



MEDLIFE **VOLUNTEER** HANDBOOK

KILIMANJARO



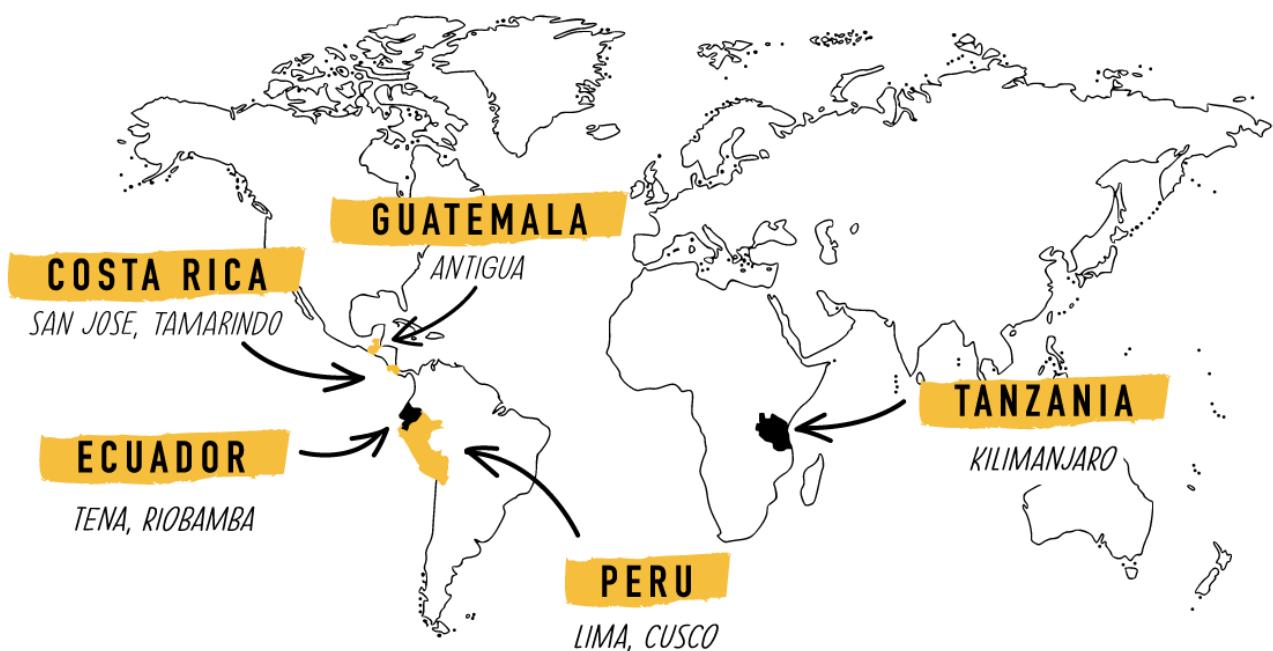
Mission

To build a worldwide Movement empowering low-income individuals in their fight for equal access to healthcare, education, and a safe home.



Vision

A world free from the constraints of poverty.



Welcome to Tanzania!

Dear Friends,

MEDLIFE began with a simple belief I learned early in my life: that health, dignity, and opportunity are not privileges—they are rights owed to every human being.

As a student, I saw firsthand how poverty and inequality shape lives. But I also saw something else: that too many institutions teach about injustice from a distance, studying suffering without confronting or alleviating it.

I knew there had to be a better way.

My experiences in Panama and Ecuador taught me that true understanding comes only when you enter the systems that shape people's lives—when you listen to families, walk their paths, and witness both their struggles and their strength. Working with Paul Farmer's team taught me something equally important: that justice requires presence, humility, and persistence. You cannot serve people well if you do not walk with them for the long haul.



MEDLIFE was built at the intersection of these two truths.

For more than two decades, MEDLIFE has worked alongside local leaders in low-income communities to expand access to healthcare, education, and safe housing. But that's only half of our mission. The other half is developing the next generation of leaders—students and emerging professionals—who will continue this work for decades to come.

