will work the same 4 hours of local work along with 4 hours of online work daily in a personal 'Donated Hours Spreadsheet'. Unlike the voluntourist program, work-study volunteers complete intensive online work on three IHF International Task Teams (Media 1 & 1/2hr, Volunteer Recruitment (OOTT) 1hr, University Relations (Unirel) 1hr & Miscellaneous work 1/2hr) for a minimum of 4 hours per day, 6 days a week. There is free internet access in the center to complete these tasks. Occasional blackouts or loss of internet may occur, so it is important to complete your online work in a timely fashion and to not procrastinate. The online work and recording of Donated Hours will be explained in further detail during Arrival Training.

Volunteers are able to take a few hours off throughout the day in order to do personal things such as email/phone home, do washing, and shopping. However the amount of time off and when it happens will depend on the daily tasks.

Local projects

1. Working on the public display wall which contains finances and daily reports of the center
2. Playing with the children and organizing sports and games.
3. Working to improve our programs' media visibility through photos, video, etc.
4. Fundraising
5. Market runs and errands around town
6. Accompanying children to school to talk to teachers.
7. Supervising breakfast, lunch and dinner.
8. Organize special events based on your special skills and interests
9. Writing a weekly blog for our website and contributing to the newsletter.

Our home

IHF Nakuru is west of Nakuru town in the slum area of Githima. The centre itself is sited in over six acres of beautiful farmland and overlooks the 'rift' and adjacent farms. There is a girls and a boys dormitory, administration/volunteers accommodation block, kitchens and a study/accommodation block.

IMPORTANT PLEASE READ CAREFULLY:

Taking in pets at any IHF Centre is forbidden for both Co-directors and Volunteers. Failure to abide by this rule may results to some serious consequences. This rule is implemented because it is very irresponsible for any Co-directors or Volunteers to take in pets as they eventually leave the centres and the pets stays behind with no one to take care for it. And if the pet get sick and there is no one to take responsibility for it, that is not ok. Also, the children's, Co-directors and Volunteers at the centres might get affected by this and possibly property damage that no one can repair or take responsibility for. Pets at any of the IHF centres is a BIG NO, no questions asked. Thank you for abiding by the rules and not taking in any pets.

Accommodation

The volunteer accommodation at the Nakuru Centre is spread out throughout six different rooms in two different buildings. There is a certain degree of privacy as the volunteers can close and lock the doors to their rooms, but volunteers and children live in the same compound and the children will come to see the volunteers at all times of the day.

Volunteers should meet and interact with the children in the communal areas such as the Study or Dining room and at no time have children in their rooms.

We can provide bedding, although it is often in limited supply and it is simple. We do not provide towels. The buildings, our supplies and surrounding areas are simple but comfortable.

The IHF Nakuru Center offers simple but clean and comfortable accommodation. There are four rooms suitable for Co-Directors and/or voluntourists. These rooms all have a one bed, and one room can accommodate a married couple. No rooms have air conditioning and it can get quite cold at night. There are two rooms suitable for volunteers, one with two bunk beds and one with a single and a double bed. There are three bathrooms for volunteers and Directors at the IHF Nakuru

Center, all of these have western style toilets. The children have their own bathrooms in the dormitories. All bathrooms have cold water.

Safety and security

All volunteers are responsible for their own safety and security while volunteering with IHF. You are strongly advised to take precautions with your personal belongings, both at the centre and while traveling. The centres are public spaces and it is therefore necessary to take safety measures to protect your valuables at the centre. The co-Directors will make you as safe as possible, but your safety and security is only your responsibility.

While the vast majority of our volunteers never have an incident, we have had some unfortunate issues in the past, as does any organization located in a developing country. These rare occasions have involved the thefts of valuables such as computers, cash and phones when left unattended. We have never had an incident of violence or force in the history of our organization, but rather these incidents occur due to negligence.

In response to these rare incidents of petty thefts, IHF policy mandates that all volunteer rooms have a door with a lock. We recommend keeping your laptop, phone, wallet etc inside with the door locked during open hours at the center. We likewise recommend locking away your passport, computer and valuables in your room when you go out of the center. Please remain vigilant and protect yourself against theft

You must keep your room locked at all times, even if you are on the compound to prevent theft. Valuables (such as large sums of cash, passports etc) are strongly recommended to be locked in the filing cabinet in the centre office for safe-keeping.

The guards will inform a director of ANY visitor who wishes to enter the premises BEFORE they are allowed past the gate. If no director is present the visitor should be politely declined entry and asked to make an appointment to return. Children and former children who wish to visit their friends at the centre have to also follow this arrangement but may have a standing agreement to enter the centre with the directors. Guards are regularly briefed on who is able to enter the centre and who cannot.

NOBODY is allowed to enter the centre through the farmland and must come via the main gate or they will be escorted off the premises. We have had significant theft at the centre and the guards, directors and children are all regularly encouraged to report/challenge strangers on the compound.

The gate is locked at 8pm as this is a curfew for children and staff, with the guards monitoring and reporting to the co-directors any comings or goings past this time. The perimeter fence is secure but the night guards must take it in turns to constantly patrol the compound (one guard remaining at the main gatehouse).

Food

All meals at the centre usually consist of mendazies (unsweetened doughnut), local porridge, bread, maize and bean stew, kales or cabbage and ugali (maize flour). The food is very simple and a bit repetitive but nutritionally sound. Volunteers can buy their own food to eat if they wish, but must be careful not to eat in front of the children if there is not enough to share. Vegetarians can easily be catered for. There are a many small restaurants in 'hotels' (these are actually bars and few have accommodation) in Nakuru if volunteers wish to eat out. Volunteers should not drink the tap water.

