



Health Education Africa Resource Team

# HANDBOOK

## *MISSION STATEMENT*

**HEART and our partners are empowering current and future generations of Kenyan people through disease prevention education and economic development. This is accomplished through Christian compassion, health interventions and resources as we promote physical, spiritual and emotional health.**

### **HEART - Health Education Africa Resource Team**

HEART is a faith-based non-profit 501 (c) 3 organization that is **“Empowering the people of Africa to survive the HIV/AIDS pandemic”**.

Since our official start in 2000, HEART has had eleven years of explosive growth. In those eleven years, over 680 volunteer team members have travelled to Kenya to help us accomplish our goals.

HEART has saturated rural Kenya with disease prevention education messages combating the spread of HIV/AIDS, TB, Malaria, and Typhoid. The train-the-trainer approach to teaching the facts and separating out the myths of HIV in a free exchange of ideas has been phenomenally successful. We have also launched sustainable micro-enterprise projects which empowers those affected by the disease to care for themselves, and the orphaned and vulnerable children of their families and villages.

HEART has developed a competent, professional Kenyan staff and the work continues year around, at times without any US staff.

Your team will be involved in several of our programs. For an overview of HEART programs, please visit [www.africaheart.com](http://www.africaheart.com)

## **VICKIE WINKLER, RN - HEART FOUNDER/PRESIDENT**

The network that now facilitates the work of HEART was established over four decades, beginning in the period from 1979-83, when the founder was living in Kenya and serving as a medical missionary, with her husband Kenneth Winkler. Upon her return to the United States, Vickie Winkler, a Registered Nurse, worked in Public Health for Placer County, in California. She continued to serve her Kenyan “family”, returning numerous times between 1985 and 2000, conducting health workshops and building relationships throughout the country. Mrs. Winkler’s constant awareness of the need for grass-roots level education and income generating activities to combat the HIV/AIDS epidemic in rural Kenya led her to the founding of HEART in February of 2000. When her husband died of cancer in 2004, Mrs. Winkler moved to Kenya full-time to devote herself to HEART ministries and to the care of those infected or affected with HIV.

## **TRIP PREPARATION**

It is the desire of HEART to send out short-term outreach teams that are well prepared. It is our hope that this manual, in combination with the FAQ section will get you well on your way. After thoroughly reading this material if you have additional questions, please contact Jen Friel in the US office (303) 730-3779. She will either address your question or refer you to the appropriate person.

## **TEAM SIZE AND LEADERSHIP**

A team is comprised of 5-6 members, including one who has been designated the team leader. Team members will be accompanied by a HEART Staff at all times. We can add team members but if the team is over seven we cannot travel together in one vehicle which increases the cost to rent an additional vehicle. Teams under five are not adequate to accomplish a project while in Kenya. If your team does not meet the required number of members, please contact Jen Friel in the US office (303) 730-3779 as often we have people interested in being added to a team or we can blend two teams.

## **SAMPLE ITINERARY**

Day 1	<b>Sat</b>	Depart for Kenya
Day 2	<b>Sun</b>	Travel Day
Day 3	<b>Mon</b>	Team arrives evening flight
Day 4	<b>Tue</b>	Orientation/For-ex/Lunch out/ visit to Nairobi City Center
Day 5	<b>Wed</b>	WEEP Centers Kibera – Lunch at Center with women and preschool
Day 6	<b>Thur</b>	Depart for Kids for School Project in Kisii
Day 7	<b>Fri</b>	Project; such as building a home for a grandmother and her children
Day 8	<b>Sat</b>	Kids fun day/ work with Village Leaders/ assist with greenhouse project
Day 9	<b>Sun</b>	Community Worship/ Wrap Up /travel to Safari Game Lodge
Day 10	<b>Mon</b>	Safari in the Mara or other area near HEART project
Day 11	<b>Tue</b>	Return to HEART
Day 12	<b>Wed</b>	Work at BulBul/Ngong WEEP Centers
Day 13	<b>Thur</b>	Shop/Pack and prepare for journey home – Depart late night flight
Day 14	<b>Fri</b>	Safe return to US

## TRIP PREPARATION FLOW CHART

Upon deciding to join us in this exciting ministry, the following flow chart will help you with your planning.

