



DVP

Acceptance Reference Pack

Contents

The following documents can be found in your Reference Pack:

- **DENTISTS ONLY - Dental Registration**
- **Wellbeing and culture**
- **Clinical briefing sheet - DVP**
- **Payments information**
- **Fundraising information**
- **Swahili Phrases**
- **Appendix 1 - DENTISTS only – Professional Certificates required - NOW.**
- **Appendix 2 – Suggested CV format**

DENTISTS ONLY - Dental Registration

Dentists will need to be temporarily registered with the Medical Council of Tanganyika (MCT) in order to be able to practice dentistry whilst on the DVP. There are a number of documents required for this, some of which cannot be supplied until nearer to the DVP (you will be sent details about this separately). However some documents which can be dealt with **now** require certification from a solicitor and details of what is required and by when are given in **Appendix 1** of this document '**B2A Volunteer Dentist Professional Certificates Required**'. Please refer to this now for further details.

Wellbeing & culture

Safety

On the whole, the areas we visit are fairly safe for westerners. Personal security should always be considered though, as there are always opportunist thieves around. You are perfectly safe in the rural areas provided you stay with the group. The hotels and restaurants we use all have 24hr security guards.

Insurance

You will need to show proof of comprehensive travel insurance before your visit. You will also need to provide us with details of your insurance company's emergency procedures for use should you be taken ill.

If you need to arrange insurance, Banner Group can provide the cover required. We have an application process for them and details of how to access this can be found within our online secure area, details of which will be given to you in an email. Please note blanket annual travel policies and bank account travel insurance policies should be checked to ensure they definitely cover volunteering in East Africa and repatriation. We sometimes find this is not the case and additional cover is then required.

Immunisation & Medication

We advise that you contact your local doctor / travel clinic for specific advice. Many immunisations are required and some recommended. You will also need anti-malarial tablets. Please note that doctor's advice must be sought first as not all medications are suitable for all people.

A useful website that carries initial guidance on what immunisations will be required: [NHS Choices](#)

Health

Always wash your hands before eating.

If you are not well please let us know straight away so we can advise you early on.

Tanzania is an area affected by malaria carrying mosquitoes, please do remember to take your prophylaxis, use repellent and wear full-length clothes should you be outside after 6pm. **The best way to avoid malaria is to take precautions, rather than rely on your anti-malarials although it is highly recommended that you take them!**

Living in a tropical climate please remember to wear sunscreen, hats and sunglasses. Heat exhaustion and dehydration are hard to recover from, so be careful so that you can enjoy your entire time here in Tanzania. There are also various venomous bugs and snakes to be careful of when out walking.

Only drink filtered or bottled water. Ice will probably not be made with safe water so don't use it. You should drink a minimum of 3 litres of water every day to stay hydrated. Remember you are in a tropical climate, very close to the equator, so don't forget to drink. Brush your teeth with filtered/bottled water.

Emergencies

In the event of an emergency we have a tried and tested medical plan that we will activate if at all necessary and we work closely with local medical teams to ensure your situation is managed well. There are air strips and a well developed medivac network in the area should you require this.

Culturally Sensitive Behaviour and Dress

Tanzania is a very different place from the UK. There are certain types of behaviour and dress that we in the UK accept as perfectly respectable and acceptable, which would cause great offence in Tanzania, particularly in the rural areas. We have worked very hard to build positive working relationships with the authorities and

community here, and our work and staff are well respected. This reputation can easily be compromised by unwise actions by our volunteers, and for this reason we ask you to read and respect the cultural advice given below, and in particular the advice we will give you at orientation in Tanzania.

One of the conditions of volunteering with us is that you recognise that people in Tanzania will regard you as a representative of Bridge2Aid. Clothing in particular is an important issue – please do dress respectfully using the guidance at all times. You should also note that smoking or drinking alcohol is not permitted during working hours.

Dress – important please note

We need to be respectful in the way that we dress. Women should wear loose fitting clothes, trousers or skirts and dresses (preferred) to a length that covers the knees. **Shorts & skirts above knee level are not acceptable.** Men can wear knee length shorts for relaxing but trousers when working. There are opportunities for swimming in some of the Lake Zone hotels - costumes/trunks are acceptable, **but not bikinis.**

Security

It is best to keep passports with you and to leave valuables out of obvious view. Whilst out walking on the streets personal security must be considered, there are always opportunists around so carry as little of value with you as possible. Because we are so close to the equator, darkness comes very quickly and by 7pm it is dark. **We advise you not to be on the streets after dark and to take taxis from one location to another.**

Walking around the streets during daylight is fine, take a map with you just in case you become disorientated. Please do not give your home address to anyone. On the whole, the towns are fairly safe for westerners. Personal security should always be considered though, as there are always opportunist thieves around. You are perfectly safe in the rural areas provided you stay with the group. The hotel and restaurants all have 24hr security guards.