Our Service Learning Trips are not charity.

They are retreats where people disconnect from distraction, reconnect with purpose, and learn the mindset and skills required to serve ethically and sustainably. They are the beginning of a lifelong journey, not the end.

I have watched thousands of students discover their purpose in these communities. I have watched local leaders rise to address challenges that once seemed immovable. And I have watched families build safer, healthier lives for their children. These moments—and the relationships behind them—are the reason MEDLIFE exists.

Our mission is bold because the need is great.

But I believe deeply that with understanding, humility, and sustained action, we can build a more just world for low-income families everywhere.

Thank you for being part of this movement.

Thank you for your presence, your service, and your belief in what we can build together.

With gratitude and hope,

Nicolas Ellis, MD

Founder, MEDLIFE

The Service Learning Trip

What will we do **this week?**

- **Experience engaged education** during the **Reality Tour**, where you'll learn directly from local leaders about the social, cultural, and systemic factors shaping their communities.
- **Shadow licensed local professionals** in MEDLIFE's Mobile Clinics, gaining real-world insight into community-centered healthcare.
- **Work alongside community members** on a sustainable development project designed and led by local partners.
- **Reflect and connect** through evening discussions that deepen understanding of global health, equity, and ethical service.
- **Explore and learn** on an optional Saturday cultural excursion, discovering the history, traditions, and beauty of the region.



Key Pillars

Service: By volunteering on a Mobile Clinic and Development Project, you'll directly help bring accessible medical care, health education, and a safer home to the marginalized communities you visit.

Environment: Service Learning Trips are created with sustainability in mind. In Tanzania, you may have the opportunity to volunteer on an environmentally friendly project such as an eco-bathroom.

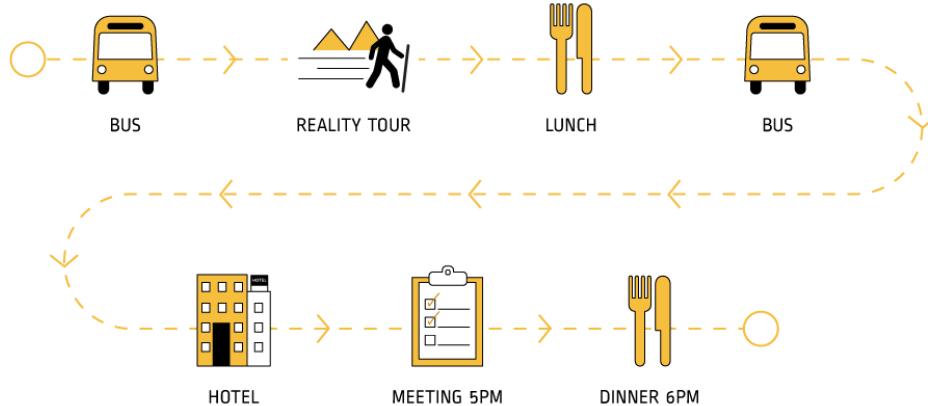
Education: Learn about the historical, political, and economic factors that have shaped the realities faced by families. Deepen your knowledge of global health by shadowing healthcare professionals.

Life-changing experiences: Through eye-opening experiences and building human connections, a Service Learning Trip will renew your passion for building a world free from the constraints of poverty.

