



VOLUNTEER TASK FORCE TEAM MANUAL

2012

'The foundation of every state is the education of its youth'



GENERAL INTRODUCTION

Menelik Partnership was established in 2006 and became a charity in 2010. The Partnership encompasses a wide range of work in the DRC, primarily in Kinshasa. The Charity has partnerships with a number of schools in the city; two community clinics; an orphanage and in 2011 established the first Citizens Advice Bureau in the DRC. Volunteering opportunities are available throughout the year in all categories of work.

IN WHAT AREAS CAN YOU HELP?

Construction: Without the proper facilities this project would be nothing more than a dream. You can help people in the Democratic Republic of the Congo (DRC) have a better quality of life through your labour of friendship. Whether you are a student, professional engineer, tradesman or have a desire to put your hands to the plough, this is a significant area where your contribution will have a tremendous impact. Imagine the sense of personal fulfilment of being involved in the creation of the facilities that will provide shelter, education and medical attention.

Maintenance: The ongoing upkeep is crucial to maintain and ensure that the entire facility is operating properly.

Caring for Children: Caring for children can have a tremendous impact on a child's development and is one of the most rewarding areas available for volunteers. The children are always encouraged and delighted when they see new and smiling faces. They love singing and playing games that volunteers help to organise. When you share your affection and attention, you are fulfilling a need that is very important to their future and well-being. Helping with daily routines such as playing with them are an essential part of volunteering and are appreciated by the staff. It doesn't matter if you have a background in childcare or not, an open heart and a love for spending time with these children is what is most needed from volunteers in this area.

Teaching Children: You will be providing these children (of all ages) with an opportunity for an education through educational games, arts and crafts, practical life skills, instruction, sports and other exciting activities. Your contribution will help us develop the children's creative skills through these activities. You will also help with the general upkeep of the school to keep it a pleasant environment in which to learn.

Teaching English: You will be creating an encouraging learning environment for the children to learn English. If you are fluent in English, you will have fun and sense the joy of teaching these young people, singing and dancing with them in English and local languages.

Law Community Advocacy and Support: Working in Menelik Partnership Centre Solidarite Nationale in training, advocacy and information to the local community and beyond.

As we believe that community work is so closely linked to conservation work, we also focus some of our time on local conservation initiatives such as tree planting and other exciting interactive activities.

Assisting Teachers: Both inexperienced and experienced volunteers can teach and assist teachers in the basics of various subjects. For example, in English you can teach vocabulary, assist with pronunciation and support students as they practice speaking English.

Healthcare observation and assistance: Healthcare professionals always welcome the presence of a volunteer and an extra pair of hands to assist them. As a volunteer your responsibilities may include teaching on basic health, cleaning and nutrition. Your work may also encompass physical therapy, activities, organising and offering companionship. Volunteer assistance will be based on your experience and level of knowledge in the field of health.

Working with patients: A heart of compassion and sensitivity is required in caring for these children. Your involvement as a volunteer will also help to break down stereotypes as well as reduce any stigma and discrimination often associated with, for example, children with mental health problems.

Your skills will be applied where most needed. In fact you may be co-ordinating activities, supporting medical professionals who are directly providing care to patients, or counselling children. Whatever the case, there are many ways you can get involved based on your skills and their needs.

Leave a legacy of learning...all our programmes are characterised by people with an overwhelming desire to learn, but with limited resources or people available to relieve this burden. Volunteering for Menelik Education in the Congo is an extremely moving experience. It allows you a unique insight into local cultures and the chance to give a profound gift to those less fortunate that can drastically alter their future. Anyone with energy and interest in this issue can make a meaningful contribution and all are welcome.



Summer School 2010

WHEN?

Throughout the year. Groups (maximum 15) are also welcome.

HOW LONG?

Conditions can be tough and may be difficult to cope with if this is your first visit. For this reason we strongly recommend that your first visit is for no longer than 3 weeks. Should you wish to return for a subsequent visit and stay for longer, this will be fine.

AGE

The minimum age requirement to work as a volunteer with Menelik Education in the DRC is 21 years. Younger volunteers may be accepted if they are travelling as part of a school party and are the responsibility of the teaching staff of their school. There will always be members of the Menelik team in Kinshasa with you on your trip and occasionally the Director or one of the Trustees from the UK. Please take heed of their advice at all times and feel free to let them know of any questions or concerns you may have.

