

ST. LUCIA NURSING HOME AND ORPHANAGE

VOLUNTEER HANDBOOK

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KARIBU SANA – WELCOME FROM THE FOUNDER AND EXECUTIVE DIRECTOR

Dear Volunteer,

Karibu Sana – You are very welcome to St. Lucia Nursing Home and Orphanage. We are deeply appreciative to you for the gifts of your time and expense to get to Tanzania.

I hope to be able to welcome you personally on your first day or very shortly afterward.

Please take the time to read this handbook your first day and feel free to ask about any topics of interest to you which are not addressed. I very much welcome your feedback about your volunteer experience. Also, if there is information that you feel would be help to have had in this volunteer handbook, please forward your suggestions to gretezemans@yahoo.com who will be continuously updating the handbook.

You may wish to give your family my Cell phone number to use in emergencies Cell: +255 784 611 892

If you would like a ride to/from the Moshono daladala stop, I will try to arrange this coordinating with school drop offs/pick ups. We would ask for a small amount of money to help defray the cost of gas.

We are eager to teach you about our country – both its beauty and its suffering. We hope that your experience here will be just the beginning of our relationship and that you will keep in touch with us.

May God bless you for all that you give to our children and may you come back again someday – Karibu tena.

Asante sana – Thank you.

**Winfrida Mwashala, RN and all the
Children at St. Lucia**

ST. LUCIA NURSING HOME AND ORPHANAGE

Fighting the Stigma of AIDS since 2002

VISION

- We envision Tanzania where new HIV/AIDS transmissions are rare or non-existent and where those already suffering are fully accepted and supported in their communities.

VALUES

- We believe in continuously working to strengthen the capacity of families to care for their children and adult members.
- We believe in the necessity of working in partnership with community leadership, and the community in general, to develop meaningful, achievable solutions to their problems.
- We believe that our role is to share our knowledge and practical solutions.
- We believe that if we are unable to help people get well, then we must help them to die with dignity and with spiritual and physical caring.

MISSION

To provide:

- Comprehensive nursing care with the aim of restoring patients to their families
- Palliative care for terminally ill patients
- A permanent home for HIV + children orphaned by AIDS and for whom there is no viable community alternative
- Public health education, counseling services and HIV/AIDS testing.
- Support for individuals living in the community with HIV/AIDS.

A BRIEF HISTORY OF ST. LUCIA'S EVOLUTION

IN HOME CARE

In the year 2000, when Winfrida Mwashala was a labor and delivery nurse, several family members become seriously ill. There was no facility available to care for them other than her own home. Hospitals were places where people went when acutely ill. Patients were stabilized, discharged within days and expected to live or die in the community. Word spread quickly that Ms Mwashala was nursing family members in her home and many community members asked her to care for their ill family members. For a year or so she was able to offer ill people some pain medications, IV's, she bathed them and she counseled the family members how to care for their patient. The most prevalent opportunistic infections at the time were coughing and diarrhea and bed sores were also a serious problem. Family members were terrified of contamination and the sick were often neglected.

It was extremely challenging doing nursing care in peoples homes that lacked water and toilets. There were many NGO's involved in some kind of community education but none that offered care. Ms Mwashala was determined to care for the sick; to convince people with HIV+ that they were not cursed; to teach families not to abandon the ill; and to show, by example, that many people need not die if well cared for, In 2002, St. Lucia Nursing Home was opened to help fill this serious community gap.

ADDING RESOURCES

Over time the number of ill people was increasing and Ms Mwashala realized that she had to train non medical community people to minimize the number of gravely ill people who came to the nursing home. A donor supported this work for a few years. The Tanzanian Aids Commission (TacAids) was impressed by the success of this model of care (measured by the decrease in hospitalizations) and granted St. Lucia some funds to extend the geographical coverage.

OPENING AN ORPHANAGE

Meanwhile, when some of the patients died in the hospice and their children were alone because their parent (s) had been abandoned by their family and community, there was no alternative but to start an orphanage for children who are HIV+. While initially Ms. Mwashala's family had some concern about her becoming contaminated, over time her husband has become her working partner in addition to his other full and part time jobs. He supported St. Lucia's work with his own funds long before there were any donors from around the world and he continues to do so. Within their fiscal constraints, he continues to try to send the children to school and meet other urgent needs.