Sample Itinerary

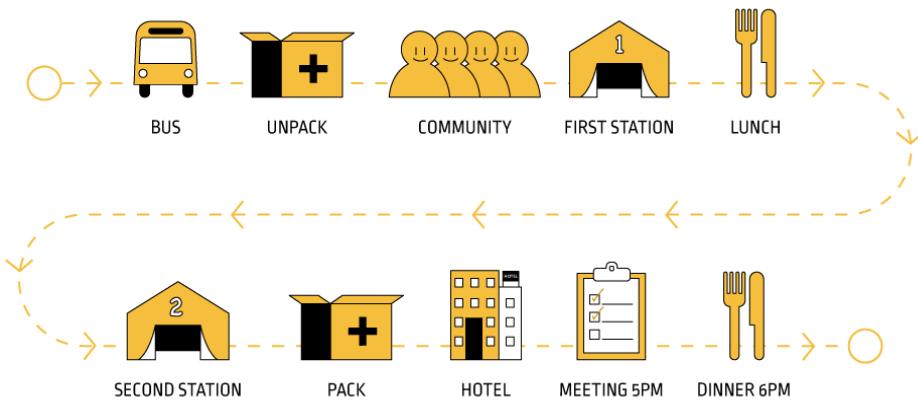
ENGAGED EDUCATION REALITY TOUR DAY

BREAKFAST 7:00-8:00 AM



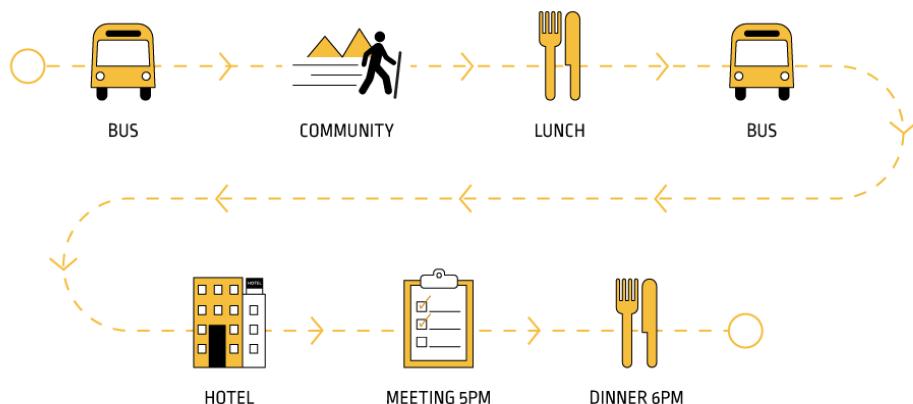
MOBILE CLINIC DAY

BREAKFAST 6:00- 7:00 AM



PROJECT DAY

BREAKFAST 6:30 AM - 7:30 AM



Health Protocols & Requirements



Vaccination Requirements: Yellow Fever vaccination is required for travelers arriving from countries with risk for YF virus transmission; this includes >12-hour airport transits or layovers in countries with risk for YF virus transmission. Generally not recommended for travel to Tanzania.



Face Masks: In addition to complying with local laws and regulations, volunteers must also wear face masks during Mobile Clinics.



Compulsory Safety Briefing: Upon arrival, volunteers will attend an extensive safety briefing .



Illness during trip: If you are demonstrating symptoms of any illness or feeling unwell, please advise your Trip Leader immediately to get you medical care.



Wash and Sanitize Your Hands: Hand-washing stations and hand sanitizer will be available at Mobile Clinics.