- Go to the HEART website at [www.africaheart.com](http://www.africaheart.com) and print out applications for you and your team members. You will find these forms under “Forms and Guides” on the home page. Have each person on your team fill out the application and mail them along with a \$250.00 deposit from each team member to Jen Friel at the Colorado office.

**HEART**  
**PO Box 631964**  
**Highlands Ranch, CO 80163-1964**

When submitting the forms, please indicate the person who has been designated Team Leader.

- Upon receipt in our office, you will be contacted regarding available dates.

**Please note, in order to hold a specific date for your team a \$300 team deposit is required. This deposit will go towards your fees and is not an additional charge.**

Teams typically have a 10 – 12 night stay in Kenya with an additional 3 - 4 days for travel.

- Secure your team’s travel dates with Jen Friel, (303) 730-3779 or [jenfriel@africaheart.com](mailto:jenfriel@africaheart.com), and submit your \$300 “Save the Date” deposit to Jen. At this time, she will mail to the team leader a team leader packet which will contain a wealth of information including a timeline, financial information, and all the details you will need to know to proceed.
- Upon acceptance into the program, and a minimum of ten weeks prior to your departure, schedule a consultation regarding immunizations
- 2 ½ - 3 months prior to departure, contact Jen Friel with any questions regarding the process of acquiring airline tickets. You can purchase them through an on-line service such as Expedia or you can choose to use a travel agent. Please see the information on page 8 of this handbook for more information.
- A minimum of two months prior to your departure date, all team forms need to be received by Jen in the Colorado office. Please see page 6 of this handbook for more information on the required team forms.

- Approximately 2 months prior to departure and 1 month prior to departure, the team leader will need to schedule at least two training dates. At that time you will go over all of the information in this packet as well as the HEART Frequently Asked Questions (FAQ) list. Further assistance is available for the team leader to conduct these training trainings. Please contact Jen Friel if you need this assistance.
- This is also a good time to review the packing list and contact HEART to determine what you should bring with you by way of HEART supplies. We request you to use one suitcase for your personal needs and one to transport supplies to Kenya on HEART's behalf. Shipping into Kenya is very difficult, and this willingness on the part of our volunteers is so very much appreciated!
- 6 – 10 weeks prior to departure, assure that all team members have a passport. If not, begin the application process to acquire one. If you already have a passport, check the expiration date. If it will expire within 6 months of your departure date from Kenya you will want to renew it. Acquiring a new passport can take up to 6-10 weeks. You may obtain the information for acquiring a passport by going to [www.travel.state.gov/passport\\_services.html](http://www.travel.state.gov/passport_services.html)
- One month prior to departure, the \$1,800 HEART Team fee is due from each team member, to Jen in the Colorado HEART Office.
- If you are going to do a fund raising project for your personal funding, we encourage you to get started early. We have included a Fundraising packet on our website, under "Forms and Guides" for your use. It provides you with a sample letter to give you some ideas of how to approach potential donors and outlines the steps you will need to take to get the checks from the donors to HEART. Additionally, if you are going to raise additional funds for the HEART projects, we would also encourage you to start early.
- Within 14 days of travel and once your airline tickets are purchased, purchase travel insurance (purchase at time of booking to maximize coverage) and forward a copy of your policy to Jen Friel at the Colorado office, [jenfriel@africaheart.com](mailto:jenfriel@africaheart.com). Insurance can be purchased earlier, but it cannot be purchased later than 14 days prior to departure.
- Two weeks prior to the trip, secure your crisp bills from the bank. You will need a \$50 bill issued after 2003 for your visa. Additionally, if you are bringing extra cash, your exchange rate will be better if you have \$50 or \$100 bills and these bills must be issued after 2003 or they will not be accepted in Kenya.
- Before departure, and if you plan on using a credit card during your travel, call your credit card company to explain that there may be

activity on your card from the countries you are traveling to. It is good to have a back-up plan in the event your credit card is not accepted while traveling.

- Confirm your flight 72 hours prior to departure to assure that no last minute changes have been made to the flight schedule.
- Day of the flight, assure you have completed your necessary documents and arrive at the airport 2-3 hours prior to departure.