Mobile phones

By all means bring your mobile phone with you to stay in touch with home. Provided it has been activated to roam on Tanzania's networks, it will probably work. Please be aware of expensive international charges. Even calls within the country will be expensive. **Texting is cheaper.** Check with your network before you leave for costs and international roaming activation. Protect your phone and SIM card against theft at all times – a thief could run up several hundred pounds of calls before you are aware of the loss.

Power

Tanzania uses UK type 3 pin plugs.

Food

A basic breakfast each day is provided at your accommodation. Lunch on workdays will be provided on site. We will give you a cash allowance to use for lunch on other days, and dinner every day to spend as you wish in one of the restaurants in the vicinity but we suggest that a buffet at your hotel is the best option. Please be aware that the food may be basic and can often be repetitive but there will be plenty of it! Details of good places to eat will be provided on arrival.

You may experience traveller's diarrhoea just because the food is different for you. Imodium is not a cure; it merely buys time if you are in an awkward situation! It is best to stay away from fruit juice and salads in restaurants where you cannot be sure that safe water has been used. Generally (but not always), if you can peel food or it has been cooked it is safe to eat. **It is a good idea to bring plenty of familiar snacks (cereal bars, savoury & sweet biscuits etc.) as a back-up and to keep your strength up should the food not agree with you. If you are a vegetarian/vegan, then please make sure you have notified us.** You may find a fairly

restricted choice in restaurants. If you eat fish then you will find it relatively easy, but if you are a complete vegetarian, please call us to discuss your food options whilst on the visit.

Giving

Tips - in restaurants it is acceptable to add 10% as a tip to your waiter.

Generally - You will be approached on the street by children and adults begging for money or help with school fees. Please do not give cash in these circumstances or make any promise of help, instead greet the person politely and reply that you have no money 'sina hela, samahani'. If you wish to give to the street community please let our B2A team know and they will find a reputable organization to pass the money onto.

Money

Tanzanian Shillings cannot be purchased in the UK. The airports will take US dollars for refreshments. We recommend you bring large denomination notes of US dollars in cash, which are easy to change. You will get a much better rate for larger denominations. **Please note that all US Dollars notes must be dated year 2006 and later to be accepted here.**

Occasionally there are cashpoints in the bigger towns which accept Visa and Mastercard, however due to work commitments we cannot guarantee that you would have the opportunity to use these. You do not need to bring huge quantities of cash. You will need to buy only a couple of meals while you are here, as well as any drinks and water over and above the 2 litres we provide each day, however please bear in mind that alcoholic drinks can vary considerably in price from place to place. The only other money you need is for souvenirs, but again they are inexpensive compared to the UK.

Due to the nature of exchange rates and price fluctuations we can only give you a very rough estimate of how much money to bring. With this in mind we would suggest US\$200 for your trip to cover day to day expenses (for drinks each day and any extra costs incurred at meals). If you want to purchase souvenirs then we recommend around \$100.

Shopping

Hopefully there will be an opportunity to go to the local market and shops on the last day of your trip. Make yourself familiar with the local currency beforehand and organise the money well in your wallet/pocket. People will expect you to haggle for a price - it's fun so don't be afraid to try. Start by halving the price given, judge the vendor's reaction and then work your way up from there, you will enjoy the experience!

General background of the people of Tanzania

Tanzania is a very male dominated society; the men are the leaders of the home, community and church.

Greetings

Greeting people is very important for all tribes in Tanzania. Take the time to greet people in Swahili, shake hands (always with your right hand) and find out about their home/work. Don't worry about correct pronunciation, just have a go; people will appreciate the effort you put into learning their language. (See separate vocabulary sheet).

Physical contact

Hugs or physical contact with members of the opposite sex are not acceptable, even among husbands and wives! Holding hands, men with men, ladies with ladies is very common and a sign of friendship. Please do shake hands with everyone and be friendly, smiles go a long way.

Be aware that pointing with your fingers can be seen as rude, like gesturing to an animal. If you would like someone to accompany you call them with your hand like this; hand facing down, waving with all of your fingers together towards you, they will know what this means and come to you.

Taking pictures

You are not allowed to take any pictures of government buildings, and as these are not always clearly marked it's difficult to discern what you can take pictures of. If you are taking pictures of people please be polite, ask their permission first, and be ready for them to say no. Do not pay anyone for a picture; this creates a difficult long-term principle. Don't spend so much time trying to get the 'National Geographic' photo that you miss the real experience. If you are part of a volunteer team we will document the trip in photographs and provide you with copies afterwards, so don't worry about photos while you are working.