The Engaged Education Reality Tour



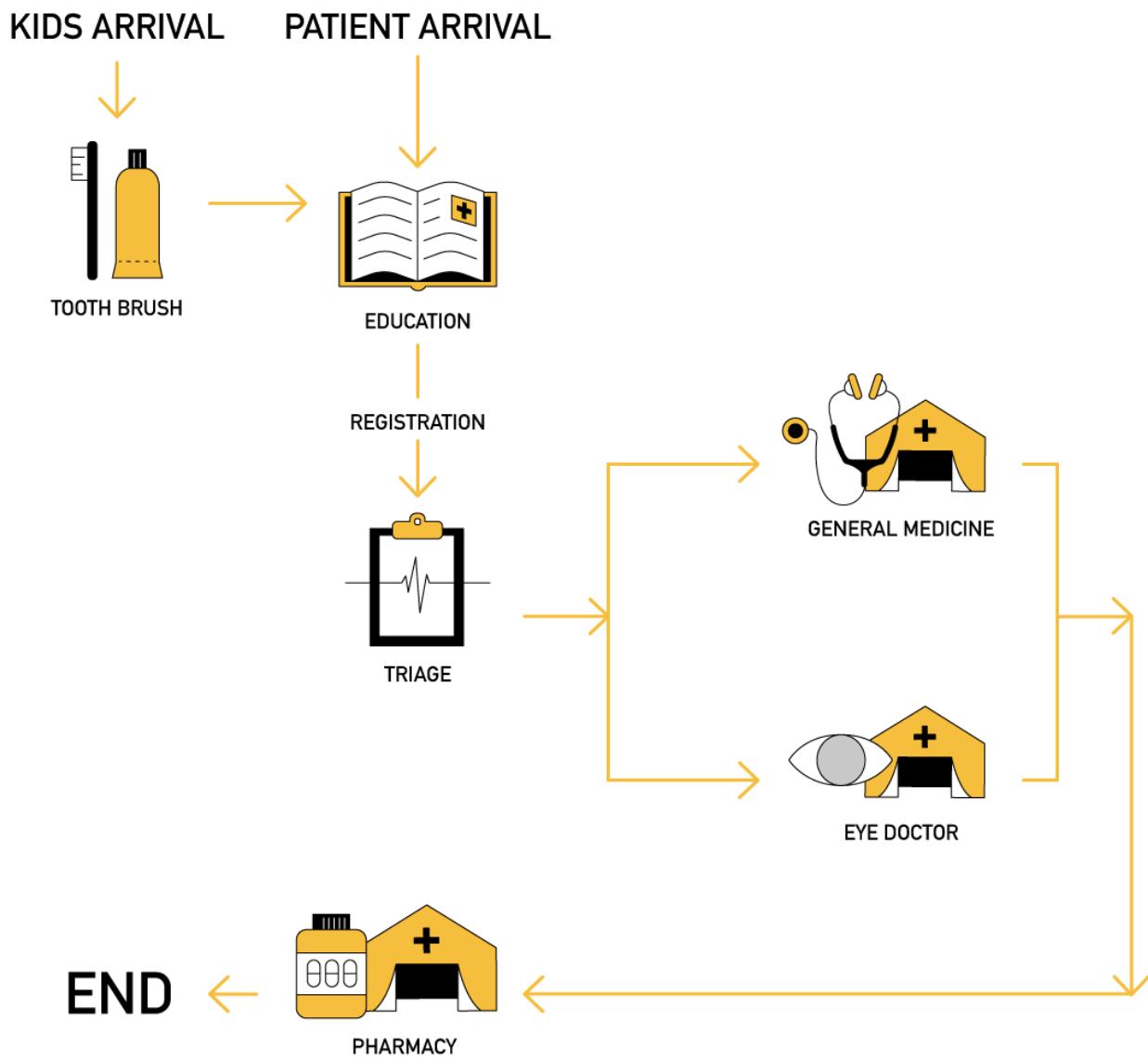
- Our Kilimanjaro Engaged Education Reality Tour provides volunteers with a first-hand look at Tanzanian lifestyle, culture, and healthcare.
- With stops at significant locations, we will discuss Tanzania's long history, politics, education system, and current social climates.
- Depending on the weather, we will either visit a waterfall or the Chagga tribe caves. Remember to wear your hiking boots!

The Project

- Project Day is a new initiative in Moshi! Projects will depend on the number of volunteers and community needs during the SLT.
- Transport to communities is typically 1.5 hours drive, one way. This distance can vary greatly based on the communities scheduled during your week.
- Examples of past projects include school constructions, library renovations, and building hygienic toilets.



Mobile Clinic Flow Chart



*Mobile Clinic Stations and flow may vary depending on community needs and volunteers group size.

