



St. Francis Health Care Services

For provision of integrated health services to the population affected by HIV/AIDS

Volunteers Guide 2010

Uganda



**Many happy times and
Great Experience!**

Vision; "Contribute efforts towards a world free of HIV Infection" Mission; "To prevent the further spread of HIV and mitigate the personal and community impact of AIDS through provision of quality medical care and counselling services to the infected and affected population".



St. Francis Health Care Services Volunteers Manual

Published by St. Francis Health Care Service.

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An Overview

Welcome to the St. Francis Health Care Services Uganda volunteer program. The volunteer program is for people aged 20 years and over, who are keen to see and experience more of the world in a very personal and direct way. The intention is to give participants an opportunity to live and work in a local community. An opportunity to really get to know the culture and the people, and to gain an understanding of what it is to live in a developing country. An opportunity to make a difference.

You will be living, working and socialising with Ugandan people – this is an amazing opportunity to partake on a cross-cultural exchange of ideas, language, culture and customs between two very different worlds. We can learn so much from each other if we remain non-judgemental and take the time to get to know people and issues before forming an opinion. Travel is the ultimate way to challenge our perceptions, values and beliefs in life. It creates lasting friendships and memories of a fascinating country, which would not be achieved as a tourist.

Typically, our volunteers come through one of several volunteer placement agencies such as Foundation for Sustainable Development, Volunteer Services Overseas (VSO), United States Peace Corps, and many others. Volunteers coming to volunteer independently are also welcome but please consider the following:

YOUR SKILLS.

St. Francis is looking for professional volunteers with skills and talents to offer to St. Francis Projects and our staff. This could be skills in the medical field, preferably with experience in tropical medicine, expertise in computer networking and database management, skills in community development, experience in fundraising and resource mobilization or someone with other professional skills that can build the capacity of St. Francis in serious ways.

Note: Please include a resume or CV when inquiring about volunteering with St. Francis.

YOUR ROLE AS A ST. FRANCIS COMMUNITY VOLUNTEER.

It's our Pleasure you are in Uganda to contribute to the community. Essentially, your program aim should be to make a difference to the welfare and quality of life of the people here, even in a small way, by finding as many ways as you can to contribute your knowledge and skills.

St. Francis will provide you with an organisational framework within which you will operate. Don't be afraid to ask for more responsibility or extra roles! The more that you can do (within reason), the greater your sense of fulfilment is likely to be.

Make use of your opportunity to build relationships. Through these, you can help the process of creating a more harmonious and just world, where people are respected and their needs are put first. Ugandan people are friendly and welcoming, so there shouldn't be a lack of invites! However, it is important to keep in mind that Ugandan people live in a world very different to yours. Opportunism is rife amongst Ugandans. People are used to living without much and each day is a struggle, so seeing 'wealthy' westerners will attract attention from people who think they can get something from you. This may be money, possessions or even asking for sponsorship to your home country. Remember that you are in the country as a volunteer and are helping the wider community, not just one individual. Explain this to people if they approach you, or if a 'friend' starts asking for things. It is for the wider good of the community and for future volunteers if you refuse these requests. It teaches self-sufficiency and means people may not be so quick to ask future volunteers for items, money etc.

"It's important to remember that what's to be gained from a volunteer position goes well beyond the central work assignment. The understanding generated by cultural interactions is of immeasurable value." (Volunteer coordinator)



In one way, you'll be a solo traveller. You will be on your own, away from family and friends, in a totally different world, where nobody knows you. However, unlike a solo traveller, you won't be totally free to do "anything". It is not possible for you to do your own thing and then walk away from the consequences without a care in the world. For many months, you will be living, working, and socialising with people in one place. Very importantly, you will be working in a position of responsibility – working with the local children – and it is vital to remember that it is a privilege to work here and the local people will not want you to abuse the trust that they are giving you. It is natural that they will expect you to be a role model for their children, both inside and outside of your placement.

Important aspects of your role:

1. Be yourself. Continuously acknowledge yourself for your commitment and courage in taking on the challenge of living and working as a volunteer in a developing country;
2. Be willing to do whatever it takes to fulfil your task;
3. Be willing to be non-judgemental;
4. Be prepared and follow the guidelines for your placement;
5. Be flexible – if something isn't working, try something else; and
6. Accept your placement as being 'perfect' for you.
7. Allow at least 2 weeks to adjust and culturally understand the differences between our communities. The more you know about the people, the more likely you are to be accepted by them.