- Tea making facilities are available for all volunteers
- Three basic meals a day should be provided, volunteers eat the same as the children in the dining hall.

Staff

We have the following staff at the center:

- Matron, is responsible for the wider care of the children, food and commodity purchasing and managing the cook.
- Cook, makes early morning tea for the children at 5.30am, lunch at 1pm and dinner at 6pm, six days a week.
- Cleaners (two), clean the compound, dorms and accommodation blocks as well as assist Cook
- Farm hands (two), are responsible for the land and the crops.
- We also have a day guard and two night guards.

Rules and regulations

Volunteers should realize that although they are not being paid, they are at the centre to work. Volunteers are expected to behave appropriately at all times and should portray a good example of well-mannered behaviour to the children and respect the local culture. The director has the right to dismiss a volunteer at any time without refund if she/he feels that the volunteer is behaving inappropriately.

- Do not drink alcohol at the centre or in front of the children, or come back to the centre intoxicated. Drinking and behaving inappropriately will not be tolerated and the director has the right to instantly dismiss a volunteer without refund.

- Do not come to the centre expecting a relaxing holiday. Although it is an easy-going environment, there is a lot of work to be done.

- Please note that both work-study and voluntourist are expected to work six days a week. We do realize that many volunteers would like to spend some time traveling, but we recommend volunteers to do this prior to or after completing the program.

- Do not invite friends or guests to the centre without permission from the director. No visitor or friend of a volunteer may stay overnight at the centre.

In IHF we can't expect volunteers to understand in only a few weeks what it takes to work on a multi-cultural and religious environment, and that's why we make very specific rules and repeat them over and over. You always need to keep that in mind. Some people think that having "just a beer" is not going to do any harm. Or smoking "just a cigarette". However, we work with close communities. Pretending that no one "would see" you is a big mistake as everyone knows everyone and specially when it comes to these things that are not socially and/or culturally approved the word spreads fast. The communities we work with would never send their kids to learn with a person that was drinking publicly in their village. Or a woman who was smoking. Every time someone drinks "just a beer" we lose the trust of a whole community, and it takes months, even years to get back their trust, if we ever do.

All at-centre volunteers will have a one week probation period where they will be evaluated by the centre children. If any person is deemed as abusive or not safe with the children, or the children are fearful of for any reason, they will be asked to leave. This does not happen often, but sadly has happened and we must now include this rule for our children's sake.

No child is allowed out of the centre with a volunteer without permission from a centre co-director.

At the completion of the volunteering period volunteers will receive IHF Certificate of Graduation from our CEO, Carol Sasaki, detailing their time involved, and extensive learning experiences.

If you have any questions at all about the process of becoming a volunteer with IHF, or what volunteering entails, please go to our website at www.ihfonline.org and click on the volunteering link. You will find a helpful volunteer FAQ that should answer many of your questions. If you still have more questions, we will be more than happy to answer them individually and email you personally; just send your questions, not your application, to this address, volunteering@ihfonline.org

Holiday schedule

At IHF, we work on all public holidays and will ask you to do the same. If there is a religious holiday you must follow, you may take your weekly day off accordingly. You are expected to work at all other times. Please discuss any particular needs with your centre co-directors.

IHF is not affiliated with any one religion, and respects all faiths. We ask that our volunteers likewise respect the beliefs of our students. Judging or pushing anything on the children will **not be tolerated.**

PREPARING FOR ARRIVAL

Who to contact before arrival

1. Send your travel itinerary to travel@ihfonline.org

2. Sort out your visa arrangements with visa@ihfonline.org

3, Contact your centre co-directors at kenyacenter@ihfoneline.og for any specific questions about the centre and to arrange airport pickups

4. Contact acceptancedenial@ihfonline.org to discuss changes to your application.

5. If you are a work-study volunteer, you must be in contact with your chosen work-study team. Failure to complete the assigned task at least 2 weeks prior to arrival will result in your status changing to voluntourist.

What to expect

The centre has undergone complete renovation over the last two years and now provides a safe and homely environment for our children. However our buildings are old so we are constantly undertaking repairs. Our farm is thriving and this will enable us to free up much-needed funds for school fees.

The children are affectionate, playful and very well behaved for the most part. They are serious about school and study hard. They love new volunteers and will spend a lot of time with you, chatting or playing games on your phone or computer if you allow it. However you should always remember that these children come from communities of absolute poverty and as such will take things if they are left lying around as temptations. Please always lock away your things and be vigilant about lending them to the children.

The land and its site is truly beautiful. There is a huge variety of birds to be seen and some lovely walks in the countryside.

What to bring for the children at the centre

The children and centres will greatly appreciate anything you wish to bring. However, we do need certain items such as, supplies for computer classes such as (used) laptops. We would also like novels and story books in English or any art supplies. Also, any games and toys will be wonderful. Footballs and large skipping ropes are very welcome. For a list of current and specific needs you can always contact centre directors before your arrival.

It is also helpful if volunteers could bring video cameras and be a part of IHF's videography team so that we can show others the wonderful things that happen at our centres. Once approved by Carol, then we can work on broadcasting the videos so that more can learn and support IHF's mission.

It is important to not favour children and therefore it's important that any gifts are shared between all the children.