FUNDING AWARDS

In 2008 the Global Fund awarded St. Lucia substantial funding to assess the needs of the "most vulnerable" 7070 children (identified by them) in the greater Arusha area. Having met and exceeded the 1st year goals, St. Lucia received funding for years 2 and 3 to implement the needed changes which had been identified. In 2009, St. Lucia was the successful recipient of monies from Save the Children, another international organization, to advocate for childrens rights in the Arusha Urban. Children will develop their own Councils to work with government leaders. The goal is to ask government to plan for resources to address the needs of Tanzanian children.

CHALLENGES

The greatest challenges are seeking predictable funding sources; making the nursing home, outpatient services and the orphanage self sustaining; and trying to care for an increasing number of children who are acutely ill.

The generosity of donors has enabled St. Lucia to build a small building in Moshono to house the orphanage and limited space for a hospice. A garden of vegetables and fruit trees funded by donors has been expanded through the design and planting by volunteers from Development in Gardens (DIG). Other donors funded a chicken coup and a cow barn. Intermittently there has been funding to support a small staff and to offset some of the expenses of caring for between 15 to 26 HIV+ orphans.

ST. LUCIA ORPHANAGE

MISSION : Provide a permanent home for HIV + Children orphaned by AID's until they can be reunified with extended family.

GOAL : Provide a strength – based, caring, healthful and supportive living environment in which children can thrive physically, emotionally and spiritually.

MAIN ACTIVITIES

- Provide 3 nutritious meals and additional healthful snacks per day
- Provide appropriate medications
- Provide vitamin supplements daily
- Ensure that each child is bathed daily
- Ensure that each child is wearing clean clothes each day
- Ensure that the building environment is hygienic and that needed repairs are accomplished
- Seek donations in order to provide schooling to age appropriate children
- Ensure that children are encouraged in fulfilling their homework assignments
- Provide entertaining / or educational leisure time activities.
- Ensure that each child, according to their individual ability, participates in daily living activities, as they might in their own home and also to train them for future independent living and ensure that they receive positive affirmation when they complete these tasks

- Actively work toward reuniting children with extended family.
- Support and be present with any child requiring hospitalization
- Teach children from young age that they are HIV + and about their special health needs, now and in the future
- Provide grief counseling on a regular basis
- Provide ongoing daily instruction on ways to stay healthy
- Ensure that naps take place, as age appropriate
- Teach children manners and about social relationships as they would have been taught at home and give them positive affirmation for doing it well.
- Provide (by all staff) warmth, affection and positive affirmation to children as a necessary part of child raising and also as a role model of how children should treat each other and people in the larger society to which, hopefully, they will someday belong.

DESCRIPTION OF VOLUNTEER JOBS

Please share with Winfrida information about your areas of interest, special skills and preferences so that your interests and St. Lucia's needs can be matched. Together we can develop a work plan.

Child Care Activities

Bathing, diapering, feeding children - Get organized before you bathe or diaper the children.

- Soap in the bathroom
- A towel for each child
- Clean diapers
- Clean clothes
- Bathing infants and young children; clean water for each child
- Diapering at regular intervals
Use diaper pail for soiled diapers after rinsing them in the toilet. Water should be kept in the diaper pails.
- Helping to toilet train toddlers
- Assistance with eating
- Play, reading, arts and crafts activities. These are so important to the children; they will never tire of your interaction with them.

Taking Children to local hospitals / Clinics

- Establish an up-to-date chart of follow up and doctor visits (They use 2 different hospitals)
- Take along to appointment
 - Blue registration Card for each child
 - Blue card has registration number necessary to obtain medical record at Clinic.
 - If you don't have this with you, the children will not be seen

St. Lucia "exercise" chart books for each child – the doctor may want to record notes and volunteer needs to record medication dosage and duration.

Most frequent clinics used:

- Mt. Meru Hospital
- St. Elizabeth Hospital

- 1st step at hospitals is to check in with
 - Florence and Mt. Meru
 - Teresa at St. Elizabeth
- Be prepared for a many hour wait. Take (H₂O, food and games)
- Take some cash in case you have to buy a sterile needle.

WHEN CHILDREN MISBEHAVE

There is inevitably the typical hitting, pushing, taking toys from each other. Winfrida would like volunteers who see this to please make the offending child apologize.

COOKING AND DISH WASHING ACTIVITIES

DISH WASHING

Purpose: Dish sanitation helps to prevent cross infection; please explain this to the children so they will all eventually learn why and how.