You will also be seen as an ambassador of whichever country you are from. Your behaviour will shape the perceptions and attitudes of the locals towards your home country, (however fair or unfair that may seem). Therefore, it is important that you act respectfully for the entire duration of your program and always take this into consideration.

ST. FRANCIS' EXPECTATIONS OF VOLUNTEERS

1) Commitment and Flexibility

We ask for a genuine commitment in your contribution to your placement and flexibility with the nature of tasks undertaken by you. Although we aim to accommodate specific skills you may have, we cannot always guarantee this. Everyone is guilty of forming an impression of the experiences ahead, the advice offered is to erase those images and expect the unexpected!

2) Cultural Sensitivity and Tolerance

The culture of Uganda is very different and at times may seem unfamiliar and uncomfortable. It is important to be accepting of the unpredictable and unexpected occurrences of living in a foreign environment. You are in Uganda to experience *Ugandan* culture and you will need to allow people to have their own attitudes or beliefs, or to behave in a particular way, even if you do not agree or approve. You will also experience levels of poverty, dirt, filth and pollution that will stagger you at times. Along with all of this, however, you will have the most amazing experiences and learning!

3) Support

As a St. Francis volunteer, support is vital. We ask that if you need support, you ask for it – whether it be from your Coordinator, or your fellow participants, if you are at placement with other volunteers, we ask that you offer your support to them, as they will offer it to you. You will become a powerful team if you work together.

Your coordinator in Uganda is there to provide you with assistance and support whilst you are in Uganda in a variety of ways. You are always welcome to approach your coordinator. They are there to assist you with any



questions, to support you through any upsets with your placement etc. While their role is not to ‘babysit’ you through your program, you are not alone and assistance is always available for you when or if you need it. Between yourself, and your coordinator, we can resolve *most* problems which may arise, so don’t be afraid to ask.

We also recommend that you do not spend too much time with fellow Volunteers. It is often easier to spend time with people who you already know or who speak your language, but in the long run, this will prevent you from really getting to know the local people. Usually, after the first few weeks of your program you will find that your need for support from your group will lessen. As you make friends at your placement or with other locals, you will find that life is very busy, meeting and socialising with locals!

4) Terms and Conditions of Participation

It is part of your role to work within the terms and conditions that you signed with St. Francis Health Services prior to the commencement of your program. Remember that there are consequences to breaking these agreements, and they are in place for the good of the program. Following the agreements will enhance your time in Uganda as they are designed with the community and your program in mind. They are based around socially acceptable behaviour in Uganda.

YOUR PERSONAL QUALITIES:

To make the best of your experience on your program/placement and in Uganda, you will need (or need to develop) these qualities:

- ***Self-motivation*** - It will be up to you to keep yourself going. Although you will have the coordinator and other colleagues, you need to keep your own goals in mind and ensure the program meets your needs. Make the most of your time in Uganda by keeping your motivation up and completing all of the projects undertaken and pursuing your own outcomes and reasons for participation.
- ***Friendliness*** - There's no better way of getting accepted by locals, people you are working with and the general community than by being genuinely friendly. Humour also helps when you feel unsure or have made some mistake.
- ***Flexibility*** - Living standards, societal culture, food, transport and medical facilities are some of the many things in Uganda that are very different to what you are used to. You'll need to be able to change easily and adapt to different conditions and circumstances as they occur.
- ***Resourcefulness*** - You'll need to be good at finding ways of dealing with problems and difficulties quickly and efficiently. Resourcefulness will be especially useful in making something from nothing.
- ***Initiative*** - You'll be drawing upon this important quality often. The people of Uganda tend to wait for someone in authority to tell them what to do but that approach won't work for you. You'll have to be able to see what needs to be done and then do it, in an intelligent way, without needing other people to give orders or instructions.
- ***Open-mindedness*** - Uganda's culture is different to your country's and so there will be many times when people have different attitudes and beliefs. You'll need to be willing to listen to, and consider, other people's ideas and suggestions.
- ***Tolerance*** - You will be a *guest* in Uganda and will need to fit in with *our* culture. You'll need to allow other people to have their own attitudes and beliefs, and behave in particular ways, even if you do not agree or approve.