## **HEART CONTACT INFORMATION**

### **UNITED STATES OFFICE**

Jen Friel, Financial Administrator  
(303) 730-3779  
P.O. Box 631964  
Highlands Ranch, CO 80163-1964  
[jenfriel@africaheart.com](mailto:jenfriel@africaheart.com)

### **KENYA LODGE/OFFICE**

Charles Obes, HEART Lodge Manager  
011(254) 20-512-629  
P.O. Box 63414 Muthaiga  
#3 Ridgeways Drive  
Nairobi, Kenya, East Africa  
[CharlesObes@africaheart.com](mailto:CharlesObes@africaheart.com)

## **REQUIRED TRAVEL DOCUMENTATION**

### **PASSPORT**

U.S. passport must be valid at least six months or longer beyond the dates of your trip.

### **VISA**

Your visa will be obtained at the Nairobi airport. Acquiring the visa requires presentation of

- 1 Visa application form (available on the HEART web site under "Forms and Guides")
- Return airline ticket
- \$50 fee – the bill can be issued no earlier than 2003 and should be clean and crisp.

## **REQUIRED HEART FORMS**

All forms are available online at [www.africaheart.com](http://www.africaheart.com)

All team forms must be sent to the Colorado office no later than 2 months prior to your departure. Please keep one copy of all forms for your records.

- Application Form- send to Colorado office
- Confidential Medical Questionnaire  
Send 1 copy to Colorado office & bring 1 copy with you to Kenya.
- Liability Release Form– send to Colorado office
- Team Covenant–  
Send to Colorado office and give 1 copy to Team leader
- Video/Photo Release Form– send to Colorado office
- Copy of the photo page of your passport –  
Send 1 copy to Colorado office & bring 1 copy with you. Carry the copy separate from your passport. While in-country, you will be required to carry the copy of your passport with you at all times. Your original passport will be kept in the HEART safe.
- Copy of Travel Insurance Policy –  
Send or email to the Colorado office.  
This insurance can be acquired through World Access [www.worldaccess.com](http://www.worldaccess.com) (1-800-284-8300) or another company of your choice. Cost for the insurance is approximately \$75- \$100 for each traveler. The rate depends on several factors, and covers trip cancellation (if purchased within 14 days of purchasing airline ticket), lost luggage, accidents and illness.
- Copy of Visa Application  
Send copy to Colorado office and take original with you to Kenya.

## **TRIP COST AND DURATION**

The estimated total cost for the trip is \$3,025 - \$4,650 per person for a 10-12 night stay in Kenya. This estimate is dependent upon the time of year that you travel and the price of your airline ticket. (June, July, August and December are high season for flights.)

This total is based on the following estimates:

Airfare \$1200- \$2800

Program Fee \$1,800

This fee includes housing, food (2 meals per day), bottled water, local transportation, 3 day - 2 night safari, and project funds for the work you will accomplish.

Visa \$50  
Travel insurance \$75-\$100.

This estimate does not include immunizations, passport fees, personal needs, souvenirs or meals eaten out at restaurants.

We recommend \$100 - \$300 for spending money.

**Many teams also raise joint “project funds” to further expand on the projects while in Kenya.**

## **ACCOMODATIONS AND FOOD**

While in Kenya, you will be staying at the HEART lodge, where two meals per day are prepared and eaten family style in the dining hall. HEART has a chef and pastry chef and the meals at HEART are very good with many of our guests asking for the recipes.

When working up country, you will be given accommodations in the homes of the villagers. HEART’s unique approach of having the US and Kenyan teams hosted in villagers’ homes has been a bridge to building real friendships throughout the nation of Kenya. Meals will be prepared by the village hosts, consisting of vegetables and delicious traditional foods. We suggest you pack some power snack bars for lunch and/or a snack throughout the day as often we do not stop for lunch.

When on safari, you will stay at a game park lodge, where a tasty buffet is available for all three meals.

## **TRAVEL**

You will fly into Nairobi, Kenya Kenyatta International Airport : airport code NBO. Dependant on your departure city, you can anticipate a 18- 24 hour flight journey with a stop over in Europe making the trip about a 30 hour journey.

## **BOOKING FLIGHTS**

You can purchase your airline tickets on your own through Expedia or a similar on-line service or you can choose to go through a travel agent. If you need a recommendation on a travel agent we would suggest either of the two listed below. Both agents are familiar with missionary rates and will do their absolute best to get you the best rate possible.