Accommodation

We will try to provide you with a single room wherever possible. However, as we often go to towns where there are few hotels we sometimes have to ask volunteers to share due to a lack of rooms. If you are not prepared to share please can you let the Visits team know asap so that they can ensure this is taken into account. If the only option available is a twin room and you do not want to share then a supplement may have to be charged. We would confirm this with you before you went.

Post DVP trip option

At the end of the DVP it might be possible to stay on for a few days and partake in a safari or other 'mini break'. If such an option is available you will receive information about this in the flight booking pack which will be sent out around 6 months before your DVP. You will need to fund the costs of this extended trip if you choose to do this.

Clinical Briefing Sheet- DVP

Clinical aspects of the trip

We have hopefully explained clearly at interview the sort of work you will be involved in. However, it is worth reiterating that the trip will be very hard work, with long days in hot and difficult working conditions. You will need a fair amount of stamina and be able to adapt to the situation you find.

Each day involves an early departure from the accommodation with a 90-120 minute drive to the health centres. We will brief you on arrival on aspects of the setup and how the rooms will be laid out. The rooms at the health centres are very basic and **often** have no electricity and running water. We usually operate a central sterilisation room where the nurses will work from. The Clinical Training area may be one large room or multiple smaller rooms with at least 2 dentists working in each room, depending on the size of the centre. If you'd like to hear more about the programme, you can find our Video in the movie section at www.bridge2aid.org.

Nursing Role

In the nursing role, your primary aim will be to keep the flow of sterilised instruments going to the dentists working on site, and to organise the clinical environment. You will also be involved in assisting the dentist, and the Clinical Officers (Cos). We operate a ratio of approximately 1 nurse to 2 dentists. You will need to work effectively as a team in a very organised way to keep things ticking over. Sterilisation will take place using kerosene stoves and non-electric steam autoclaves supplied by Prestige Medical. Another key role for the nurses is to teach the Clinical Officers some basic Oral Health Education and the sterilization process, therefore covering the importance of cross infection control. We supply a few basic teaching aids for this.

Clinical Officers (COs)

The COs have a good level of English, and also a good level of dental anatomical knowledge. Some of them will have extracted teeth on a regular basis, some will have never picked up a pair of forceps. They receive three years' basic medical training to diploma standard, and work in rural dispensaries providing a basic level of medical care.

Before each DVP, the COs are given one days' classroom training to bring their level of theory up to a baseline standard, and also to teach the theoretical aspects of the syllabus. This will continue during the DVP too.

Dental Equipment

The instrument kit we use is based on that which is allocated to the COs for them to use after qualification. There is also a Backup Kit should you need it.

- Non-electric steam Autoclave
- Range of Forceps & Elevators
- Local Anaesthetic
- Disposable Needles
- Surgical Instruments
- Atraumatic Restorative Technique instruments & materials
- Consumables (e.g. gloves, masks, gauze)

Please bring eye protection and protective clothing - scrubs. We also recommend that you bring your preferred gloves and masks. We have a range of donated gloves of various sizes and quality! If you have a strong preference, we recommend bringing three boxes.

If you have a latex allergy please ensure we are aware of this, particularly if it means the rest of the team need to wear non powdered or latex free gloves.

Instrument Kit Supplied

DVPer Extraction Kit	No. per kit	DVPer Extraction Kit	No. per Kit
Metal Dental Mirrors	10	Lower Premolar	2
Right Angled Probes	10	Straight elevators	6
Periodontal Probe	1	Hand Scaler (moon shaped)	1
Upper Molar Right	2	Tweezers	4
Upper Molar Left	2	Scissors	1
Upper Premolar	1	Needle Holder type Hegar	1
Lower Molar	3		

Support Provided

We aim to give you all the support you need to work effectively and adjust to working in a different culture:

- The UK Bridge2Aid office is available to answer queries relating to your trip by email or phone.
- On arrival in Tanzania, our staff will host a comprehensive local orientation day. During the visit, there will be a debriefing at the end of each day. At other times the Tanzania team is available by mobile phone to discuss any issues that may arise.
- Your Clinical Lead will also contact you before the programme and introduce you to other team members. If this does not happen please contact the volunteer team who can put you in touch with the right person.
- If you would like to speak to someone who has been before and can answer any questions based on their own experience please also contact the volunteer team and they can put you in touch with a previous nurse or dentist.

