



SANYATI BAPTIST HOSPITAL *Extreme Makeover*

SANYATI ORIENTATION MATERIALS

2013c edition

Introduction: Welcome to volunteer opportunities at Sanyati Baptist Hospital through Baptist Global Response (BGR), International Mission Board (IMB), and Pleasant Heights Baptist Church (PHBC). This brief document will help orient you and give basic information of what you can expect as a volunteer. We are primarily promoting to do an “Extreme Makeover” on the hospital; however there are several other ways to make a tremendous impact on the Sanyati area. We are also in partnership with the Zimbabwe Baptist Convention and local believers in the area. The hospital makeover is a five year project, now in its third year, as we seek to rehab 45,000 square feet of hospital. We are happy that you and/or your church are a part of this great endeavor and we want you to know about a few things as you prepare to go.



Lodging: Logistics in Africa can be difficult. We have partnered with African Christian Tours and Safaris (ACTS) to make traveling and staying in Africa easier. I encourage you to contact Barry Rawlings at barry@africanencounter.org and his assistant Tapiwa “Tap” Makore Tapiwa@africanencounter.org to determine how they can meet the needs of your team. Costs vary according to number of volunteers and what ACTS is being asked to do. ACTS can do the complete trip or just a portion of it depending on your needs.

Lodging will primarily be in a home that has been set up as a guesthouse. If your team fills up the house overflow will be into 11’X25’ tents. Each tent is equipped with 3 simple twin size beds and bedding is supplied. Towels are also provided. Hot water will be scarce as it is provided by the use of a solar water heater and does not recycle quickly. Those coming in teams larger than 7 or 8 should anticipate the use of “bush showers” and possibly “bush toilets”.

Food: Can be prepared by ACTS, team members, or by hiring a local cook. There are no area grocery stores so supplies would have to be brought in. Let us know which option appeals to your team. While at Sanyati water filters are provided. It is a good idea to have a good supply of bottled water on hand for travel days. You should bring an empty water bottle to re-fill from the filtered water containers as needed. Please use filtered water and not tap water even for brushing your teeth. Anyone with special dietary considerations should identify their limitations. **You may want to have some personal snacks available during this time.**

Communication: Is very limited at Sanyati. There will be limited access to email. There is no land line phone service at Sanyati. Very limited GSM international roaming is available at Sanyati if you have that service on your GSM cell phone. There is now a cell tower within 10 miles of the hospital. If you have an unlocked GSM quad band phone a local SIM card and pre-paid top up cards can be purchased to give you a working local number.

Email: addressed to byler@uuplus.net is checked daily. All messages need to be text only, kept short with no attachments or pictures.

Before leaving, have the team form an email distribution list so that only one email needs to be sent out from Sanyati and then other families and friends can be forwarded the email. Email does not always work at Sanyati so minimizing the use of email to one person is best.

Family and friends back home should not expect regular communication from you.

In a real emergency:

Barry Robinson + 263 771 402 647 office +263 4 744155 or 745676 Gregg Fort cell +263 772 417 712 home +263 54 222 523 If dialing from a land line the + is not necessary. If calling from the USA do not use the + but add 011 in the front of all numbers.

US Embassy Harare Emergency Number + 263 4 250 593 or 594 or 595 ask for Embassy Duty Officer

If you have questions regarding the project or the trip you may contact Peter Sierson at (931) 388-6453 or psieron@charter.net.

Expenses: A total approximate cost (including airfare) will be approximately \$3,000 for 14 days. This cost includes all local transportation, lodging, food, and water. Again team size plays a role and if your team plans to enjoy a safari while they are there.

There are laundry facilities at the IMB Guest Housing. It is \$2.00 per load for washing, \$2.00 per load for drying, and a \$1.00 per load for washing powder.

Also, it is wonderful to be able to fellowship with our missionaries in the field. Often we find ourselves sharing a meal together. As a volunteer we must remember our joining a missionary for a meal puts a strain on their shopping budget. As a rule when missionaries visit one another they compensate their host for their meals. Generally that is about \$6.50 per person per meal.

Other costs that could be incurred might be meals in airports, vaccines, passport, souvenirs, etc. There are some local crafters in Sanyati who make jewelry, baskets, and carvings. The US dollar is the current currency. Do not expect merchants to be able to make change; bring smaller denominations and newer bills.

Insurance: Prior to your trip you will need to purchase medical/travel insurance. We recommend the Gallagher Charitable International Insurance Services- GCIIS - (Formerly Adams and Associates). This insurance generally runs about \$3.30/day. Southern Baptists across the country use this company for short-term travel insurance. Address for Gallagher is P.O. Box 5845, Columbia, SC 29250-5845. Phone 800-922-8438. Website: www.aaintl.com. Please make sure to indicate that this is a Baptist Global Response related trip. This small amount per day for insurance through Gallagher covers things such as accidental death/disability, medical expenses, emergency medical evacuation, personal property loss, etc.