HOW VOLUNTEERS CAN HELP RAISE FUNDS

Menelik Education is one of the rare organisations that does not charge a fee to participate in our programmes. However, we encourage volunteers to help us raise money for projects in which they will be involved. Please keep in mind that these programmes exist because of the financial support of our volunteers both here and the DRC.

Menelik Education has an ongoing programme of applications to Charitable Trusts and Foundations for support for various projects as well as the support of friends, and our own fundraising events in the UK. As a volunteer for Menelik Education we ask that you raise some money for your trip which will be directed to the particular project on which you are working. Items in kind, such as art materials, sports equipment are also very welcome. You will find this is a modest requirement when compared to many NGO's but is nevertheless essential for the work that we are doing in the DRC. You may raise the money in any way you wish – as long as it is safe and legal, and ask that you let us know what you are doing. We would require your proceeds prior to the trip. Cheques should be made payable to Menelik Education and you will be updated after your trip on how your money was spent.

We also undertake our own fundraising events throughout the year which range from Flag Days to African Music and Food Parties. We always welcome help at these events if you are available.



Centre de Solidarite Nationale 2011

TRAVEL AND VISAS

Visas: Please ensure your passport is up to date. There is a fair amount of paperwork to complete and we will give guidance. It is essential that you understand the importance of obtaining your visa well in advance of your departure. We will be giving one date for passports and forms to be handed to the Director for processing. This will incur a small admin charge of £5 per person. If you fail to bring your passport and form on that date then it will be your responsibility to obtain your own visa. **DO NOT UNDER ANY CIRCUMSTANCES LEAVE THIS UNTIL THE LAST MINUTE.**

Groups are expected to travel together, flights should be booked well in advance to keep costs as low as possible. We shall give guidance here. It is your responsibility to get to your airport of departure in good time and cover your own travel costs. Groups will be met at Kinshasa Airport by a member of the Menelik Team who will identify themselves. Onward transfer to your accommodation takes in the region of one hour in either the Menelik Minibus or Taxi. Transfer costs in the DRC are covered by your fee but if you have chosen to travel outside of your group then a small additional charge for the transfer will be made. (See *Luggage and Travel*)

HEALTH SAFETY AND INSURANCE

Insurance: Make sure you take out adequate health and travel insurance for the trip. We recommend Banner Insurance, www.bannergroup.com. This will be your responsibility and not that of Menelik Education Ltd.

Vaccinations: It is essential that you are vaccinated against Yellow Fever as entry into the country is not permitted without the necessary yellow form. Other vaccinations are advisable and you should contact your local travel clinic or GP for further information. We can also give advice on suitable vaccinations. **DO NOT LEAVE THIS UNTIL THE LAST MINUTE.** Malaria tablets are essential and the full course of medication should be completed. If you have any underlying medical condition or allergies, we strongly recommend that you seek the advice of your GP on your fitness to travel. In emergencies someone would be able to take you to a clinic but conditions are basic. In the event of serious accident or illness, volunteers would be flown home and should claim expenses on their insurance. Menelik Education Ltd cannot be held responsible for any illness or injury sustained whilst on the trip or cover the costs of return travel.

Whilst staying in the DRC remember to drink bottled water at all times, including cleaning your teeth, do not eat salads, unpeeled raw fruit, undercooked meat etc. We will give you certain rules to follow with regard to hygiene when you are in the DRC and stress that these rules must be adhered to at all times. Volunteers will always travel in groups and always be accompanied by at least one Congolese adult. Use common sense and do not take any unnecessary risks. On no account should you leave the compound alone without an escort.



USEFUL ITEMS FOR A FIRST AID KIT

We keep basic first aid equipment on the compound but It is advisable to pack a first aid kit. Here are some items that you may find useful:

Prescription medication including malaria tablets,
Imodium or similar
Rehydration salts such as Diarolyte
Painkillers
Mosquito repellent and spray with DEET – Boots do a good one aim for a high % of DEET
Insect bite cream or pen
Anti-histamine tablets
Savlon or TCP
Indigestion tablets
Glucose tablets
Plasters
Wet wipes – a lot
Antibacterial hand gel – plenty
Travel wash
Energy bars – you will need these each day so do not be tempted to leave this out
Torch
Scissors and small needlework/repair kit. – be aware of flight regulations with hand luggage.