Swahili Useful Phrases

ENGLISH	SWAHILI	ENGLISH	SWAHILI
Tongue Depressor	Ulimi	Thermometer	Kipima joto
Needle	Sindano	Scale	Mizani
Flashlight	Tochi	Height	Urefu
Lamp	Taa	Follow me please	Nifuate tafadhali
Sample	Mfano	Toothbrush	Mswaki
Stretcher	Machela	Toothpaste	Dawa ya meno
Form	Fomu	Cups	Vikombe
Pill	Kidonge	Swab	Usufi
Bp monitor	Shinikizo la damu kufiatilia	Water	Maji
Bottle	Chupa	Teeth	Meno
Pain Reliever	Dawa ya maumivu	Gums	Fizi
Swallow	Kumeza	Tongue	Ulimi
Eyes	Macho	Teeth	Meno
Arm	Mkono	Vitamins	Vitamini
Leg	Mguu	Chew	Kutafuna
To sit	Kukaa	Prescription	Uchambuzi
Here	Hapa	Chair	Kiti
Please sit down	Tafadhali kaa chinl	Stay calm	Tulia

Mobile Clinic Stations

Education (Ed)

What is the Education Station?

The Education Station is a space to provide health education to everyone before the clinic begins. Education will be given on various topics such as clean drinking water, diabetes, high blood pressure, cervical & breast cancer, and nutrition, among other health themes.

What will I be doing?

- Distribute informational brochures.
- Assist the education nurse by keeping the patients and their history forms in order of arrival.
- Determine which volunteer will be monitoring each station for openings. When a station is open, inform the education nurse and direct patients to the station.
- Your assistance may be required to set up other stations while education is being carried out.

Recommendations:

- Be sure to maintain the order of patients by number of arrival. This number will be written on the top of each patient history form. Remain patient with the process to encourage patients to do the same.
- Do not send patients to the Pharmacy Station until they have visited every consultation as circled on their history form. Pharmacy is the last station a patient visits in the mobile clinic.
- We will treat families as a single unit. This means if a mother or father has come with their children and each one has consultation(s) with various specialists, they must all see the medical provider(s) circled on their patient history forms before proceeding to the Pharmacy Station.

ENGLISH	SWAHILI
Have a leaflet	Chukua kipeperushi
We will start with an information session	Tuta anza na dondo za habari
This one is about..(water, other factors)	Hii ni kuhusu ..(maji, lishe,kisukari na saratani)
The nurse will start talking soon	Muuguzi ata anza hivi karibuni

Triage (Tr)

What is the Triage Station?

The Triage Station is where we obtain the patients' contact information, basic medical history, and other data for the physicians to use during their consultations.

What will I be doing?

1. Fill out the section below on each patient's medical history forms:

Blood Pressure/BP		FC/HR		TC/Temp	
Weight/WT		Height/HT			

2. Measure height (HT), weight (WT), blood pressure (BP), heart rate (FC/HR) and temperature (TC/Temp)

- BP does NOT need to be taken for kids.
- For BP, the **systolic pressure goes above the diastolic pressure**.
- Star the patients' information in the following cases:
 - ➔ If his/her diastolic pressure is higher than 90
 - ➔ If his/her temperature is higher than 38°C (100°F)

3. Guide patients to the waiting area

- Remember, medical history forms stay with the patient.

Useful phrases for the Triage Station:

ENGLISH	SWAHILI
Open your mouth wide	Fungua mdomo
Stand up straight	Simama sawa
I'm going to measure your height	Nina kupima urefu wako
I'm going to take your blood pressure	Nina kupima presha
I'm going to take/measure your weight	Nina kupima uzito wako
Take off your shoes/sweater	Vua viatu vyako/sweta
Lift the sleeve of your sweater	Nyanyua nguo yako
You're going to feel a bit of pressure on your arm	Utasikia presha kwenye mkono wako
Get on the scale with/without your baby	Panda juu ya mizani na/ bila mtoto wako

General Medicine [Dr]

What is the General Medicine station?