Documentation: Take these documents with you.

- Passport
- Take 2 color copies of the passport photo page (keep separate from passport)
- All medical information
- Evidence of insurance coverage



- Carry a packing list of items in each of your bags/backpack for customs agents if they ask for it.
- It is a good idea to take digital photos of your suitcases and their contents in case they are lost.

U.S. Embassy, Harare:

Consular Section of the United States Embassy Harare, Zimbabwe

172 Herbert Chitepo Avenue Harare, Zimbabwe

Tel: 263-4-250593/4

Fax: 263- 4-796488

American Citizen Services

172 Herbert Chitepo Avenue Harare, Zimbabwe

Tel: 263-4-250593/4. After hours: 250593, 250595

Fax: 263- 4-722618 or 796488

Email: consularharare@state.gov (Only for US Citizens)

Please be sure to register with the embassy before you arrive in Zimbabwe. Details are on their website. The embassy can only assist you if they know you are there so please be sure to register.

<http://www.usembassy.state.gov/Zimbabwe>

Specific immunizations: We recommend that you visit the US Government CDC website to read through the information they recommend. We also, on top of their recommendations, require team members to make sure they are up-to-date on their tetanus shots.

The website is: <http://wwwnc.cdc.gov/travel/destinations/Zimbabwe.aspx>

Malaria can be both seasonal and regional. Please ask if there are malaria concerns for when and where you plan to travel.

What to Pack:

- **MOST IMPORTANT** – to participate in the rebuilding efforts as well as other relief projects, it is imperative all volunteer team members be in good health! The heat and dryness in Zimbabwe can take its toll.
- Make sure you have a flashlight with extra batteries
- Electricity is 220V so be sure your appliance can handle the power and you have the proper three rectangular plug adaptor. Also you can experience days without electricity being available.
- Modest dress is the rule! Wear long pants when working and/or outside the housing areas. No military camouflage please. No sleeveless shirts for the ladies. Long shorts for men are permissible at housing locations. Shorts and/or short skirts are NOT appropriate for women. Capri's are okay for ladies. ***Ladies need to bring a long dress or long skirt/modest blouse to wear to worship times – on Sunday or another day during the week. Men need to make sure they have a decent pair of pants for worship – just NOT blue jeans.*** Men need a collared (either polo or button up) shirt for Sunday worship.
- Bring a hat for working. Both ladies and men need



a hat. The sun is very hot!

- Bring a poncho, umbrella or other rain gear
- Bring enough snacks for yourself, but don't go overboard; Nuts and trail mix are good snacks.
- Bring strong sun block (15 or higher); sunglasses
- Bring insect/mosquito repellant; mosquito netting not required
- Bring needed toiletry items; ear plugs; hand sanitizer;
- Bring all personal medications that you might need for the week. You might want to bring some generic Imodium (for diarrhea), antacids (for mildly upset stomachs) and some simple analgesic for pain (such as Tylenol, Ibuprofen, etc.).
- Baby wipes; Most teams recommend the bacterial wipes for extra protection.
- Be sure to bring "at least" one empty drinking bottle in your carry-on bag. You will be able to refill it each day with potable water. Bottles of water are not readily available. You may also want to bring some powdered Gatorade, etc., to replenish your electrolytes.
- **DO NOT BRING** expensive equipment or computers, etc.!

*Additional items for Cleanup/Rebuilding – heavy/work gloves; protective eyewear; boots/sturdy shoes (no flip flops); tape measure; personal hand tools. A list of tools already there is available.

Luggage:

Depending on your airline carrier and how your ticket has been booked, you can either pack two 50 lb. suitcases or one 44lb suitcase. Be sure to find out which guidelines you fall under.

Be sure to pack some clothes in your carry-on suitcase. Most teams lose at least one suitcase and if you have not prepared for that event then most likely it will be yours missing.

At your origin of departure ask if you can have your bags checked all the way through to Harare. This will greatly benefit you and your suitcase.



Tentative Daily Schedule (subject to change):

5:00 AM – Rise and shine/breakfast

6:00 AM – Head to the worksite. There will be break times along the way. Water will be available in that it is important to stay hydrated.

12:00 Noon – Lunch

6:00 PM – Finish manual labor and return to camp; clean up and cool off. This time depends upon the heat of the day and condition of the group.

7:00 PM – Dinner at the camp

8:00 PM – Debriefing of the day, fellowship/worship at the compound

- Note: Exceptions are arrival and departure days and Sundays when the teams will be worshipping and participating in worship at a local church.
- Note: Sunday afternoons, are generally for relaxation and fellowship.