- **Cultural sensitivity** - People in Uganda are still very conservative. They react with scorn and shock at anything that deviates even slightly from what they regard as morally correct. As a member of the community you will need to be sensitive to that and adjust your behaviour accordingly. You will **NOT** have the luxury of being totally free to do anything, or be anybody, that you want.
- **Non-judgemental** - Don't be too ready to judge and criticise other people and their different approach to life. Take time to get to know people and issues before forming an opinion.
- **Being a team member** - You will need to work as part of a team, both with St. Francis staff and the people in the community. Making decisions will be a team activity and you need to be prepared to discuss and dismantle ideas!

“It’s important to be patient and avoid making hasty conclusions that are critical of the alien culture. Seek to understand, not to judge, remembering that you are just as mysterious to them as they are to you” (Faustin Ngarambe, Executive Director, St. Francis Health Services).

BENEFITS TO YOU:

By participating on the Volunteer program, you can expect the following benefits:

- The rich experience of immersing yourself in a very different culture.
- Increased personal autonomy and independence.
- Development of your relationship, work & life skills.
- Learning how to give without expecting anything in return.
- Improved self-esteem.
- Life-long friendships.
- Meeting some fascinating characters!
- Working with other people who share your beliefs and values.
- Appreciating your life, other cultures and this world that much more!

BENEFITS TO THE ST FRANCIS PROJECTS AND THE COMMUNITY:

Here’s a sample of the impact you may have on the locals:

- Contributing to the success of St. Francis’ projects
- Bringing prestige and honour to our target group, simply by talking to them or visiting their homes. You’ll find many will experience great joy in sharing your company.
- Setting up and completing projects in the community that will benefit many Ugandans long after you have gone.
- Inspiring local children to strive in life.
- Exposing people in the community to different ways of thinking about life, work, families, women’s role in society, education, personal health, politics, spirituality, religion and the environment.

UPON ARRIVAL

This is the time when you will realise that you are in Uganda and your adventure is beginning! You will feel all sorts of feelings and emotions now that all of the planning and preparation is over and it is time to start the program.



You will be looked after upon arrival in Uganda. Upon your arrival in Entebbe you will be met at the airport by ST. FRANCIS HEALTH SERVICES's Volunteer coordinator. He will be wearing identification so you can easily identify him. If by chance he is unable to attend, he will send his assistant to come and meet you.

FREE TIME

Whilst you will be expected to be committed to your placement for a lot of the time, you will have some spare time to explore ...or relax! You will have weekends to do as you please and also possibly some holiday time (this is not guaranteed – depending on your placement). There might not be much to do and see in Jinja (and Uganda), so be creative with your time. It is a good idea to plan ahead for your free time to ensure that you make the most of your time in Uganda and see and do all of the things you want to with the help of the volunteer coordinator.

Due to safety precautions, it is requested that any travel you do in free time is done with the guidance of the volunteer coordinator or his assistant. It is important that you let the coordinator know where you are going, staying and your estimated return time and date. This way if anything happens there is a base to start looking for you. It is good to get to know the area around you, so look at tourist attractions in the area and close by. A tourist guide book is a good start to this. Talk to the staff and ask them what is in the area. You may get yourself a guide as well by talking to locals, but make sure you inquire on the payment BEFORE you proceed. The volunteer Coordinator will always be available to guide.

CULTURE SHOCK

It's possible to prepare yourself intellectually for the experience of being in a developing country where white people are a very small minority. You can talk with other people who have experienced other cultures. Maybe you can reflect on previous experiences you've had visiting or living in a developing country. You can read travel books, guide books and this booklet. All of that helps. You really can't read "too much".

"Some travellers adopt the attitude that knowing too much about a place before you get there spoils the joy of discovery. In my experience, no amount of preparation ever equates with first hand knowledge - there are always surprises around the corner." (Former Volunteer.)

There's little you can do to prepare yourself emotionally for the sights, smells and sounds of Uganda. It is so very different in so very many ways. It is likely that you will have experienced **nothing** like it in your home country.

"I believe it's virtually impossible to prepare yourself for the experience that awaits volunteers here. Of course the state of poverty and way of life that volunteers must accept should continuously be stressed. The culture is simply so different that no matter how prepared you try to be it'll still be a shock to the system to live here.

Personally I haven't found it terribly difficult to adjust to things like no running water, constantly being dirty, the diet, as this is all just part of the lifestyle and seems perfectly natural." (Former Volunteer)

Apart from the obvious differences in race and living standards, things might initially appear to be fairly much the same. But the longer you live in Uganda, the more likely you are to conclude - as have most volunteers - that very little is the same. Remind yourself that you are in a different culture and try not to compare too much to the culture you are used to, it is a different world and you can learn a lot from the community you are living in.