What to pack for yourself

Work-study volunteers are required to bring laptops to complete online work. We recommend all volunteers bring cameras to help our media team develop our media content. Plus, you may want photos as memories when you leave! Please pack modest dress, suitable for a hot weather climate. It is important that you also dress modestly in the home. For more information regarding appropriate attire, please see the Dress section of this document. Most toiletries are available from local shops.

We recommend bringing an adapter for your electronic devices and getting your smartphone unlocked prior to travel, so that you can purchase a local SIM card upon arrival. Additionally, it is advised to bring certain medications to prevent traveller's sickness, as well as multi-vitamins to stay healthy. See 'Disease and Illness' section of this manual for more information about recommended medical preparations.

Documentation required to bring

We ask that you bring a copy of the following:

1. A copy of your passport
2. A copy of your visa (for those who obtain one before arrival)
3. A copy of your travel insurance (if you have this) with emergency contact numbers

How to pay your cost

Your fee reflects the number of nights you will stay at the centre. You must arrive and depart on the dates agreed during the application process and listed in your acceptance email. Arriving early or leaving late will result in an increase in your volunteering fee reflecting the extra nights, on a pro rata basis. If you must change your arrival and departure dates, please email acceptancedenial@ihfonline.org in advance. If you fail to inform us well in advance, there is no guarantee that we can accommodate you for those extra days.

If a volunteer is volunteering in two different centres, that volunteer must pay in full at the first centre visited. For example, a volunteer has been accepted from the 1st to the 15th of January in Medan, and then from the 16th of January to the 30th of January in Kenya. That volunteer needs to pay for his or her stay in both centres in Medan. Because Medan is the centre where that volunteer arrived first and did the ATF.

Cost summaries

Work Study Volunteer:

75$ USD per week for the first 4 weeks , 55$ USD per week for weeks 5-12, free from week 13 till a maximum of 6 months. Each day beyond a full week = USD 10.71

*****If you are a Work Study Volunteer, you must complete your pre-trip tasks at least two weeks prior to your arrival** at the centre. If you fail to do so, we will ask you to switch to the*

*voluntourist program and pay the voluntourist fees. Additionally, your online work at the centre will be evaluated on a weekly basis. Failure to complete assigned tasks will result in your program being changed to voluntourist, requiring the extra fees this program incurs.***

Voluntourist:
150$ USD per week for singles; 200$ USD per week for couples. Each day beyond a full week = USD 21.42

Paying your fee

The fee for the entire stay must be paid upfront on the first day. No refunds are given in case of shortening one's stay, no matter the reason. **The fee is to be paid in Kenyan shillings, at the current exchange rate on the day when the fee is paid according to the rates listed on:**

http://www.xe.com/currencyconverter/.

If you are unable to exchange money at the airport upon arrival, IHF staff will take you to a money changer (transportation cost to be covered by the volunteer). The amount IHF charges will remain the rate from http://www.xe.com/currencyconverter/, and not the rate from the local money changer. Be aware that money changers in Kenya may pay lower rates for smaller bills. We do not accept credit or debit cards at the centre. If you wish to pay the full amount for your stay via the website (just like you did for your deposit) you may do so, but against a surcharge of 5%. The surcharge results from transfer fees and exchange fees. If you choose this option, please send your payment receipt to acceptancedenial@ihfonline.org.

Calculating cost examples

Voluntourist Example
If the dates are arriving 25th of November and departing 14th of December, that's 6 nights in November and 13 nights in December = 2 weeks, 5 days

=> 2x150 + 5x21.42 = 300 + 107.14 = USD 407.14
NOW deduct the prepaid USD 75 deposit 407.14 - 75 = USD 332.14
IF paid via website, add 5%, (1.05x332.14) = USD 348.75.

Work-Study Volunteer Example
If the dates are arriving 15th December and departing 14th of January, that's 16 nights in December and 13 nights in January, which means 30 days, or 4 weeks and 2 days.

=> 75 x 4 + 10.71 x 2 = 300 + 21.42 = USD 321.42

NOW deduct USD 75 deposit = 246.42

IF payable via website, add 5%, (1.05x 246.42) = USD 258.75

Why we have costs?

The fee helps cover the costs you incur while at the centre, such as food and water, so that we don't use donated money to cover volunteers' expenses instead of supporting our programs and children. The amount also covers your utilities and other uses of resources at the house. The cost additionally helps maintain the centre long-term, protecting against various wear and tear that occurs from volunteer occupants. It does not, however, cover special foods, sightseeing trips, international calls, airfare to the centres, or any other form of transportation.

IHF keeps costs low for volunteers because we are not staffed for individual programs. IHF offers a standard volunteer program that allows flexibility for volunteers to explore their interests and learn a wide range of skills through a huge variety of experiences. Taking initiative is important to making the most out of your time here at one of our centres. You will be trained by co-directors upon arrival at the centre and will be supported and supervised when doing your assigned tasks at the centre (and online work for Work-study volunteers).

Co-directors are always welcome to proposals and will support volunteers to organize their own initiatives and projects, but the volunteers will do the work as the co-directors have their own tasks and can only support them from a supervision point of view when it comes to extra activities. Those activities can include: organizing a dance workshop for the children, painting a mural in one of the class walls, or organizing a chess tournament... whatever you are willing to do and depending on the resources we have at the centres. Please make sure to discuss with the co-directors directly or during the weekly meetings. For those who want to also learn about the surroundings and explore the places where IHF has centres at during down time when volunteers have finished all their assigned tasks, they may explore the city on their own, as long as co-directors know where they are going and when they will return to the centre.