If you haven't attended it already, please ensure you book onto the UK training & interview day (TAID). This is compulsory ahead of the DVP and will ensure you meet other DVP volunteers and also find out more about what you'll be doing.

For any of the above please contact volunteering@bridge2aid.org and someone will be in touch.

Payments Details

Payments to Bridge2Aid

Your full deposit payment is now due and then the Final Payment will be invoiced at 14 weeks and due 12 weeks before departure.

Deposit - £350

This represents a £350 registration fee to Bridge2Aid. This helps cover the costs of arranging the interviews, planning and support we give you in the UK before travel and securing your place on the DVP. This is non-refundable.

Final Payments

Your final payment of £600 will cover the non-flight costs of your DVP. This covers your hotel, transfers, food and accommodation whilst on the programme.

Please note your payments do not include: the cost of your Visas at approx £180, your safari (where booked), your spending money, inoculations, anti-malarials or insurance. The money for the safari and spending money should all be in US \$ dated 2006 or sooner.

Flight payments

Flights are booked with Wotton Travel (WTL) and you will be sent details in your information pack on how to book these. Costs are likely to be a maximum of £950 if booked within plenty of time.

If you are fundraising for your DVP and for your flights too, as long as you make your supporters aware of this we can allocate the funds against your flight costs. If this is the case please contact volunteering@bridge2aid.org so that we can make the travel agent aware of this.

Summary of essential payments:

1. £350 deposit to B2A
2. £600 final payment to B2A
3. £950 (approx) to WTL for flight
4. £180 (approx.) Visas

Fundraising

Important Note if You Intend to Raise Funds to Pay for Your Visit

We encourage fundraising to help you cover the costs of your trip, and will support you in whatever way possible. Our website has lots of useful fundraising tips and information. If, at any point, you would like help with fundraising ideas or setting up Just Giving please email natalie@bridge2aid.org.

When fundraising, please note the following points:

Clarity – you must make it clear in your fundraising posters and any other materials that you are raising funds to help cover the costs of your trip, rather than directly for Bridge2Aid. Raising funds to cover your costs is quite legitimate, but the distinction must be made as this is a Charities Commission requirement. You should also state that any excess will be donated to Bridge2Aid.

Money from fundraising cannot be used to cover the costs of your visa, travel insurance, inoculations or any extended trip you may do.

Cut Off Date – 12 weeks before your trip, you must pay for your flights with Wotton Travel (WTL) and trip costs to B2A in full. All fundraising must be sent to us to arrive before that date, and if there is a shortfall, you will need to make up the difference yourself. Funds raised after this date cannot be refunded to you, so please start your fundraising activities as soon as possible. Any funds you receive after this date also cannot be put towards future trips as we operate a ‘per trip’ policy on fundraising. This means that each one is treated in isolation by us, so funds cannot be carried forward.

As mentioned, if your fundraising has exceeded the £950 and it has been clearly stated that funds will be used for your DVP costs it may be possible to use these extra funds to help cover your other costs such as your flight.

Carry over – if you raise more money than you need to for your trip – congratulations! We will put these funds to good use, but they cannot be carried forward to cover the costs of future trips.

Bridge2Aid Payments

Payments can be made either by **BACS** or by cheque:

- 1) To make a BACS payment: Lloyds Bank, Unit 44-45 George White street, Cabot Circus, Bristol, BS1 3BA
Sort Code 30-62-96, Account Number 78758768. **Please ensure you include your name & trip date as a reference**
- 2) Send a cheque with your name and date on the reverse, made payable to ‘Bridge2Aid’ to:
Bridge2Aid, Suite 3E, Drake House, Drake Lane, Dursley, Gloucestershire, GL11 4HH.