You may be asked for medication from people on the compound. On no account share your medication with anyone.

CLOTHING

Conditions are hot and humid most of the time with heavy rain at certain times of the year. Clothing (including underwear) needs to be of a natural fabric – cotton and linen is good – otherwise you will be extremely uncomfortable. A light cardigan or jacket is useful especially at night when you will need to cover up to avoid the mosquitoes. It is very, very dusty everywhere you go and you will get filthy. For that reason trainers and light cotton socks are essential footwear. Sturdy footwear is advisable particularly in the rainy season. Flip flops are ok but can be a bit flimsy. Girls should dress modestly, especially when we go out at night and should remember not to wear t shirts or tops that are too skimpy or revealing or shorts and skirts that are too short.

VALUABLES

We do not advise that you take items of great value (e.g. i-pods; i-phones jewellery etc) with you on your visit. If you do then take great care not to leave possessions lying around or visible when outside of the compound. Do not lend your camera/phone etc to anyone and do not wear excessive jewellery when out, keep it discreet. If you wish to take a mobile phone with you then we suggest that you buy a cheap one for the trip. Make sure it is unlocked. We will purchase a Congolese SIM card for each of you at the start of your trip for use while away. Most networks operate in the DRC. ***Menelik Education Ltd cannot be held responsible for any loss or theft of personal items.***

INTERNET ACCESS

You are welcome to bring your own laptop – notebooks are more practical, but be aware of security and keep with you or locked away. Internet access is very expensive and slow. We are doing our best to improve this but are limited by Congolese systems. Access to the internet for the purpose of Menelik work only will be included in your fee. However, if at any time you wish to use the internet for your own purpose then you will be charged at the going rate at that time. Do not at any time leave your laptop running on the internet. We ask that you respect this rule as it costs the Charity a great deal of money otherwise.

VISITING THE DRC

You will be guaranteed a warm welcome from everyone you meet. During your stay you will be living in the Director's mother's compound with many other families and children. Other venues may also be used depending on the numbers of volunteers on any one trip. Please remember that you are guests of both the country and the people living in the compound. All aspects of daily life differ considerably from what we are used to in the UK and may occasionally be difficult to understand. We urge you to respect both the country, the people with whom you are staying and the environment in which you are living. Menelik Education Ltd will not tolerate any behaviour which is deemed disrespectful or inappropriate. In the unlikely event that it is felt a volunteer is not conducting themselves in a suitable manner, a verbal warning will be given. If any misconduct should continue after a warning then the volunteer concerned will be asked to return home at their own expense.

FOOD AND DRINK

A light continental breakfast, light lunch (filled rolls) and an early evening meal will be provided by Menelik staff or residents of the compound. We appreciate that the food will not necessarily be to everyone's taste and every effort will be made to ensure that all tastes are catered for – bearing in mind the availability of European food is limited and expensive. Please inform Menelik Education Ltd of any food dislikes or intolerances before the start of the trip. Although it is possible to cater for vegetarians on the compound, it has been our experience that it is difficult to access adequate vegetarian options when dining out. We recommend that you bring plenty of energy bars/glucose tablets/biscuits to have in reserve. Alcohol, mainly beer, is available in bars and restaurants and supermarkets. *We respectfully request that you exercise moderation in drinking alcohol particularly if on the compound where there are many children and young people. Menelik Education Ltd will not tolerate any drunken behaviour at any time.*

You may think that because you are in Africa, food will be cheap. This is not the case. Inflation is very high and food in the DRC is very expensive. We try to keep a supply of European food (pasta, biscuits, tea, coffee, jam, marmite. etc) available on the compound but advise you to bring any items you feel you cannot live without. We also encourage everyone to cook at least one meal during the week as well. Most of the food we eat is Congolese, if you wish to cook a European style meal then members of the compound will take you to a European supermarket for you to purchase items at your own expense.

Water is also expensive. We only drink bottled water and use it to clean our teeth. We try to cater for 3 litres of water per person per day. It is essential that bottled water does not go to waste, do not leave mugs of water in the bathroom or on any account wash in bottled water. Supplies are usually purchased every other day but can run out very quickly in the hot weather so we ask that everyone keeps an eye on supplies and informs staff on the compound if more is required.