Get involved before you arrive

1. Contact all relevant people to prepare and ask questions
2. Fundraise for the organization
3. Find sponsors for the children (use the IHF website)
4. Build awareness of IHF through speaking to family and friends, Facebook, blogs, etc.
5. Collect donations of needed supplies (refer to "Things to bring for the children at the centre")

Disease and illness

Contact a healthcare provider in your country specializing in tropical diseases to receive advice on useful medications to carry, preventive measures and current risks. We strongly advise you to consult with your medical doctor regarding vaccinations prior to arrival. This is a malarial areas so, especially in the rainy season, malaria prophylactics are recommended.

We also recommend that you bring general over-the-counter medicine for various conditions. You will be in a new environment with new elements, and many Western volunteers experience some stomach discomfort the first week. There are various medicines to calm an upset stomach. Multivitamins will also help keep you healthy and boost your immune system to fight the new bacteria that your body is not yet accustomed to encountering.

TRAVEL TO NAKURU

Transport from the airport to the center

We strongly advise if arriving in Nairobi from 6pm to 6am in the darkness hours that you hire a private vehicle to meet you at the airport or your arrival point. It is not advised to take public transport or be in the area of the bus or matatu terminus's at night where crime and the threat of violence is high.

Nakuru has an international airport about half an hour drive outside the capital Nairobi. This airport is served by many large international airlines. You can also travel to Nakuru from the surrounding countries of Uganda or Tanzania. Travel overland from the north from Sudan, Ethiopia or Somalia, especially to the north West regions of Kenya is not advised due to on-going conflict and large numbers of refugees in these areas

Since travelling at night in Kenya is not safe, we advise you to stay in the airport until light or arrange for a daylight landing (after 5 AM). Getting to the center from Jomo Kenyatta airport takes about 4 hours, depending on traffic. A pick-up at the airport by a driver can be arranged at any time. Otherwise you can take a taxi to the main bus station in Nairobi and then a matatu minibus to Nakuru. There are many operators and frequent buses. The Nairobi-Nakuru journey should cost KES500. At Nakuru (which is a relatively small town), you can find a Total Garage at the end of the main street – Kenyatta Avenue. Here there are Matatu's that can take you to Githima for KES30. They all have their destinations on metal boards on top of the buses so it is easy to get the right one. Heading out of Nakuru on the Kisumu road you will get to a roundabout just after the Menengai factory. The bus will turn left here and IHF is about 500m on the right.

If you are due to arrive at the center before 8 AM or after 9 PM, we ask you to check into a hotel in Nakuru. Please contact your center directors for further details about pick-up and alternative accommodation.

The complete address: IHF Nakuru, PO Box 17587, Nakuru 20100.

In order for you to have the best possible start to your volunteer program with IHF, we offer the following information and advice about your arrival to the center:

-If you arrive on Saturday evening, you will be welcomed and shown to your room, but all activities will begin on Monday.

- If you arrive on a Sunday, IHF cannot guarantee that there will be someone at the center upon your arrival. Co-directors usually do not work on Sundays and there are no activities planned. If you must arrive on a Sunday, please contact the co-directors at the center to arrange a time where it is convenient for everyone that you arrive. This will most probably be at evening/night. If arranged in advance, you will be shown to your room by a co-director or a local staff so you can unpack your things and rest. All activities will start the next day, Monday.

Visa

All entrants to Kenya must now obtain an eVisa prior to arrival. This is easily obtained on line and you must bring your eVisa receipt to the point of entry. It is still possible to obtain a 15 day tourist visa at some land boarders e.g. Uganda on entry. Ultimately, it is the volunteers' responsibility to obtain a visa and related information. As visa regulations can change without prior notice so do double check all and any rules and regulations prior to arrival. If you intend on staying with us at IHF Nakuru Center for more than 60 days please contact our Visa team at visa@ihfonline.org.

Women travelling alone

Being a single female traveller is generally not a problem in Kenya, though wearing revealing clothes can cause some harassment.

BEHAVIOUR AT THE CENTRE

Etiquette and Kenyan culture

In general, Kenyan people are friendly and polite and you should try to act the same way. Often you will be greeted by being called 'Muzungu' (white person) or whole packs of small children shouting 'How are you?'

Even though IHF is a non-religious affiliated organization, we also recognize the importance of sending greetings to local religious centres. Most Kenyans are Christian and many evangelical. Expect to be asked which church you attend and if you don't attend church be prepared to be invited to church quite persistently. Some of our children as Muslim and attend a Muslim primary school. Church groups have been a real assistance to the centre and are essential for us to maintain good community relations.

Particularly at the centre you should be aware that the East Pokot girl's reputation is easily damaged and both boys and girls are very sensitive to this. Be careful of referring to relations between girls and any man/boy inside or outside the centre as even rumours/joking can ruin a girl's chances of marriage in her home community. Sex education has to take the position of 'just say no' as recommending any form of contraception will be seen as endorsing sex and this will have church groups and child services at our door straight away.

IHF needs non-smokers and those who will not use any drugs or alcohol while living at our centres because it is not acceptable culturally where we are located, and non-compliance causes IHF problems with the majority of all local leaders and parents. They do not want their children associating with people who drink and smoke. They do not feel we are of, by and for their community, if we disrespect their culture as guests in their country, their 'home', and allow it.