It is normal to have a thousand different feelings and emotions relating to a change in environment. Just the fact that you're now surrounded by hundreds of black people is a new and challenging feeling! Allow yourself to



feel these feelings, talk about them with your coordinator and other staff– it will be nice for you to realise that you are not the only one who feels this way!

There will be things about living in Uganda that will make you feel amazed, irritated, angry, saddened, fearful, and uncomfortable or the like. The most common things to disturb volunteers are:

- Poverty, hardship and the many requests for financial help.
- How corruption affects people's lives (the forms corruption takes on are staggering).
- The dirt and filth in some places.
- Traditional practices (some are amazing).

At times you will want to lash out at whatever it is that is irritating or angering you. At other times, you may want to cry, run away, or hide.

The volunteer coordinator is your first point of contact in times that support is needed. He has been Coordinating volunteer programs for many years and is fully aware of the challenges that our volunteers may face. He is only too happy to assist in any way he can and to talk through any issues that concern you. Please be honest and up front with Him and allow him to help through any tough times. If further the Executive Director and ask for the help you feel is needed.

In order to deal with some things that arise from living in a different environment and culture, you may need to remind yourself of what your personal goals are. So be clear about why you are in Uganda and participating on the program. What do you want to achieve? What do you want to gain? What do you want to give? Get back to the bigger picture.

It is also valuable to occasionally check your progress against your goals. If you feel you are not progressing, perhaps your time frame or expectations are unrealistic and need revising. You may simply need more time before you can see your goals being achieved.

DRESS CODE

While you are working at St. Francis, we ask that you respect us and our workplace by observing the following guidelines:

- Clothes should be neat, clean and pressed at all times. Stained, dirty or wrinkled clothing sends a message that you do not respect yourself or your co-workers.
- Shoes must also be clean.
- Women are expected to wear skirts in the workplace; skirts should cover the knees easily. Likewise, overly tight clothing or small tank tops that show the shoulders, or that are too low cut are not appropriate for the workplace.
- Generally, for women and men, exposing too much of the legs in short skirts or shorts is offensive to many Ugandans.
- Men are typically expected to wear shirts with collars, either button-down shirts or polo-style shirts, shorts are not acceptable for the work environment.

Food and Eating.

Meals in Uganda are typically heavy in starch (rice, sweet potatoes, steamed plantains known as Matooke and cooked maize meal), with meat and greens serving as side dishes. Because volunteers are perceived as guests in Ugandan homes, even though they may be living there for some time, the host typically piles the plate with more food than any person could possibly consume in one meal. Food is love in Uganda, and it can be a struggle to finish what one is served. It's a good idea to explain to your host that foreigners aren't used to eating so much



food in one meal, and that you will try to eat what you can, but that if you can't finish the food, you don't mean to offend.

Furthermore, the word "fat" in Uganda is considered a compliment. Fat is a sign of health and prosperity and standards of body shape and size are very different from Western countries. This is particularly difficult for female volunteers, as women tend to add weight here in Uganda and people will make comments about it as an attempt to complement you. It's just an important issue to be aware of, and try to laugh about being called "fat."

Meals are frequently eaten using hands, and hands are washed before and after meals. This can be challenging, but it's fun to try and eat with your hands. In general, eating with the left hand is discouraged, but this is particularly true in Muslim communities.

Timing of meals is different from the typical Western schedule. Lunch is eaten around 1 or 2 but frequently later, and supper is sometimes not eaten until 10 pm. It can be a good idea for a volunteer to have a large breakfast high in protein to carry them through to lunch time. Lunch is the main meal of the day.

Vegetarians can be accommodated, but it can be difficult, especially in a home situation. Eating meat is a luxury for some people and so choosing not to eat it may be poorly understood. Sometimes it may be easier to give in and eat a few bites of meat, rather than offend your host who may have saved money to provide you with meat.

WHAT CAN YOU DO TO HANDLE EMOTIONAL REACTIONS?