Security and Safety:

- DO NOT bring giveaway items. Handouts of any kind can start a riot!
- NO ONE should go wandering off from their team, or outside the compound
- DO NOT make promises to nationals
- DO NOT wear a lot of jewelry. You will make yourself a target.
- REMEMBER - obey instructions of IMB staff/BGR representatives and/or national colleagues at all times
- Smoking and the use of any tobacco products is not permitted and is strongly frowned upon by Zimbabwean Baptists. We ask volunteers to refrain from any tobacco use during their time with us.
- Ask permission before taking photos



Harare Airport:

- **IMPORTANT:** As soon as you know them, e-mail your final travel itineraries to psierson@charter.net and if you are working with ACTS barry@africanencounter.org. We want to make sure someone picks you up at the airport! ☺
- **At the airport** you will need to complete a form, pay \$30 USD for a Visa, and can then enter the luggage area. Please regroup with your complete team in the luggage area before heading to customs. It is okay to identify you are going to Sanyati Baptist Hospital to visit with the missionaries. As is always the case, Simple Truthful Statements are the rule when dealing with airport authorities.

When you arrive, you are asked on your immigration card for a local address. Here is the address you are to use: **#9 Fowley Road, Vainoma, Harare**



If asked, tell them you are traveling to Sanyati Baptist Hospital to visit missionaries. Don't say you are "working" at the hospital.

- PLEASE REMEMBER TO NEVER FLASH MONEY!!! YOU WILL MAKE YOURSELF A TARGET!
- When you identify those coming to pick you up and are ready as a group to come through the gate, make sure all your bags, purses, backpacks, etc., are closed and secure.
- YOU WILL BE ASKED BY MANY PEOPLE FOR HANDOUTS. **DO NOT RESPOND!**
- **DO NOT** plan to exchange money in Zimbabwe. They use US currency.

STS A Short Truthful Statement

As a rule, Americans talk way too much and tell way more than necessary. Thus the practice of the **Short Truthful Statement**. Remember to answer a person's question in a truthful way with a very short answer. If a "yes" or "no" works than use it. Do not volunteer too much information. People are generally looking for bribes and if you tell too much they may use you information against you.

Guidance Through the Johannesburg Airport

Make sure when you fly out from your "home" airport that you have all the luggage labeled for Harare. This will save you a step at the Johannesburg airport and will help avoid any differing weight restrictions you might encounter.

When you arrive at Joburg airport a bus will take you to the terminal. You will go up the escalators following the signs that say INTERNATIONAL TRANSITS (I think). There will be a fork in the hall, to the right is customs and to the left is international transits. Keep left. There will be a small screening area where you show your passport, and you may need to show your baggage tags (they want to make sure your luggage is going on with you) Once past this check point you will come to a ticketing area where you will receive your boarding pass. Then through another security area where you are screened and show your boarding pass and passport.

Once through here you are in the airport gate area. The Harare flight is at the other end down stairs. Things are pretty well marked. Remember they use military time so make sure you watch when the flight boards and do not get caught shopping in those wonderful shops.

A 24 hour clock is used (military time).

Guidance Through the Harare Airport

When you arrive and come down the corridor you will enter a big entrance room. Go first to a desk (long table against the right hand wall) and pick up a visa form. (A PDF of this form is on the website but may not be printing quality but will show you the look) You can fill it out while standing in the line. There will be a semicircle of tall desks in front of you. Normally “visitors” will line up on whichever desk is more toward the right (residents go toward the left). The desks have sort of two seats in each one. When your turn in line comes up you normally go to the right hand side of the desk to hand in your papers and pay for the visa, then shift to the left hand side to have the visa put in your passport. (Unfortunately instructions are minimally given.)

Reasons for visit: Visitor (or holiday) or visiting friends

Address while in country: Sanyati Baptist Hospital P.O. Box 120 Sanyati (if they ask for a physical address just put SBH in the Sanyati Communal Land) or **#9 Fowley Road, Vainoma, Harare**

Contact Phone number: +263 712 402 647 (this is Barry Robinson's)

After getting your visa go between the desks to collect your luggage. Carts are there, and unlike in the U.S. they are free. Look up in the observation window straight ahead and on the second story and someone will be there to find you.

After collecting your luggage the fun begins. Do your best to go through the **Green Line**. To do this head down toward the LEFT side of all the little inspection booths. And out.

It is best to handle your own luggage. The porters who try to help can get you in a mess as there is the possibility that they will take you towards the customs officials. Try not to make too much eye contact with the fellows there in white shirts who look “official”. There is the possibility that they will call you to go through the inspection booth. If they do, just go along with them.

Recently, everyone has been required to have their baggage rescanned as they enter the country. This is often how they identify who to pull aside a question further.