As an integral part of all IHF volunteer and hiring contracts, we ask that drinking or romantic relationships take place as a married couple privately or in a city removed from our location, on days off only because of the strict cultures we work with, when working with many impoverished communities that often hold tightly and treasure their cultures.

Nakuru is a small town and everyone knows everyone's business. If you go out in town please remember you are representing IHF. Inappropriate behaviour in local bars, restaurants or clubs will be noted and may damage our reputation. Any drunkenness and criminal behaviour of volunteers reported to IHF co-directors will result in that volunteer being asked to leave immediately.

Clothing

Although the sun is very bright and can easily burn due to our proximity to the equator, the climate is generally in the upper 20s due to the elevation of Nakuru. Nights can be really cold so bring warm clothes as well as light clothes for the day. Skimpy or revealing clothing for men and women is not appropriate for the centre and women will get harassed in town if they dress sexily. For

work on the farm and walking around the land, enclosed shoes or wellies are essential due to the presence of Jiggers (parasitic fleas that bury into feet and lay eggs) in the soil.

Singles

Volunteers who are single may need to share a room with other volunteers. It is important for single volunteers to understand that their time spent here is for work and not a holiday.

Couples

Both married and unmarried couples are accepted at the Nakuru centre. Married and unmarried couples can room together if they introduce themselves to the community and to the children as a married couple and act like a married couple at all times. It is important to realize that you are living in a children's home and couples should restrain from publicly displaying affection. Physical acts such as holding hands and kissing between male and female is generally not undertaken in public spaces. Arguments and discussions between you and your partner should be held in private.

Families

It is our experience that your own children should have a certain degree of independence and maturity. Maybe 8 -10 years upward. Your own children should also be prepared to share their parents with other children, which may be stressful at times. Your children should therefore be strong individuals. It is advisable to use the hours/days off with your own children in a qualitative and relaxing way. The hours and the centre can be very intensive.

All that being said, your own children will have a wonderful time playing and learning from the children who are incredibly agile and inventive. On the other hand the children at the centre can learn from your culture and customs. However, arguments and discussions within the family should be held behind closed doors.

LIFE IN NAKURU

Climate

The weather can be hot during the day, especially in the dry season. There are two wet seasons and in the main one between March and August the days can be really cold and wet. How much it rains during the rainy season is unpredictable but generally it rains more in the late afternoon with a big storm and it rarely rains for long periods at a time. A second rainy season occurs November to December/early January.

Currency and changing money

The Kenyan unit of currency is the Kenyan Shilling (KES). Check current exchange rates online. There are multiple ATMs in Nakuru which accept major credit cards, and in Nakuru you can change money too. It's advisable to check your banks terms and conditions before departure. We suggest that you exchange/withdraw money before arriving at the Centre, as the nearest place to do this from the centre is in Nakuru.

Credit cards

Major credit cards (Visa, MasterCard) are generally accepted in western style hotels and the larger stores. You may have problems using American Express and most shops, transport providers and markets operate only on cash. Traveller's cheques are not generally accepted except as a means to currency exchange in the major banks. For all over the counter currency exchange or withdrawal you will need your passport. Since you will be staying at the centre you will need cash to pay for your contribution to the centre.

Tipping

It is only in large hotels or restaurants that a tip is expected and this is normally 10% of the bill.

Nakuru Time

The time in Nakuru, Kenya GMT + 2 hours.

Electricity

The electricity in Nakuru is 250V. There are round prongs/outlets/sockets (like much of Europe and Asia). Adapters can be bought very cheaply in Nakuru, if needed.

Laptop: As a work-study volunteers, you are required to do minimum 4 hours online international work daily. We require work-study volunteers to bring their own laptop. There is shared wireless internet at the centre.

Mobile Phone: If possible bring a global cell phone. Safaricom or Airtel SIM cards can be bought and calls/text messages are fairly cheap. This makes it very convenient for the director to contact you when necessary.

Getting around

The local area is served by cheap local shuttle buses called "matatus". These will pick you up on the road outside the centre or on the main road near the roundabout and take you to Nakuru for around KES20 (there) and KES30 (back). There are also motorbike taxi's to Nakuru for KES50. Once in Nakuru there is a huge bus station with buses to all parts of Kenya and on to Tanzania or Uganda for a very reasonable fee. Opposite the centre is the area of Soko which houses the market and you can walk around and through it very safely during the day. Travelling anywhere after dark is not recommended due to the high number of thefts. A trusted tuk tuk or motorbike driver is recommended if you have to travel at night as others may take you well away from your destination and demand a large amount of money to take you home.

Driving

If you wish to drive in Kenya you must have an International drivers' license. Again, obtaining this and abiding to laws is ultimately each volunteers' own responsibility so double check rules and regulations before arrival in Kenya. Going against traffic regulations (both official and unofficial) may incur a heavy fine. Police do spot checks on speed and if you can't pay the fine on the spot will take you to jail.

Passport loss

Always keep a copy of your passport and driver's license somewhere separate from your originals, so you can prove who you are to your consulate in the event of loss or theft. If you do lose your documents then you must go to the police who will fill out the necessary forms to report to your consulate. You should carry proof of ID at all times. If you do not have this with you when the police stop you, they can put you in jail and you will have to pay a hefty 'fine' to get out.

Contact

Phone numbers

In practice be very reluctant to call the Police. They will often only act if you give significant bribes. We have a local tuk tuk driver who leaves his tuk tuk on the compound overnight and in return will take sick children to hospital. This is the quickest (and cheapest) option in an emergency.