Views of Malaku and the Compound

LIVING ACCOMMODATION

Living accommodation is quite basic. Depending on the numbers of volunteers on any one trip will determine where you sleep. Male and female volunteers usually have separate quarters with a bathroom. The bathroom facilities are limited, only one lavatory, basin and bath. There isn't always running water and never any hot water. Electricity supplies can be a little haphazard. You will sleep on the floor and will need to 'construct' your mosquito net each night. An inflatable mattress or sleeping mat, small pillow, cotton sheets and a large mosquito net are essential. We hope to install a basic washing machine in 2012, in the meantime you have to wash your clothes by hand in a bucket and hang to dry outside in the compound. Bring plenty of travel wash. We also advise bringing a travel towel which is lighter and easier to wash.

You need to be aware that you are sharing a small living space with *at least* eight other people and should respect each other and the need to keep your living, eating and bathing areas clean and tidy at all times.

PHOTOGRAPHY

You will want to take plenty of photographs during your trip. In certain areas of the city photography is only possible with a photo permit which may be obtained through the Menelik Education team. It is essential that you respect the privacy of people around you and do not take photographs of people outside the compound or you may be asked for money. Menelik Education Ltd usually makes a film, of each year's volunteer programme as well as newsletters for our sponsors and donors. We hope that you will be happy for us to use any of your own images and ask that you sign the attached form to give your permission.

LANGUAGE

The main languages spoken are French and Lingala. A few people in the compound speak some English and one of the Menelik team speaks fluent English. It is not essential that you speak French but you will certainly find some working knowledge of the language very useful. When working there will usually be one person that can provide some basic translation.

WORK

Each group of volunteers will be working on a variety of projects which will be discussed fully at briefing meetings prior to the start of the trip. You will be accompanied by Congolese people wherever you go but not always by the Menelik team from the UK who will have their own projects that they will be working on. There is always an opportunity each evening to meet and discuss events of the day and any problems. Our Congolese team are very supportive and helpful but if you feel you have any problems or difficulties then we urge you to speak to one of the UK team immediately and not leave any issues to fester.

LEISURE

The weekends are a time for relaxation and are also an opportunity to see more of the surrounding countryside. We arrange excursions such as a trip on the Congo River to watch the sunset; visits to the falls; Bonobo monkeys etc. The excursions are not compulsory and are not covered by your fee. Costs will cover lunch; drinks; snacks and a contribution to petrol if using the Menelik Minibus or taxi fares if the minibus is not available. We all pay for drinks for our Congolese team if they accompany us. Some trips will take all day, others are shorter. We also have an opportunity to eat in some local restaurants or visit a club for music and dancing. Time may also be spent quietly in the Compound. You may wish to bring your own books/cds/dvds although we have a small selection of dvds on the Compound.

BRIEFING MEETINGS AND COMMUNICATION

We will hold at least three briefing meetings prior to your trip. These meetings are very important and it is essential that you attend. Should you fail to attend these meetings then you will not be permitted on the trip. We will be giving you a lot of information which we appreciate can be difficult to absorb, but we do this for a good reason as it is important for you to be prepared for your trip before you leave – it will make more sense when you get there. If for any reason it is not possible for you to attend any briefing meetings then one of the Menelik team from the UK will meet with you. You will also receive a lot of emails in the months before your departure, usually from Sally. These emails may require information from you. It is essential that you reply promptly as valuable time is wasted in chasing up people who do not respond when required. Please bear in mind Sally works for Menelik alongside a full-time job so it is important that you reply with whatever is required quickly.

If you are working with a group in the DRC, we ask that you nominate one person who can be a contact between the DRC and office in the UK. One of the Trustees, usually Sally if she is not already in the DRC, will call in once a week during your stay to check that all is well. If you have any worries or concerns then please let her know. We want to make sure that your stay is a happy and positive experience but we acknowledge that you may come across situations that will frustrate you so we will do our best to sort out any concerns. Sally will also contact your family once you arrive and when you leave to re-assure them that all is well.