Equipment needed: dish brush (not dirty rages), soap and water

Dish sanitation bucket

- Fill up to marked line
- Add 1½ cups of bleach
- Change every other day

Procedures: Scrape food off plate, then thoroughly wash plates, spoons and mugs. Rinse, then dip individually in bleach solution.

Drain plates in dish drainer. Put spoon handles down to drain; mugs upside down to drain dry

COOKING

You might enjoy working with the cook to learn how to make very nutritious meals the Tanzanian way.

LAUNDRY ACTIVITIES

- Separate diapers from all other laundry
- Teach children how to help hang laundry, take down, fold and put away in an orderly fashion
- Help to keep clothes room tidy – organize by age and sex
- Discard any clothing that is ripped or too soiled. Keep infant clothes so that they will be available as needed.

Package up usable clothes for adults and ask Winfrida where to donate them.

DAILY SCHEDULE FOR NURSING HOME AND ORPHANAGE	
6:00AM	<ul style="list-style-type: none"> • Wake up and prayers • Brush teeth and shower • Take medication
7:00	Breakfast for all children
7:30	Medication babies who were asleep earlier
8:00	<ul style="list-style-type: none"> • All staff reporting to work • General clean up • Bathing small children
10:00	Cup of milk with bites
12 Noon	Lunch
2:00	<ul style="list-style-type: none"> • Lunch for children coming back from school • Nap time
4:00	Juice and bites
4:15	<ul style="list-style-type: none"> • Play time • House duties • Homework
6:00	• Medication for all children
7:00	<ul style="list-style-type: none"> • Dinner and prayers • School children continue homework, review and revisions
8:30	Bed time for all children

HOW TO HELP KEEP THE CHILDREN HEALTHY; UNDERSTANDING THEIR PHYSICAL VULNERABILITY

The following brief overview is to inform you about children who are HIV+ positive and their extreme vulnerability to infection due to their weakened immune systems. Common opportunistic infections include:

- Respiratory infections, for example, coughs, colds, bronchitis, TB, pneumonia.
- Gastrointestinal infections leading to diarrhea.
If the child has feces on his/her body, put them under the shower; rinse the floor with bleach afterwards to sanitize the floor and prevent cross infection.
- Eye and ear infections, for example, ear discharge, runny blood shot eyes.
- Facial and body warts are contagious. To prevent spread, after bathing the kids, wash hands between application of Vaseline. Encourage the kids not to pick at their faces.
- Some of the children have special nutrition needs – check with staff about this – the cook will provide special snacks when needed.
- Reminder: Mosquito nets are very important.

Please familiarize yourself with the chart below about the ways to keep healthy and cut down on cross infections and the spread of opportunistic diseases. These may seem obvious to you, but the children need to see you modeling these behaviours and they need constant reinforcement.

DO'S AND DON'T'S TO STAY HEALTHY

DO	DO NOT
<ul style="list-style-type: none"> • Wash your hands <ul style="list-style-type: none"> - Before each meal - After using toilet • Brush your teeth every day using only your own tooth brush • Cover your face with your shoulder when you sneeze or cough • Keep your nails short – wash away dirt and germs each day • Get lots of exercise and sleep • Eat only your own food 	<ul style="list-style-type: none"> • Drink tap water, only drink bottled water • Pick your nose • Eat any food that has fallen to the floor • Use the same spoon or mug as another child when taking medicine • Share plastic tub at bath time – refill with clean water for each child • Share towels

TO DO AND NOT TO DO LISTS

To do:

- As you learn Kiswahili words from the children and staff, please help them to learn English.
- Assist (or encourage and support) children with homework
- Encourage children to help with tasks as would happen in a family setting
- Talk to children about the value of an education, how fortunate they are to have an opportunity to go to school
- When taking children to doctors appointments, hospital clinics, etc be sure to take a bag of mugs, bottles of water, some food in case there is a long wait. It is also really a good idea to take along some books, crayons and paper to entertain the children while waiting, potentially for 4 to 6 hours.
- Should you be interested in buying items for the St. Lucia Nursing Home and Orphanage, please discuss your ideas with Winfrida. In this way your donations can be matched with St. Lucia's wishlist.