Police	Hotlines:051-30666/05140000 Station:0512216897
Fire Department	0512216383
Ambulance	St Johns: 0512216916
Nakuru Provincial	051221580

General Hospital

Email addresses

Center mailbox

kenyacenter@ihfonline.org

Volunteer processing team

acceptancedenial@ihfonline.org

Visa team

visa@ihfonline.org

Travel team

travel@ihfonline.org

Director and co-directors

Julie juliep@ihfonline.org +254726921270 (Kenya) +66927868049 (Thailand)

Michael <Michaelh@ihfonline.org> Skype : hayno3@gmail.com (Since November 2015)

Agnieszka Szyszka <Agnieszkas@ihfonline.org> Skype : aga.02.10. (Since November 2015)

Edita Blazyte editab@ihfonline.org (since January 2016)

Isabel Kamanga isabelk@ihfonline.org (since January 2016)

Daily timetable

Work-study volunteers

Week days:
9 AM - 11 AM Helping Co-Director with the household tasks (cleaning, repair, hospital visits ...)
2 PM- 6 PM Online work for assigned teams
6 PM - 8 PM Time with the young ones, helping with the dinner, ...culture bonding and exchange

Saturday:
8 AM - 12 AM Online work
1 PM - 3 PM Big cleaning of the center
6 PM - 8 PM Time with the young ones (play, helping, have fun,dancing...) culture bonding and exchange

Voluntourist

Please note that voluntourists will only be assigned some duties as they are required to do only 4 hours of local work each day.

Week days:
9 AM - 11 AM Helping Co-Director with the household tasks (cleaning, repair, hospital visits ...)
6 PM - 8 PM Time with the young ones, helping with the dinner ...games and entertainment
8 PM Dinner

Saturday:
1 PM - 3 PM Big cleaning of the center
6PM - 8 PM Time with the kids (play, helping, have fun...) games and entertainment, culture bonding and exchange.
8 PM Dinner

This timetable is only an indicator of what the day of a volunteer might look like. Tasks and scheduled activities at the center vary depending on the current needs, programs, time of the year, etc. You will receive a personal schedule for your stay upon arrival at the center.

AFTER LEAVING IHF

Certificates

At the completion of the volunteering period, voluntourists and work-study volunteers of all ages will receive the IHF Certificate of Graduation after completing a short survey. It is necessary for Work-study volunteers that they complete their online work before obtaining a certificate.

Continuing to Support IHF

There are several ways to continue to support the children in our organization. You can sponsor a child or a class by visiting our website (ihfonline.org) and supporting one of the deserving children or classes in our programs. You can fundraise or help spread the word in your local community or university. To get involved, email sponsorprocessing@ihfonline.org and they will direct you accordingly. Thank you for your commitment to the children and classes at our centres!

FAQ NAKURU

Visas

Q: If a volunteer is receiving a visa on arrival, what is the process?

A: Visa on arrival is now available at land boarders. Airport arrival in Nairobi requires an eVisa which you should obtain prior to travel. Bring the eVisa confirmation and your passport to present at immigration.

Q: Is it difficult to renew the single tourist visa?

A: This can be done in Nakuru (recently opened) Nairobi or Kisumu. You must renew in time as there is zero tolerance of overstays and volunteers have been jailed for this in the past. Immigration offices are:

Nakuru Rift valley Provisional HQ P.O.BOX 17632 Nakuru 051-2210029

Kisumu (1st fl, Reinsurance Plaza, cnr Jomo Kenyatta Hwy & Oginga Odinga Rd)

Nairobi (020-222022; Nyayo House, cnr Kenyatta Ave & Uhuru Hwy; 8.30am-12.30pm & 2-3.30pm Mon-Fri)

Arrangements and regulations

Q: Do I have to arrive on any particular day of the week?

A: No, in our Nakuru Center you can arrive whenever you want. If you want us to organize a pick up from the Airport to the centre please let us know 1 week before your arrival. It will cost you KES9000 and our driver will meet you at the airport.

Q: Do current at-home volunteers need to reapply if interested in becoming at centre volunteers?

A: Please always check with the CEO or her designated assistant. If the volunteer is active and trustworthy then it is likely that she will allow that at home volunteer to forgo reapplying as an at-centre volunteer.

Q: I am only 16 and I and my friends (17 and 18) are really keen on volunteering in Kenya. Although, we are really struggling to find volunteer work that is affordable and will accept us even though we are minors. Will IHF accept us?

A: Yes, we legally must have your parents' permission and communication though.

Payment and money

Q: What currency should I bring to the centre for my volunteering costs?

A: If possible, bring in the local currency or if necessary in US$

Q. Regarding the monthly payment - as I am not spending an entire month there is the payment pro rata based on the number of days I spend in the centre?

A: Yes, a Work-Study volunteer pays 75$/week i.e. 11$/day and a voluntourist 150$/week i.e. 22$/day.

Q. Also, I just wanted to check how much money previous volunteers have typically spent per week besides the IHF costs, so I know roughly how much to bring and how to budget.

A: That's difficult to say, everything depends on what you want to do beside your IHF activity. Kenya is very cheap and if you want to eat in a restaurant in Nakuru you have to count around 4 USD for a complete meal (drink included plus main course – Kenyans don't really have starters or desserts). A small bottle of water cost you around KES40. You have to keep in mind that the centre is a little bit outside of Nakuru and if you want to go somewhere on your day off you will have to arrange transport.