- Regal Travel by Design, Nancy and Ron Thaxton, 1-866-744-5089, [regaltravelbydesign@gmail.com](mailto:regaltravelbydesign@gmail.com)
- CKIM Group, Inc., Karin Patrick, 1-800-649-5701, [karinpatrick@ckimgroup.com](mailto:karinpatrick@ckimgroup.com)

No matter how you choose to purchase your airline tickets, we will require two things of the team leader. One, that you arrange the tickets for your team so that everyone will arrive and depart on the same day and at the same time. As it

takes over one hour to get to and from the airport, there will be an additional charge to your team if everyone does not arrive and depart at the same time. And, two, that you submit your team's proposed itinerary to Jen Friel for approval before you purchase the tickets. Please note, HEART strongly suggests that your team's flight arrives in Kenya in the evening for the safety of our staff and your team. This also helps your team to recover from jet lag quicker and easier.

### **INTERNATIONAL FLIGHT CHECK-IN AND RECONFIRMATION**

We encourage HEART Teams to arrive at the airport 3 hours before departure. International check-in is usually 2 hours prior to departure. The airline is allowed to cancel your reservation if you do not meet the required check-in time. Reconfirm all flights 72 hours prior to departure - both before departure from the US and departure from Kenya.

### **BAGGAGE ALLOWANCE**

Baggage allowance may differ between airlines. This information can be obtained from the airlines website.

HEART requests that you donate the space of one of your checked bags to transport HEART supplies (office supplies, donated goods etc.). Upon your return you will have space to bring your souvenirs and artifacts back with you. We may request you to bring HEART items back to the States, if you have space.

### **PACKING CONSIDERATIONS**

#### **DRESS CODE**

Kenya is a society where business casual dress is typical. To assure that HEART is always represented in a professional and culturally appropriate manner, the following dress code is requested.

#### Women

Long dresses/skirts (knee length and lower). You will be walking on uneven terrain which makes flowing/loose styled skirts easier to maneuver in and gives you a more modest graceful appearance.

#### Men

Dress slacks and shirts. Well trimmed hair and beard.

Please bring long sleeve shirts and/or blouses if you have tattoos. We request you to remove nose, lip and tongue piercings.

Sunday church services are formal and you will need dress slacks/ shirt and a tie for men and nice dresses/skirts for women.

You will want to bring casual outfits and pants while on Safari, at the HEART Lodge or on casual outings. Capris or pants are appropriate for women.

One outfit that is a bit more dressed up is recommended, but not required, for dinner for a possible formal dinner that you might be invited to attend.

Wash and wear clothing is suggested. HEART does have washing facilities (line dry) at no additional charge.

### **Caution**

Men and Women – bring less expensive watches and jewelry and avoid wearing diamond rings or any ostentatious jewelry during village and slum work. Please do not be offended if we ask you to remove jewelry or change outfits for any particular occasion. Men will be asked to remove earrings while ministering in the village.

### **OTHER CONSIDERATIONS**

There is an area in the lodge to recharge electronics. Most commercial grade converters/adapters do not survive the interrupted 240 watt service in Nairobi.

While away from the lodge, you will need to carry Kleenex and hand sanitizer with you. Some of the places we work will likely not have plumbing or running water. You will want to carry this in a small satchel.

Bed nets are available to rent at HEART for \$5 or purchase for \$10. They are made by the WEEP women. You can choose to purchase the pop-up nets in the U.S. for approximately \$60. These will fit over the upper part of your body. Most people find they do not need a net, but the choice is up to you. You will want to bring a sheet and pillow case to use upcountry. We have blankets that are available for your use.

### **PACKING TIPS**

1. Pack light. Chances are you will have to carry what you pack.
2. Tightly secure any items that may come open while traveling. In checked bags, put containers with liquid items in zip lock gallon bags. Double bagged is even better!
3. Use older luggage. It is not uncommon to be damaged in route.
4. It is highly recommended that you carry a change of clothes with you on the plane, appropriate for field work. Sometimes luggage gets lost and/or delayed.
5. When traveling for overnight stays (which can be 2-4 nights) you will need a smaller bag – consider this when choosing your carry-on.
6. At the lodge there is an area to charge electronic equipment such as cameras.