They will ask about what you have in your bags and most probably why you have tools. Your STS for Immigration can be: “We are going to Sanyati Hospital to help develop a project.” For Customs your STS can be: “We are coming to help the folks at Sanyati Hospital develop a project and these are tools that will be left here for the project when we go.”

Note the use of the word “projects”. They often read that as something to develop income in the future. No income is EVER promised, but they see projects as something that will generate income in the future.

If you ever use the word “work” they will no longer see you as a visitor, but as someone coming to enhance your own income and take jobs from a Zimbabwean. Then things get tough.

Always remember that the BEST STS is one you don't have to use. ☺ Don't try to answer any questions they don't ask. Don't elaborate on any question more than is minimally possible.



Politics

When visiting a country it is often interesting to get the nationals perspective of “how things really are”. Over the past decade Zimbabwe’s elections and economy has been in the news. Let me urge you to not talk politics with anyone. You can put a person in both an awkward situation and in grave danger.

Promises

It is very easy to communicate a promise to do something without realizing you did so or knowing what harm it would do. Truly anything short of “NO” means “yes” and even sometimes “no” can be perceived as a “yes”. Do not make any promises to do anything without first talking with a missionary first and then if the missionary agrees to the request then work out the details together.

Avoid any commitment of funds. Do not pledge support. Do not offer money for repairs of churches or homes. Have the team leader determine offering amounts in worship rather than the team each giving some.

In America we are accustom to “empty promises”. In our culture it is acceptable , in order to be socially nice, to say yes to things and make promises to do something we may or may not mean. We say yes to the prospect of going shopping when we do not intend to. We make promises to pray for a person’s need and never think of it again. We tell someone it would not be any big deal to do something yet we will probably never find time to do it.

All of these type things come across as a lie in Zimbabwe and breaks down trust. We may even be honest and sincere at the time, but the bottom line is when we get home our world consumes us and promises are broken. Please be careful in your conversations. Promises unfulfilled typically get the missionary accused of intercepting the promised item or assistance. It is important for our missionaries to be aware of these conversations.

Cultural Issues

Most likely you will not start World War Three with something you say or do, but when going into a different culture we need to be aware that our lack of understanding could cause problems. Seeing another person’s eyes is important so remove sunglasses when talking. Being friendly means keeping both hands in sight so there are no trust issues.

Your best guide is to watch the people who have been there longer than you. Watch what they do. Be sensitive and alert.

Remember our goal is not just to further the project but to bring people into a right relationship with God through Jesus Christ. So they see Jesus in what we do or don't do.

One of the many cultural differences is in the area of Smoking. Zimbabwe Christians would never think of smoking. In their minds it is impossible for a Christian to have such a habit. For volunteers who smoke they need to realize how this impacts their witness. Please make every effort to abstain from smoking while there,

Also it is important for ladies to wear skirts while out ministering or working. In their culture prostitutes were identified by wearing pants. That is not to say that today every woman in Zimbabwe wearing pants is presently a prostitute, but there has been a long history between the two.

IMB and BGR Guest Houses

We are very grateful for the use of IMB and BGR Guest Houses in both Harare and Sanyati. The cost of staying in one of these homes is \$15 per night per person. If you work with ACTS this same rate is applied and is already paid in your fees.

These homes and tents are provided for and maintained by Southern Baptists' support of the Cooperative Program and Lottie Moon Offering. So as Southern Baptists these properties and vehicles have been given by us and we get the chance to see them used in the field. We are able to be blessed through the faithful giving of so many through the years.

With this in mind, let me encourage you to treat these properties, vehicles, and their contents with respect. We understand that things break, however with several hundred volunteers coming through each year there is a lot of wear and tear. We ask that you help us keep these properties in good shape so the benefit of them can be used for years to come.

If you do break something do offer to pay for a replacement. BGR and IMB funding is very limited these days and it is difficult to pay to replace items. The \$15 per night rate is not intended to cover the replacement of broken items.



Gifts

Over the years volunteers feel the need to bring items to give away or plan to leave things behind. This can cause big problems for other teams, the missionaries, and relationships at Sanyati. Giving out candy to children needs to be done in the context of a Bible study and not just randomly on the street. Giving your personal hammer to a local work to be nice and you do not want to carry it back home can develop problems since everyone did not get a hammer. Extra tools can be left in the container for the use of future teams.

Also the leaving behind of your clothes for locals to have rarely works out well. Typically the clothes volunteers want to leave behind are their old work clothes. Zimbabweans like to dress smart and your holey stained blue jeans are of little value to them. Each year tons of used US clothes are shipped to Zimbabwe. We really do not need to add to this growing problem.

Before bringing items to leave please check first. There are appropriate ways to be a blessing to people in the area.

If you have any questions or need clarification on anything in this document please feel free to contact Peter Sierson at psieron@charter.net or 931 388 6453.