The General Medicine Station is the major station where doctors address individual medical issues and identify patients who require follow up care.

What will I be doing?

- Listen and be observant to the patient's needs. Most doctors speak English and will explain to you the patient's diagnosis and treatment plan. Don't be afraid to ask questions, but please wait until the appropriate time when the patient consultation is over. We want to respect the patient's time with the doctor.
- Remain attentive to the waiting areas until there is a doctor available for a consultation.
- Guide patients to the Pharmacy Station ONLY if they have visited all medical consultations as circled on their medical history form.

Recommendations:

- Please be patient and wait until the doctor finishes the medical consultation to ask questions.
- Be cordial and polite with every patient.
- Avoid side conversations with other volunteers.
- Please be mindful that these patients are receiving a private medical consultation. **No photos allowed.**

ENGLISH	SWAHILI
Open your mouth and stick out your tongue	Fungua mdomo wako na utoe ulimi nje
Follow me please	Nifuate tafadhalii
Go to the pharmacy for your medicine	Nenda kachukue dawa zako duka la dawa
Go back to the education tent to go to the next station	Rudi kwenye hema la elimu na subiri maelekezo
The doctor will choose the best treatment	Daktari atakuchagulia tiba bora
Wait a moment	Subiri kidogo

Pharmacy [Ph]

What is the Pharmacy Station?

After the patient has visited every station indicated on their patient medical history form, they will be directed to the Pharmacy Station to fill their prescription(s). We will collect data in this station that will help MEDLIFE understand the quantity prescribed by each specialist and the quantity received by our patients. We will also collect the patient medical history forms to analyze medical data and enroll patients into MEDLIFE's patient follow-up program.

What will I be doing?

- Maintain the line for the Pharmacy Station so only one patient is seen by the nurse at any given time.
- Collect the patient's medical history forms in order received.
- Following the instructions from the pharmacy nurse, you will record the medicine distribution.
- If there's a medication being prescribed in a different dose than being given, alert the nurse immediately to consult with the physicians.
- Make sure the patients take the hand-written prescription with them.

Recommendations:

- Listen attentively to the data collection process as soon as you arrive at this station.
- Have one person writing down the data, one person managing patients, and another organizing the medicine.

ENGLISH	SWAHILI
Give me your prescription and form	Nipe karatasi yako ya dawa na fomu
I'm going to prepare your medicine	Nakuandalia dawa zako
Take your medicine	Kuchukua dawa zako
Take with food/water	Tumia na chakula/maji
We will keep the forms	Tunabaki na fomu

Eye Doctor (De)

What is the Eye Doctor Station?

The Eye Doctor Station gives patients an opportunity to have their vision tested and, if needed, to obtain glasses.

What will I be doing?

- Support and shadow the optometrist as they test patients' vision.
- Call out the names of patients when it's time for their consultation and show them where to go.
- You may point to the shapes and letters on the wall as the patient reads them out and turn the lights on/off when required.
- Assist with collecting paperwork and completing forms as instructed by the optometrist.
- Help the optometrist to distribute glasses according to the needs of the patient.

Recommendations:

- Always follow the instructions of the optometrist.
- Wait until the optometrist finishes the consultation to ask questions.
- Be cordial and polite with every patient.

ENGLISH	SWAHILI
The Eye Doctor will see you now	Daktari wa macho atakuona hivi karibuni
Take a seat	Keti hapa
Here are your glasses	Chukua miwani
Put them in a case so they don't get broken	Weka kwenye kipochi isivunjike

Toothbrushing (Tb)

What is the Toothbrushing Station?

The goal of this station is to educate children about dental hygiene. The Toothbrushing Station is for children only, and children do not need a medical history form to participate. Please note, this is the only station without a medical professional, so you need to be proactive about setting up and running the station.

What will I be doing?

- **Setting up:**

- Request a table and a bucket filled with water from a MEDLIFE staff member.
- Set up the table with toothbrushes, water cups, and toothpaste.