- Firstly, recognise them as being a perfectly normal reaction to being in a different culture. They are part of what makes us human.
- Secondly, be kind to yourself. Don't be harsh on yourself because you feel whatever you are feeling. Just accept the feelings as they are.
- Thirdly, do not block your feelings – this only provokes stress and physical ailments. But, do something with them. It's extremely helpful to express them in writing: just pour out how you feel on paper. Hold nothing back. Your feelings have been "acknowledged" and you'll find it's extremely therapeutic. You can also share how you're feeling with someone else (hopefully someone who can just listen without stepping in intellectually, telling you what you should do). It is a good idea to keep a diary or journal throughout your program as it is a place you can write whatever you want – it is also great to re-read when the program is over and to remember events and see how much you learnt.
- Finally, take action, if appropriate. Maybe there's something you can do to improve the situation. Talk to someone about the neighbour's radio that blares at 5:15am in the morning. Organise a clean up day to tidy the area around where you live. Experiment: try a totally new way to handle a difficult relationship or situation.

You will be tested every day, in many different ways. You'll need to experiment with new ways of relating, of dealing with stress, of dealing with differences in attitude and values.

Sometimes it will be more appropriate for you to do nothing. You're a guest in a foreign culture. You must fit in with Uganda's way - not the other way round. You are not there to change the values, beliefs, customs and way of life of the people of Uganda. Be sensitive to, and respect, Uganda's culture.

As disturbing as the culture of living conditions can be, the experience can be very enriching.

"I don't think we have had a volunteer yet who has not found the first few weeks extremely demanding, challenging and confronting. But I can also tell you that for 9 out of 10 people who stick with it, the program



becomes one of the most rewarding experiences of their lives." (Faustin, Director; ST. FRANCIS HEALTH SERVICES)

"The Ugandan experience was very different to anything I'd imagined and at times what I confronted in my daily life made me very, very angry. But that experience was all taken in, processed, digested and reflected upon. It gave me rich insights into self, the people around me, the world we live in, and this thing we call 'love' - love of mankind. It was a spiritual experience that I regard as highly worthwhile and very important in my personal growth." (Past volunteer).

What to Pack

It is recommend that you travel light, remember that what you pack you get to carry! We suggest using a backpack as it leaves your hands free and is much easier to manage on local transport than a suitcase. Also, it's not a good idea to use 'bum bags' for valuables such as money, passport or tickets. Valuables are best carried under clothing and in several different places. The lightweight pouches that are designed to be used under clothing work well and are available at luggage and travel stores.

Please note that this is a *recommended list* and may need to be adapted to your personal needs and preferences. The climate in Uganda changes vastly from region to region and from time to time. Jinja is generally always mild (not so hot and not so cold), It also depends on which time of the year you are travelling in as to whether it will be the rainy season.

Equipment

- Backpack
- Sleeping sheet and sleeping bag
- Hiking boots (well worn in – for long walks)
- Sneakers for day to day wear – you can use hiking boots for this to avoid bringing too many pairs of shoes!
- Slip-on shoes for around the house and compound
- A head torch to use for reading etc in the evenings

Clothing include

- Underwear/socks
- Light cotton t-shirts, shirts
- Long skirts and/ or pants
- Tracksuit pants
- Jumper and warm clothing
- Jacket
- A set of smart, casual clothes for events you may be invited to
- Clothes to relax at home in – something you wear at home that is comfortable!

Personal First Aid Kit suggestions

- Panamax/Nurofen to relieve pain /fever
- Norfloxican for diarrhoea
- Stemetil to combat nausea and vomiting
- Any regular medication used
- Small supply of bandages, blister packs, Antiseptic cream, bandaids etc.

Extras

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> ▪ Bathers ▪ Mirror ▪ Small flashlight and batteries ▪ Towels ▪ Face washer Photos from home | <ul style="list-style-type: none"> • Antiseptic wipes • Toiletries, moisturiser • Sunscreen & Insect Repellent • Multi vitamin tablets • Hat – wide brimmed • Ear plugs | <ul style="list-style-type: none"> • Music • Pack of cards • Diary/Journal • Sunglasses • Camera |
|--|---|---|



Medical Matters

Prior to commencing your program, ensure that your body is completely healthy. You should be fine, health-wise, whilst in Uganda if you:

- have had a medical check-up (including teeth and eyes) before travelling to Uganda
- have had the necessary vaccinations / homoeopathic alternatives
- take appropriate preventative medicines
- strictly follow simple health rules
- are aware of the symptoms of illnesses you'll be susceptible to in this part of Uganda
- treat any ailment or injury – no matter how minor – straight away
- be careful about what you eat, especially if eating out

For the most part, sensible precautions, attention to personal hygiene and a positive attitude will contribute to your well-being. A small **personal first aid kit** is recommended. It should include regular medication, if you need it. Diarrhoea is common and the best medication is Norfloxican (something to treat the bacteria rather than just block you up). Stemetil is recommended in case of vomiting. A good supply of 'Rid' insect repellent and high factor sun block, eye drops and tinea powder are highly recommended. Again, take sensible precautions.