Life at the centre

Q: What is the day-today life like in the Nakuru centre?

A: A designated rota of volunteers ensures that breakfast at 5.30am is supervised and you will be part of this rota. The children then head for school about 6.30- 7am and some return for lunch at 1pm. The mornings are spent doing international tasks and working on the centre/meeting with staff/purchasing items for the centre. Children that are sick or need to visit a clinic are taken in the morning by a volunteer. This is also the time for school visits. Primary children arrive back at 3pm and secondary between 4pm and 5.30pm. Dinner is at 6pm. Evenings are very busy with children needed help with homework/revision, treating minor illnesses and ensuring the children get ready for school the next day. Dorm checks are carried out at 9pm to ensure all the children are safely in their dorms and lights out.

Q. What do the volunteers generally do on their day off?

A: Some of the volunteers decide to stay in the centre others visit Lake Nakuru or Nakuru town. It depends on the volunteers. You will probably meet people here. Our volunteers are always busy and there is always something to do.

Q: Is there hot water at the house?

A: The centre only has cold water.

Q: How many beds are there at the Nakuru centre?

A: There are two sets of bunk beds in one room, a single + double in another room and four single rooms. It is a standard IHF rule that members of the opposite sex cannot co-habit unless already married.

Q. How will my accommodation be like? Will it have air conditioning or fan? Running water? Internet?

A: There is no air conditioning or fans but the weather is usually cool. There is running water in the kitchen and bathrooms, and there is WI-FI in the centre (although it can be unreliable). If there is anything else you need please notify us.

Q: Are there places to shop near the center?

A: There is a huge variety of shops in Nakuru town, a large market opposite the center in Soko region and for all things Western – Nakumatt which is a short Matatu hop.

Q: How many volunteers do you have working at the Nakuru-center at the same time, and how long period of time does the "average volunteer" stay?

A: The numbers vary from month to month but our maximum capacity is 10 (including Directors). The average volunteer stays here between 1-2 months but we also have volunteers who stay for as long as 6 months or 1 year.

Q. I bought a mosquito net, but will it be of use when sleeping?

A: Yes, it will be of use, for sure. Some days there are no mosquitoes; other days there are a lot.

Q: I would like to learn Swahili are there any language courses available?

A: There are Swahili language courses in Nakuru and all the children speak Swahili so there are plenty of opportunities to practice.

Q: Does IHF pay for international phone calls?

A: IHF does not spend money on international phone calls except for unusual, urgent matters. Cheaper alternatives would be to use Skype, Google phone or similar free options.

Volunteers' duties

Q: Is there work to be done while the children are on holidays? If so what would we be doing?

A: School holidays are a particularly busy time at the Nakuru centre. Keeping the children occupied and engaged is a priority. This can be through organizing sport, farm work or games and artistic endeavours.

Q. Unfortunately I will not be able to fulfil the pre-trip tasks prior to my arrival in Nakuru. However I could change my flights & arrive into Nakuru two days earlier and prepare these tasks during those two days. Would that be acceptable?

A: Yes that would be acceptable but we cannot give you permission to come to our centre. You may stay at a hotel and complete your required work study volunteer pre-trip 50 postings over the two days you have. There are very reasonable and good hotels in Nakuru.

General information

Q. Is it okay for IHF volunteers and directors to accept to be interviewed by journalists or media?

A. This is absolutely not allowed. No volunteers, directors, or children should speak to any media without Executive Director approval. And no media or reporters should ever be allowed to enter our centre compounds. The Executive Director must be informed immediately when any IHF volunteers, co-Directors, or children are asked to be interviewed.

Q. Could I please contact a few previous volunteers who have been to this centre so that I can learn more about their experience?

A: Yes, if you would like to contact alumni, please email volunteering@ihfonline.org to be put in contact with recent alumni.

Q. What is the best way for my parents to contact me in case of an emergency?

A: There is no telephone at the centre but there is internet access. You also can easily buy a SIM card for around KES2000 and then your parents can contact you on your mobile phone.

Q: Are you able to suggest any organizations that may be able to help me with donations for the centre?