LUGGAGE AND TRAVEL

You will be travelling out to the DRC in your working groups. It is important that you stay in these groups when making travel arrangements. If for any reason you have to travel on a different date from the one agreed then you will be charged extra for the transfer costs to and from the airport from the compound. On the basis of 2011 this worked out at \$50 per trip. We recommend Air France. It is important that your group books the flight as soon in

the year as possible, this reduces the cost considerably as costs rise as the summer approaches. On the basis of 2011 flights ranged from £345 – to over £1,000 for those who left it late. However, airport taxes in 2012 have increased and flight prices are higher as a result this year. Opodo does a good price search on the web.

You are entitled to take two suitcases with you. Most airlines give you 23kg per suitcase and 10-12 kg on hand-luggage. Each volunteer gives one of their baggage allowances (23kg) to Menelik for items essential to the charity to be transported out. We will pack your own suitcase with Menelik items for you and return the case to you before your departure.

Travel in the DRC is also expensive. It is usually by taxi (more of a run-down minibus style). Prices have to be negotiated before each trip and inflation is rife. We hope to have our own transport bus in Kinshasa by the summer which will hold approximately 14 people – Congo style. Travel is hot, dusty and uncomfortable.

PACKING CHECK LIST

We will run through with you what you will need to bring but here is a basic list. Remember you have 1 suitcase of 23kilos and 1 hand baggage of 10-12 kilos, your second case of 23kilos is used by Menelik to pack essential items for the programme.

- Single inflatable mattress or sleeping mat
- Double mosquito net or single mosquito 'pod' (advised)
- Light cotton sheets or single duvet cover to act as a sleeping bag
- Small pillow
- Travel towel
- Medical supplies
- Wash Bag including travel wash for clothes
- Any food you wish to bring
- Books/cds/dvs
- Camera
- Cheap unlocked mobile phone
- Personal stereo if wished – please see section on Valuables
- Clothing – include one smart suit or dress, the rest casual and natural fabric, see section on Clothing
- Laptop or notebook – not essential but may be useful
- Diary/notebook and pens
- Wallet or belt bag
- Money and credit card

COSTS AND TERMS AND CONDITIONS

Flight costs will vary depending when the flight is booked. (see notes above) The earlier a flight is booked the cheaper it will be.

Daily costs are £35 per day. This covers all transfers to and from the airport (over one hour's drive by taxi or minibus); all food (apart from any extras you wish to purchase) and accommodation costs as well as travel to and from your place of work. People on the compound will be cooking for you most of the time but we prepare our own lunches and breakfast. Food in the DRC is expensive, particularly if we are buying European food. Taxis are also expensive but the best way to travel. We are often accompanied by members of the compound who act as our guides and to provide an element of protection. We always share our food and drink with them, but as they have little, if any, money of their own both Menelik staff and volunteers cover their costs on these trips.

Payment for your accommodation will be required in full by cash or cheque made payable to Menelik Education Ltd two weeks prior to the start of the full programme on 1st July 2012. We shall be notifying you of this later in the year.

HOW MUCH MONEY DO I NEED?

It is difficult to give an exact amount but it is better to be safe than sorry. Having access to funds is always better. If you are staying for 3 weeks or more aim to bring about £500 max – you will not need all this but this would cover any unexpected emergencies. There are cash point machines nearby but last year one bank suddenly refused a volunteer access to their money which left them in a difficult situation. There are some cash dispensers and you may be able to use a credit card in some shops. The currency is US dollars and Congolese Francs. Advice will be given at your briefing meeting depending on the current rates of exchange. Inflation is a constant problem so we can only give advice on the most recent information we receive from the DRC. Your costs are minimal in the week unless you go out for a meal or to a club. An excursion at the weekend can cost up to \$70 based on 2011 prices. Your group transfer to and from the airport is included in your fee but you will be charged extra if you travel out of your group. Meals and water are included in your fee but any extras you wish for need to be paid by you. Trips out in the evenings and weekends are not covered by your fee – they are likely to be taxi and food and drink costs. Please remember that we split the costs of food etc for any of our Congolese team who accompany us. They are with us both as guides and for security and it is a mark of thanks that we pay for their meals as none of them have independent financial means.