Drinking fruit drinks is great and they are readily available, but find out first if the people selling the juice use water and whether it is purified or not. This goes for all raw foods bought but especially fruit. Be aware of hygiene in restaurants and buying food off the side of the road. Avoid eating raw green salads/vegetables/fruit unless you are certain they have been washed in purified water. Peel all fruit as a precaution and eat foods that are piping hot! Prevention is always better than the cure.

Make sure you also drink plenty of purified drinking water to replace water lost through perspiration and diarrhoea. Dehydration is a real danger. Weak black tea with a little sugar, or soft drink allowed to go flat and diluted with 50% water is good. With severe dehydration, a rehydration solution is necessary.

Anti-malarial tablets

Malaria is carried by mosquitoes that leave the malarial parasite in your blood after they have bitten you. Antimalarial drugs do not prevent you from being infected but kill the parasites during a stage of their development. While no antimalarial is 100% effective, taking the most appropriate drug can significantly reduce the risk of contracting malaria.

Malaria symptoms range from fever, chills and sweating, headache and abdominal pains to a vague feeling of ill health. Seek examination from the doctor at the centre immediately if there is any suggestion of malaria. It can be diagnosed by a simple blood test.

Taking an antimalarial doesn't mean that you shouldn't take other precautions. Primary prevention should always be in the form of mosquito-avoidance measures. The mosquitoes that transmit malaria bite from dusk to dawn and during this period you should:

- Wear light-coloured clothing (dark or bright colours attract the mosquitoes)
- Wear long pants and long sleeved shirts
- Avoid highly scented perfumes or aftershave
- Use mosquito repellents containing the compound DEET on exposed areas (eg *Rid*). Bring several bottles with you as it may not be easy to find the same like this in Uganda.
- Use your mosquito net



- At those times of the year when mosquitoes are active, keep the window of your room shut overnight.

Vaccinations

We recommend that you contact your own doctor, local Department of Community Health or The Country's Health Service Vaccination Clinic for information regarding vaccinations. It is also recommended that you visit any Travel Doctor website that can give you a list of advised vaccines as well as a list of Travel Doctor Clinics around your country. Please contact them at least eight weeks before departure as some vaccines require a course of injections.

Please note: it is necessary to take every precaution for mosquitoes due to the close proximity of Lake Victoria - precautions for malaria are essential. Yellow Fever vaccinations are also mandatory for visitors to Uganda.

Safety and Security

Volunteers must take responsibility for their own safety and security. Different volunteer placement agencies have different policies with respect to safety and security, health and transportation. Volunteers are however encouraged to follow these policies.

Uganda is generally a very safe country and following the same precautions one would follow in a big city in one's home country will generally keep you safe. The following are some suggestions for staying safe:

- Volunteers are encouraged to purchase a cell phone and SIM card; this can be a valuable asset in an emergency.
- Avoid flashing money or expensive items like jewellery, cameras, watches and other electronics. While the perception remains that most foreigners are wealthy, at least one can avoid attracting additional attention.
- Keep important items, like money, traveller's checks, passports, computers etc. at home unless necessary. St. Francis also provides a safe for volunteers to lock valuable items.
- Avoid carrying large sums of money at one time, or carrying all of your money, passport, etc in one bag.
- Keep alert of your surroundings, keep your bag closed and check to be sure your things are with you. It is very easy to get hot, overwhelmed and distracted and misplace a wallet or a cell phone.
- Avoid moving alone at night. Walking together in groups of friends, or taking a special hire are good ways to avoid being the victim of a crime. Although special hires can be expensive sometimes, the extra cost is a small loss compared to being the victim of a crime. The following are the numbers of some special hire vehicles:
 - 0772409727 (Executive Director)
 - 0777162683 (Social Worker)
 - 0772388207 (Medical Coordinator)
- If you are the victim of a crime, contact the police at the following number __112__ and report the crime to the police and to St. Francis staff

Volunteers coming from overseas should register with their respective embassies so that the embassies know where to find their citizens and keep them informed.

WE ONCE AGAIN WELCOME YOU TO ST. FRANCIS HEALTH CARE SERVICES!!!