Things not to do:-

- Do not give the children candy without permission from Winfrida. Sugar is not good for them. A more healthful treat is popcorn should you wish to do this.
- Do not take the children for long walks in the sun.
- Do not take the children away from the St. Lucia property without prior approval by Winfrida. She is their guardian and ultimately responsible for the children. They need their medications at specified times and an appropriate diet. Special outings can be coordinated in **advance** with Winfrida.
- Do not insist that a child eat shortly after vomiting or having diarrhea.
- Do not allow the children to drink out of the same bottle of water or cup for obvious reasons.

HOW TO KEEP YOURSELF HEALTHY

- Use rubber gloves when diapering and bathing children and adults.
- Just as we encourage the children to learn, sneeze and cough into your shoulder keeping your hands clean.
- Wash, then sanitize your hands before eating – sanitizing does not substitute for washing off dirt and germs.
- Drink only bottled water. Brush your teeth with bottled water.
- Don't let the babies put their hands in your mouth and all over your face or wash up and sanitize.
- Do not go barefoot due to the possibility of picking up diseases. Wear flip flops or other inside shoes – and always while showering the children.
- Use mosquito nets while sleeping.

Simple precautions will keep you healthy; however, should you have diarrhea and Imodium does not cure you, there is a 24 hour clinic in Arusha town.

Arusha Medical Centre

Haile Selassie Road (between Clock Tower and Impala Hotel on Old Moshi Road sometimes labeled Nyerere Road)

It is top notch treatment and is staffed round the clock by competent physicians who are knowledgeable about treating foreigners unaccustomed to local water, etc. On

site there is a lab which provides immediate diagnosis and also a pharmacy. Tell them you are a resident, volunteering at St. Lucia, then it is inexpensive.

REGISTERING AS A VOLUNTEER WITH THE GOVERNMENT:

You may have already accomplished this when you applied for a Visa. If not, you need to do this shortly after your arrival. It is the host volunteer organization who will get into trouble with Immigration if you fail to do so. For those of you who came here through a volunteer organization, this has been done for you.

The cost is \$120 US. Please give the money and your passport to Winfrida or make other arrangements with her.

BACKGROUND INFORMATION ABOUT TANZANIA AND TANZANIAS

THE PLACE

Tanzania was colonized first by Germany in the latter half of the 19th Century after a scramble to partition East Africa. The boundaries of countries have little or nothing to do with Africans way of thinking about their tribes. Rather they reflected the political struggles in Europe.

At the end of World War 1, the Rwanda Urundi District (now Burundi and Rwanda) were mandated to Belgium and the remainder of East Africa was mandated to Britain. The period of German Colonization is recalled as a time of much brutality whereas the British Colonial period in East Africa is referred to more neutrally.

The Tanzanian process leading up to independence and the post independence period of the past 50 years is unique in all of Africa. The leadership of Julius Nyerere, the first Prime Minister and later the first elected President who remained in office for some 20 years, was pivotal in the peaceful, non-violent transitions. Some countries in the West portrayed him as a socialist. During the Mc Carthy era in the USA when many people and countries were labeled communist, Nyerere's anti-capitalism beliefs earned him much criticism. Also Tanzania, under his leadership, harbored anti apartheid leaders from South Africa and gave refuge during civil war to Ugandan leaders. Tanzanians seem to both very much admire, even revere him as well as blame him for the country's underdevelopment.

In 1961, Tanganyika attained full independence. Zanzibar gained independence in 1963 and in 1964 together they created the United Republic of Tanzania.

Tanzania is the largest country in sub-Saharan Africa, larger than Kenya and Uganda combined, four times the size of Britain and one and a half times the size of Texas in the USA.

National Parks Conservation areas are an amazing 25% of the country and they protect 20% of all of Africa's large mammals.

Reference: Phillip Briggs, **Northern Tanzanian**, Bradt Guide – considered to be one of the best, most comprehensive guides with an excellent condensed history.

THE PEOPLE

Tanzania's population is estimated at 40 million. Dar es Salaam is the largest city with a population between 2.5 and 3 million. Arusha is the second largest city – the safari capital of East Africa – with a population of about 300,000 people and growing rapidly.

Every year in Tanzania about 80,000 children below age of 5 die as a result of malaria. Almost ½ the population of Sub Saharan Africa lives on less than \$ 1 US per day.

Tanzania is home to at least 120 ethnic groups with no single one being dominant. The population is divided between Muslim, Christian, Hindu and indigenous populations. Rather than being segregated by their tribes or religions, Tanzanians are united by their official spoken language, Kiswahili which is a mixture of Arabic, African languages and English, and they live together peacefully.