Swahili Phrases

English	Pronunciation	Kiswahili
Greeting and answer	Ha-ba-ri (answer – n-zur-i)	Habari (nzuri)
Greeting with Respect and answer	Shi-ka-mo (answer – ma-ra-ba)	Shikamo, (marahaba)
Yes	ndee-yo	ndiyo
No	Ha-pa-na	hapana
Please	taf-a-daa-li	tafadhali
Welcome, you're welcome	ka-ree-boo (s), ka-ree-boo-nee (pl)	karibu (s), karibuni (pl)
Thank you (very much)	a-sant-e (saa-na)	asante (sana)
Excuse me	saa-maa-haa-nee	samahani
Fine/OK	n-zu-ri/ sa-wa	Nzuri/ sawa
Good morning	ha-ba-ree za a-soo-boo-hee	Habari za asabui
Good day	see-koo-nje-ma	siku njemi
See you later	too-ta-o-na-na ba-a-da-ye	tutaonana baadaye
I don't know	Si-ju-hi	Sijui
My name is	jee-na la-ngoo-nee	jina langu ni
What is your name?	jee-na la-ko nee na-nee	jina lako ni nani?
Welcome, have a seat here	ka-ree-boo nda-nee oo-ka-e ha-pa	karibu ndani ukae hapa
Where do you have pain?	oo-na-maa-oo-mee-voov wa-pi?	una maumivu wapi?
Where do you have a problem?	oo-na-ma-ta-ti-so wa-pi?	Una matatizo wapi?
You have a bad tooth here	oo-no-jee-no m-bo-voov ha-pa	una jino mbovu hapa
Open your mouth	foon- g ooa m-domo	fungua mdomo
Close your mouth	foon- g a m-domo	fungua mdomo
Wait please	oo-soo-beeli kee-do-go taf-a-daa-li	usubili kidogo tafadhali
Bite	oo-ma	uma
Bite hard for 30 minutes	oo-ma kwa ng-oo-voov da-kee-ka thel-a-thi-ni	uma kwa nguvu dakika thelathini
Spit/Don't spit	te-me/oo-see-te-me	teme/usiteme
Stop	a-ch-a	acha
Relax	too-lee-ya	tulia
Don't worry	u-see-lee-way na wa-see wa-see	Usiliwe na wasi wasi
Finished	tay-aree	Tayari (all prepared in literal trans)
Tooth (teeth)	jee-no (me-no)	jino (meno)
Gum/gums	fi-zi /u-fi-zi	fizi /ufizi
Root/roots	m-zi-zi/mi-zi-zi	mzizi/mizizi
Push	soo-koo-ma	sukuma
Numbness/anaesthetic	ga-nzi	ganzi

Appendix 1

B2A Volunteer Dentist Professional Certificates Required - NOW

Introduction

Volunteering Dentists in Tanzania are required by the Medical Council of Tanganyika (MCT) to prove their professional status. There are stringent rules in place which we have to follow to ensure we adhere to this, otherwise **you may not be able to practice** when you come to Tanzania. Some documents are required nearer to the DVP, whilst others need to be sent to us **now** and these are detailed below.

Documents required now

- 1) **Solicitor certified** copies of your:
 - Degree/diploma certificates (MD/MB.BS/MB,ChB/DDS/BDS) (plus certified translation if not in English or Latin)
 - Marriage certificate (or other proof of change of name) if your degree certificate and passport show different names
 - Passport
- 2) **Copy of** one page CV (see appendix 2 for a suggested template)

If you get quoted a significant cost for having the above documents certified we do have a Bridge2Aid supporter who is a solicitor and willing to do this for you at a nominal cost. If you would like to use this service please follow the process below

1. Sarah Buxton and Thomas Coates are the lawyers who have very kindly offered to help us out
2. Please email Sarah sarah.buxton@fta-law.com ahead of sending her the documents to get a quote for the cost and ask her to include the cost of 'signed for recorded delivery' for returning them to you
3. You will need to send the original of each document needing certifying, plus a copy. We would recommend signed for recorded delivery due to the value of the items (normal cost about £2)
4. Address to send to: Sarah Buxton, FTA Law, Carrwood Park, Selby Road, Leeds, LS15 4LG
5. Please ensure you provide a return address
6. **Payment** needs to be in the form of a cheque made out to Sarah personally, 'Sarah Buxton', as she will be doing the work in her personal capacity as a solicitor.

If your passport expires within 6 months of returning from a booked DVP, then it will be necessary to renew your passport ahead of the visit and get a certified copy of the new one

As these documents should remain in date (except the passport if near to expiry) once supplied to us we can then hold them on file for any future DVPs you may undertake. We need to hold these on file as we also need to supply this information to the MCT ahead of your arrival in Tanzania.

You will also need to take a copy of these with you to Tanzania so we would **recommend that you keep a number of copies of each of these to save having to get new copies and have them re-certified in the future.**

Please email copies of all the above documents to the volunteer team.

If not, please post to: Bridge2Aid
Suite 3E
Drake House
Drake Lane
Dursley
Glos.GL11 4HH

Appendix 2

Curriculum Vitae (suggested format)

Full name
Address line 1
Address line 2
Town
City
County
Post Code

Personal Profile

(Years worked as a dentist, nature of work, work location, personal background)

Education

Date degree gained and where from

E.g. I gained a degree in dentistry from University of Life, July 1998.

Work Experience

Years	Employer
YYYY– YYYY	Jo Bloggs and Partners, Address
YYYY– YYYY	George Dawes and Partners, Address

Previous DVPs where applicable