- **Once the station is ready and kids begin arriving:**

- Register all kids including name and age. Please do not worry about the correct spelling of names.
- Hand each child a toothbrush with toothpaste and a water cup.
- Demonstrate how to properly brush their teeth with the giant mouth and toothbrush props.

ENGLISH	SWAHILI
Everyone take a toothbrush and cup	Kila mtu achukue mswaki na kikombe
Now copy what I do	Sasa fanya kama mimi
Brush all of your teeth in a circular motion	Sugua meno yako katika mzunguko
Don't eat or drink anything for an hour	Usile au kunywa kitu chochote kwa muda wa lisaa
Rinse your mouth	Sukutua
Spit out here / there	Tema hapa
Wash your toothbrush	Safisha mswaki wako

Where We Work



Moshi, Tanzania



Tanzania map and communities we work with

1. Moshi rural
2. Hai

Country Overview:



Capital: Dodoma



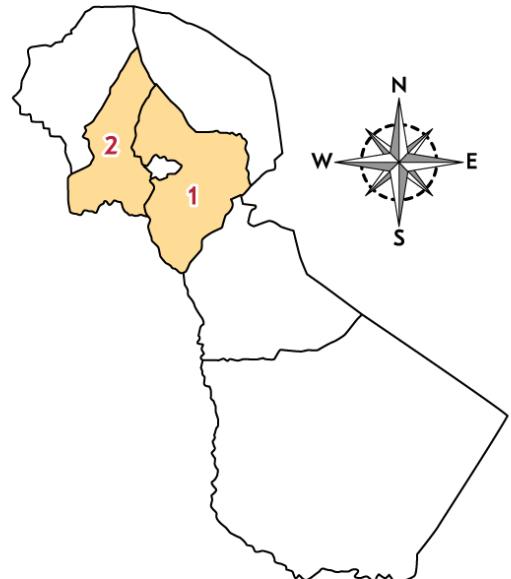
Population: 57.31 million



Language: Swahili and English



Currency: Tanzanian Shilling
1 USD= 2,460 TZS



Weather & Climate

- Rainy season (March to June) is cloudy and temperatures are about 60°F (15°C). Heavy rains are common during this time of the year so don't forget your raincoat and waterproof shoes!
- Summer weather is hot and sunny at about 84°F (29°C)
- Tanzania is close to the equator and therefore the sun is very strong, UV protection is recommended for all volunteers.

Issues Communities Face

Over one-third of all households in Tanzania live in poverty, on \$1.00 a day or less with children and rural populations disproportionately affected by this hardship. As the economy relies primarily on agriculture, approximately 75% of the population lives in rural areas, often without access to basic infrastructure or clean water. According to UNICEF in Tanzania, "Malnutrition — most prevalent in young children from the poorest or rural households — is the single biggest contributor to child mortality, with malaria, anemia, pneumonia, diarrhea, HIV and AIDS also being key causes." Access to education remains limited for children in our partner communities. The abolition of primary school fees has increased primary school attendance, but there has been no corresponding increase in teachers, infrastructure, or resources.

Common Health Issue

- **Malnutrition**

Poor diets in remote communities lead to nutritional deficiencies in children. Malnutrition is one of the major factors that contribute to infant mortality and developmental deficiencies, like stunted growth. This can hold children back from reaching their physical and cognitive potential.

- **Hypertension**

Hypertension or high blood pressure increases a person's risk of heart disease and stroke. Blood pressure refers to the force of a person's blood flow and the force this exerts against the walls of their arteries.

- **Osteoarthritis**

Is a degenerative and chronic disease that results from the breakdown of joint cartilage and underlying bone. It is common among elderly people.

- **Intestinal Parasite Infections**

Parasites infect the gastrointestinal tract of people, living in their intestinal walls. This condition affects mostly children, and it is commonly caused by drinking unclean water, fecal-oral transmission, and through skin absorption.