1.PAYMENT POLICY

1.The participant has agreed to pay Menelik Education Ltd £35 per day x number of weeks of stay which is payable on a specific date for all volunteers prior to the date of departure. There is a NON-REFUNDABLE deposit of £150 which is paid at the point when you accept your place on the trip and have signed the Terms and Conditions. This will enable Menelik Education Ltd to make all the necessary arrangements prior to the participant arriving in the DRC. If the fee is not received by the specific date, Menelik Education Ltd reserves the right to cancel your trip unless a delay in your payment has been agreed with the Director in writing.

2.CANCELLATION AND REFUND

2.1 Menelik Education Ltd reserves the right, in its sole discretion, to reject an individual at any time prior to departure or to cancel the Menelik Education programme in which the Participant is scheduled to participate.

2.2 In the unlikely event of such a cancellation, or if the Participant has been rejected, the total amount paid to Menelik Education Ltd will be refunded, unless the cancellation is due to non-payment by the agreed due date. Menelik Education Ltd will not be responsible to the Participant for any other refund, costs, interest, liability or damages of any kind.

2.3 If the Participant cancels for any reason, the Participant must notify Menelik Education Ltd in writing. The cancellation will be effective upon receipt of the written notification by Menelik Education Ltd in its offices in either the UK or DRC.

2.4 Menelik Education Ltd incurs substantial administrative and planning costs prior to the departure of the Participant. Therefore, regrettably, if the Participant cancels his or her participation in the Menelik Education programme, funds may only be refunded as set out below.

2.5 If the cancellation is effective more than 60 days prior to the scheduled arrival date, the fee paid will be refunded. If the cancellation is effective between 60 and 31 days prior to the scheduled arrival date, the Participant will be charged 10% of the fee and the balance will be refunded. If the cancellation is effective within 30 days prior to the scheduled arrival date, the Participant will be charged 50% of the programme fee and the balance will be refunded. No portion of the fee is refundable if the cancellation is received on or after the scheduled arrival date.

2.6 If the Participant is fundraising, all contributions from sponsors must be received by Menelik Education Ltd prior to departure. If the Participant has fundraised over the amount of the programme fee, the extra funds will be used for another Menelik Education Task Force Volunteer Programme.

2.7 The Participant is responsible for transportation to the start location. The Participant is also solely responsible for air fare, other travel fees, charges, expenses or penalties that might result from any cancellation of or change in the Participant's programme, whether the Participant cancels the programme or it is cancelled or altered by Menelik Education.

2.8 It is very important the Participant understands the cancellation policy. If it is not clear the Participant should ask for clarification. Menelik Education Ltd cannot make exceptions to this cancellation policy for any reason, including medical emergencies. Menelik Education Ltd strongly urges the Participant to take out full travel insurance prior to the trip.

2.9 Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassy. Menelik Education Ltd does not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. The Director will give advice and guidance on the application process.

3.0 Menelik Education Ltd cannot be made liable for the consequences of strikes, industrial action, wars, riots, sickness, quarantine, government intervention, weather conditions or other untoward occurrences, whatever they may be.



Summer School 2010



Sunset at Malaku



View of the Compound

3. PROGRAMME SIGN-UP CHECK LIST

Pick a Start Date

Discuss your proposed start-date with the UK office. Bear in mind that start dates fill up fast in the summer months and air fares are higher.

Plan how long you will stay

Choose duration from 1-12 weeks although we recommend that if this is your first visit you stay for a maximum of three weeks unless previously discussed with the Menelik team.

Confirm your fee

100% of the money paid goes towards the programme.

Age Policy

Unless travelling as part of a school group, or with a parent or guardian, the minimum age for participation is 21 years. Each volunteer application is reviewed carefully to ensure their safety and the safety of the communities in which our Task Force Team Programmes operate. From September 2010, anyone participating in a Menelik Education children's programme will be CRB checked (subject to UK Government policy at the time). Menelik Education Ltd Programmes do not have an upper age limit but Participants should be in good health.

We should like to take this opportunity to thank you for your interest and support in the work of Menelik Education Ltd which is greatly appreciated by all in the UK and DRC.



Congo River



Sunset at Malaku

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***CONGRATULATIONS ON JOINING THE MENELIK TASK FORCE PROGRAMME.
WE HOPE YOU HAVE A MOST ENJOYABLE AND MEMORABLE STAY IN THE
DRC***