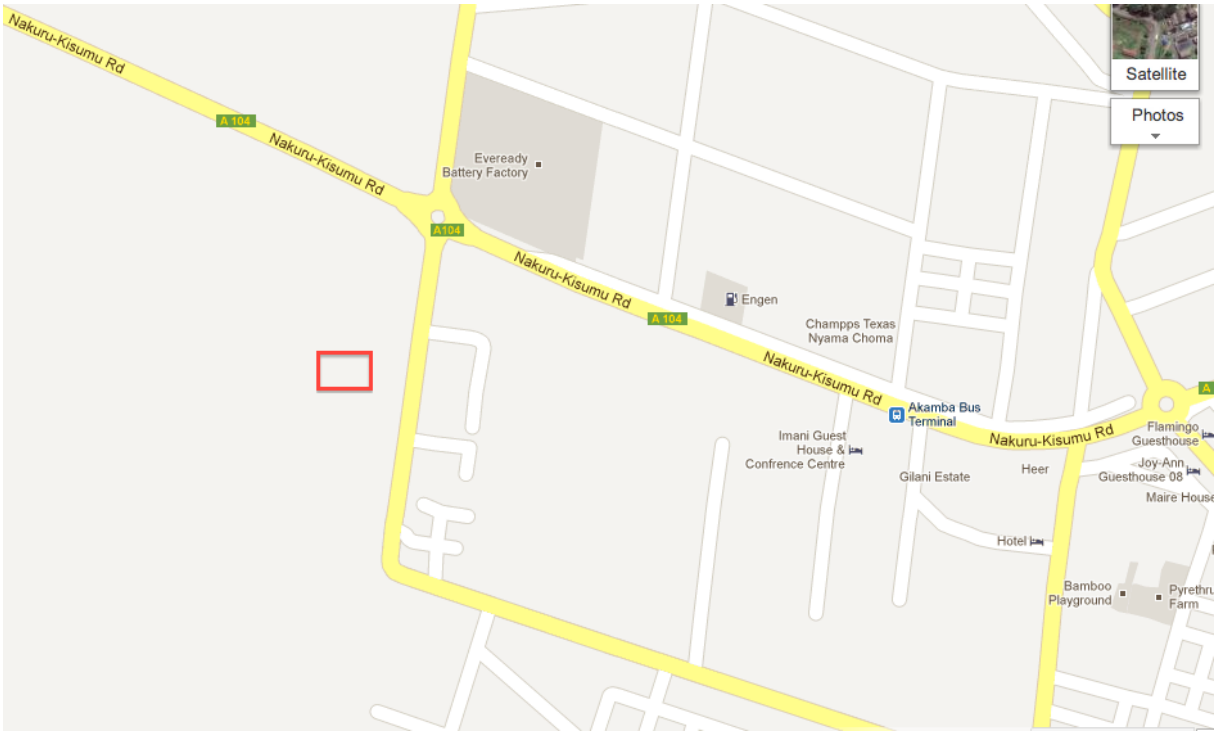
A: If you are looking for organizations that may help you with donations contact your local hash harriers, lions club or rotary club.

Donations

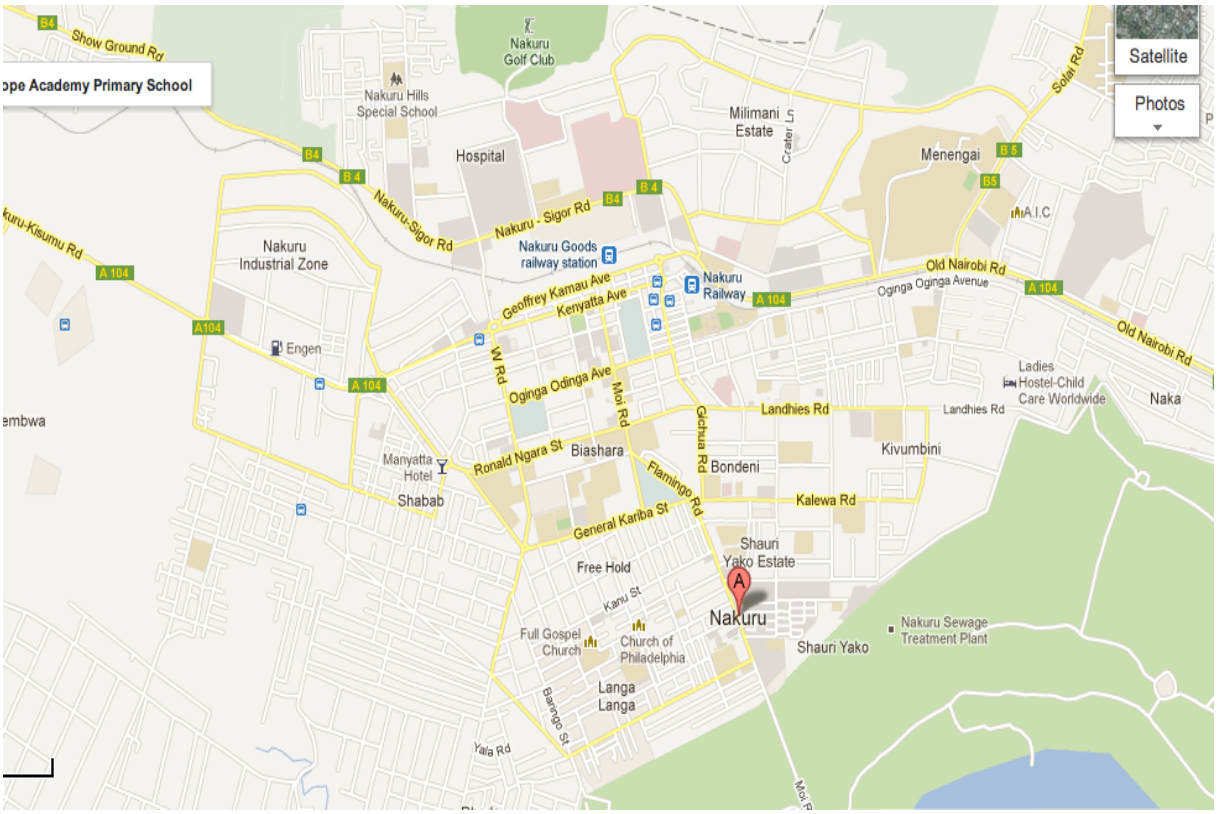
Q: How do I collect donations from friends and family? Can they donate directly to me and then I give it directly to the centre? Are these donations tax-free?

A: Donations from US residents (for tax purposes) are tax deductible. Keep a list of who donated what and what the worth or dollar amount is and our Finance team will make sure they receive receipts.

APPENDIX A – Local area



APPENDIX B – Nakuru



APPENDIX C – Pictures

Accommodation

Bathroom and toilet

Dining hall