The greater Arusha area is mixed rural urban. Rural residents are mostly subsistence farmers suffering from years of intermittent drought. The population is predominantly Maasai with high rates of polygamy and alcoholism. Both female and male circumcision is practiced. The urban poor live in villages off the two major roads. The most typical dwelling for a family is one small room with one shared bed, no windows and a curtain covering the doorway. It is strikingly different than the glimpse of family life one sees in town.

The prevalence rate of HIV/AIDS is believed to be upwards of 7%, highest in locations along major highways. Newly diagnosed people living with HIV/AIDS (PLWHA) often consider it a death sentence and do not seek timely treatment for opportunistic infections. Many suffer from misinformation about treatment options, fear the commonly believed toxicity of antiretroviral medication (ARV) or cease using their medications as they feel better. Many people fall prey to myths about the disease. Fear and stigma cause many people to avoid ARV Clinics thereby denying themselves potential treatment. And many of those courageous enough to seek treatment are, in the hustle and bustle of the understaffed government hospital, frequently inadequately counseled about expected side effects, nutritional needs and symptoms that require over additional medical interventions. And, not unexpectedly, many ill people are not able to assume responsibility for their own care.

In 1st quarter 2010, available data estimates an unemployment rate of 20%. At least for this writer, the figure seems to be a gross understatement.

INFORMATION ABOUT ARUSHA

- The Clock Tower (The halfway point between Cairo and Capetown) is at the center of a business and shopping hub)
 - Banks for ATM use
 - Internet cafés
 - The Bake House – bakery, internet, a place to make international calls
 - Taxi stand
 - Small grocery stores
 - Several good gift shops
 - Phone stores
 - The post office
 - The Arusha Hotel if you feel like treating yourself to a special lunch or dinner
 - Numerous restaurants
 - Office supplies
 - Secretarial Services including typing, printing and laminating services, Robots Secretarial Services in New Safari Hotel Building; one block from Clocktower. Ask for Gladness.

- The Maasai Market – a 5 minutes walk on Fire Street starting from the Arusha Hotel
 - Hands down the best and least expensive place to buy Maasai jewelry and other beaded goods.
 - Mr. Baraka is an outstanding Makonde wood carver. His booth is # 128.
 - At the base of the big tree, an elderly Maasai woman whose name is Elizabeth, sells wonderful old jewelry.

 - Dozens of small shops where everyone welcomes you – several times – to look at their goods. Don't get overwhelmed or exasperated by them, just say no thank you – hapana asante. Just be sure that other kinds of wood have not been darkened with shoe polish to imitate real ebony.

 - All Vendors expect you to barter. A rule of thumb is to start with half of what they ask and more toward the middle. Try to err in the direction of generosity.

 - Great picture opportunity as you can photograph the Maasai women making your gifts.

- The Cultural Heritage Center – a taxi ride from town on Sokoine Road, also labeled Dodoma Road. An amazing and huge collection of statues, jewelry, material and works of art – both antique and new. Even if you are not interested in any purchases, it is a super experience to see these treasures from all over Africa. Open Monday – Saturday 9 – 1700, Sunday 10 – 1700, the 5 story art gallery is only open week days.
 - A coffee / drink bar
 - Restaurant which serves excellent lunches.
 - A recently opened 5 story adjacent building housing contemporary African art

- Taxis – set the price before you get in
 - Some drivers will agree to wait while you are shopping, etc.

- Dala Dalas – a unique Arusha experience
 - No ride should cost more than 3TS within the greater Arusha area
 - When you want to get off, bang loudly on the side of the van or call out name of stop or say shusha.

- Good used clothing – textile market – behind Mr. Meru Post Office a short walk through a car repair area.
 - All the clothes have been washed, ironed and stacked neatly – much nicer than Goodwill stores in the USA and some potential bargains on used designer clothes.

- Shoprite Shopping area on Sokoine Road.
 - A branch of a South African grocery store with a huge array of groceries, cosmetics, wine and household items all more expensive than can be found elsewhere, but nevertheless, convenient all in one location.

 - This shopping plaza has a chocolate store, a cappacino café, bakery, dress shop, internet café, restaurants. There is also a shop which sells necklaces, bracelets, etc designed by a German jewelry designer and beaded by a Maasai women's collective.