### **TAKING CARE OF VALUABLES**

Keep extra money, airline tickets and your passport in the safe on the HEART Compound and carry a copy of your passport at all times. All major credit cards

are accepted in Kenya and most ATMs accept Visa and MasterCard. You will want to keep money in a pouch that attaches to your body, keep it under your clothes but easily available. Do not carry money in a backpack or camera case. Do not leave any valuables including cameras, money, brief cases, backpacks or boxes in the vehicles unless someone stays with the vehicle.

## GENERIC PACKING LIST

- Toiletries
    - Shampoo/conditioner
    - Razor (not electric)
    - Soap
    - Contact lens supplies
    - Tooth brush and toothpaste
    - Brush/comb/hair ties
    - Feminine hygiene items
  - Wash cloth/towel/moist towelettes
  - Antibacterial hand sanitizer
  - Kleenex
  - Sunscreen and sunburn remedies
  - Insect repellent (DEET 30-35%)
  - Personal medicines
    - Tylenol (pain medication)
    - Anti-diarrheal meds
    - Antacid/Pepto-Bismol
    - Allergy tabs
  - Prescription drugs (pack in carry-on)
  - Shower shoes/flip flops
  - Small sewing kit
  - Lysol spray (one per team)
  - Camera
  - Photos of family/city/country
  - Notebook or journal and pens
  - Small snacks for travel
  - Umbrella
  - Jacket
  - Handkerchief
  - Hat or sun visor
  - Sunglasses
  - Flashlight
  - Inexpensive watch with alarm
  - Long sleeve shirt to prevent insect bites
  - Binoculars for safari (optional)
  - Clothing for both hot and cool weather
  - Close-toed non-skid shoes
  - Small neck pillow
  - One bed sheet/pillow case
  - Bed net (details above)
  - Small gift for our host family
- Consider:  
Candle, lotion, writing pen,  
Scarves, handkerchiefs, etc.

## IMMUNIZATIONS

The Center for Disease Control (CDC) recommends the following (as appropriate for age):

- Hepatitis A (Requires two immunizations for adults)
- Hepatitis B (Requires three immunizations for adults)
- Typhoid (optional)
- Yellow fever
- Meningitis (optional)
- Malaria precautionary medication (highly recommended)
- As needed, booster doses for tetanus diphtheria, measles, and a one time dose of polio vaccine for adults.

See your doctor, local County Health Department Travel Clinic or independent clinic at least 10 weeks (the full hepatitis series, with boosters, requires 6 months) before your trip to allow time for immunizations to take effect. Please check with you insurance to see if travel immunizations are a covered benefit under your policy. Your insurance may cover some of the required immunizations reducing your out-of-pocket costs.

## HEALTH PRECAUTIONS

The information in this section is from the Center for Disease Control, web site. Ask your doctor and check the CDC web sites for the most up-to-date information [www.cdc.gov/travel/](http://www.cdc.gov/travel/)

Food and waterborne diseases are the number one cause of illness in travelers. Travelers' diarrhea can be caused by viruses, bacteria, or parasites, which are found throughout the region and can contaminate food or water. Infections may cause diarrhea and vomiting (*E. coli*, *Salmonella*, cholera, and parasites), fever (typhoid fever and toxoplasmosis), or liver damage (hepatitis). Make sure your food and drinking water are safe. (See below.)

Malaria is a preventable infection that can be fatal if left untreated. Prevent infection by taking prescription antimalarial drugs and protecting yourself against mosquito bites (see below). Travelers to East Africa should take one of the following antimalarial drugs: doxycycline, or Malarone™. Your risk of malaria may be high in these countries, including cities. For detailed information on malaria-risk areas and antimalarial drugs, see Malaria Information for Travelers to East Africa.

A certificate of yellow fever vaccine is recommended for entry into Kenya and other East African countries. For detailed information, see Comprehensive Yellow Fever Vaccination Requirements.

Dengue, filariasis, leishmaniasis, onchocerciasis, trypanosomiasis (sleeping sickness), and Rift Valley fever are diseases carried by insects that also occur in this region. Protecting yourself against insect bites will help to prevent these diseases.

Schistosomiasis, a parasitic infection, is found in fresh water in the region. Do not swim in fresh water (except in well-chlorinated swimming pools) in these countries. (For more information, please see the Swimming Precautions on the Making Travel Safe page.)

Because motor vehicle accidents are a leading cause of injury among travelers, walk and drive defensively. HEART Kenyan drivers are excellent and we will do every thing we can to make you safe.

## TO STAY HEALTHY

- Wash hands often with soap and water.
- Drink only bottled or boiled water, or carbonated (bubbly) drinks in cans or bottles. Avoid tap water, fountain drinks, and ice cubes. Heart provides bottled water and ice cubes that are made from bottled water at the HEART lodge.

- ❑ Eat only thoroughly cooked food or fruits and vegetables, fresh fruits, vegetables and salads served at the HEART Lodge are safe to eat. Ask the HEART staff traveling with you when eating out, if in question of safe foods.  
**Remember: boil it, cook it, peel it, or forget it.**
- ❑ Take your malaria prevention medication before, during, and after travel, as directed.
- ❑ Protect yourself from insects by using repellents (applied sparingly at 4-hour intervals) and mosquito nets, and wearing long-sleeved shirts and long pants from dusk through dawn.
- ❑ To prevent fungal and parasitic infections, keep feet clean and dry, and do not go barefoot or wear open sandals upcountry or in the slums.
- ❑ Don't eat food purchased from street vendors.
- ❑ Don't drink beverages with ice, except at restaurants catering to tourists.
- ❑ Don't handle animals (especially monkeys, dogs, and cats), to avoid bites and serious diseases.
- ❑ Don't swim in fresh water. Salt water is usually safe.

### **AFTER YOU RETURN HOME**

Continue taking your antimalarial drug for 4 weeks (doxycycline) or seven days (Malarone™) after leaving the risk area. Travelers who become ill with a fever or flu-like illness while traveling in a malaria-risk area and up to 1 year after returning home should seek prompt medical attention and should tell the physician their travel history.

### **COUNTRY INFORMATION**

For information about Kenya, please review the "about Kenya" section of our website [www.africaheart.com](http://www.africaheart.com) . You may also want to visit [www.travel.yahoo.com/t/africa/kenya/lp\\_culture.html](http://www.travel.yahoo.com/t/africa/kenya/lp_culture.html) or [www.Lonelyplanet.com](http://www.Lonelyplanet.com)

### **U.S. EMBASSY IN KENYA**

American Citizen Services hours of operation are Mon-Thurs 1:00pm-3:00 pm. On Friday, it is open from 8:00am-10:00am. The Consular Section is closed on the last Wednesday of each month.

The U.S. Embassy is closed to the public on all Kenyan and American National holidays. American Citizen Services Consular Section U.S. Embassy P. O. Box 606 Village Market, 00621 Nairobi, Kenya Tel: 254-020-375-3704 Fax: 254-020-363-6410 E-mail: [kenya\\_acs@state.gov](mailto:kenya_acs@state.gov)

**You will be asked for your passport #, date of birth and other information several weeks prior to your departure so that HEART can register you at the US Embassy. You will not need to do this registration yourself.**

### **AVAILABLE INFORMATION**

Warnings from the US Embassy about traveling to Kenya can be found at: [www.kenyaembassy.com](http://www.kenyaembassy.com)

Passport: [www.travel.state.gov/passport\\_services.html](http://www.travel.state.gov/passport_services.html)

U.S. State Department Consular Affairs and Foreign Entry Requirements:  
[www.travel.state.gov](http://www.travel.state.gov)

Center for Disease Control: [www.cdc.gov/travel/](http://www.cdc.gov/travel/)

World Time Zones: [www.worldtimeserver.com/](http://www.worldtimeserver.com/)

Currency Converter: [www.oanda.com/converter/classic?user=pathfinder2](http://www.oanda.com/converter/classic?user=pathfinder2)

Embassy of the Republic of Kenya (in the U.S.) [www.kenyaembassy.com](http://www.kenyaembassy.com)

More about Kenya

[www.lonelyplanet.com](http://www.lonelyplanet.com)

[www.travel.yahoo.com/t/africa/kenya/lp\\_culture.html](http://www.travel.yahoo.com/t/africa/kenya/lp_culture.html)

[www.nationmedia.com/dailynation](http://www.nationmedia.com/dailynation) (Daily Nation – Kenyan  
Newspaper)

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