Respectful Behavior in the Communities



- MEDLIFE requests that women wear clothing that does not reveal their knees or shoulders to respect the local culture. Please also avoid tight clothes.



- Keep in mind that hand holding is a common practice among friends of any gender in Tanzania. Don't be surprised if your new local friends want to hold your hand!



- It is not permitted to take photos during medical care or in the clinic. Please be respectful with all patients, as they are receiving medical attention.



- Do not leave your station. If you need to use the restroom or to grab a snack, please tell a MEDLIFE staff member so they are aware of where you are and can find a temporary replacement for your spot.



- Staff members will alert volunteers when it's time to eat lunch and change stations. We will always eat inside the bus or in a private place designated by MEDLIFE staff.
- Every student is responsible for reporting missing utensils or materials from each station.
- Do not pet or feed animals. We cannot determine if they have diseases, rashes, or a poor temperament.

General Recommendations & Information



- Do not drink tap water. It can make you sick!
- During the dry season, Moshi can be very dusty. Anyone with respiratory issues should bring a scarf or a buff to cover their mouth.



- The hotel is isolated so remember to bring books and games!
- Keep in mind that the wifi connection at the hotel may be unreliable.
- Bring some warm clothes to wear at night as the temperature can drop significantly.



Important Volunteer Considerations

- **Safety for LGBTI Volunteers**

Volunteers should be aware of Tanzania's travel warning in place due to "crime, terrorism, and targeting of LGBTI persons" (US State Department). We encourage concerned participants to reach out to their own governments or other agencies for further information.

- **Health Concerns**

Ebola: MEDLIFE is aware of Ebola's presence in Africa and especially within Eastern African countries. MEDLIFE will cancel/postpone trips if the risk is found to be unacceptable.

Yellow Fever: Proof of Yellow Fever vaccination is required upon entry if traveling from a yellow fever endemic country.

Malaria: Malaria is a concern for all travelers going to Tanzania. MEDLIFE recommends volunteers consult their doctor to determine if taking malaria prophylaxis is right for them.

- **Finance**

Many establishments do not accept credit cards, so it is a good idea to bring cash with you. You will need new USD bills as US currency printed before 2013 may not be accepted by merchants.

- **Visas**

Entry Visa: Can be paid upon arrival in the first port of entry in Tanzania. This payment must be paid in cash in US Dollars. Please bring exact change and ensure the bills are 2013 or newer. The fee is \$100 for US passport holders and \$50 for European / Canadian passport holders.

Nevertheless, MEDLIFE recommends all volunteers to apply for an **Online Visa**. You are required to fill in the online form, make payment, and submit your application online. Your form will be internally reviewed and processed.

- **Registering travel with your embassy**

MEDLIFE recommends that all volunteers register their travel with their country's embassy prior to their trip.

After Your Trip

Take your experiences from the field and put them into action at home by participating in MEDLIFE activities all year round. **Keep the momentum going!**

Moving Mountains

- Moving Mountains is our fundraising campaign that supports our day-to-day work of bringing medicine, education, and development to communities.
- MEDLIFERs participate in Power Hours where they invite their contacts to donate, often completing some wild fundraising challenges!

Grow the Movement

- If you have friends or acquaintances who attend a different school/university and would be interested in starting a MEDLIFE Chapter, refer them to us via our Grow the Movement campaign.
- Encourage others to get involved with MEDLIFE and to participate in a Service Learning Trip.
- Recruit new members for the MEDLIFE Chapter/Society at your university

Leadership Activities

- Give back to your community back home by participating in your Chapter's local volunteering activities.
- Get more involved with your MEDLIFE Chapter by running for an E-Board position.
- Become a MEDLIFE Ambassador or Active Member to unlock discounts on your next SLT.

Keep in Touch

- Follow us on Facebook, Instagram, and Twitter, and check out the latest updates from the field on our blog.
- If you have photos or stories you'd like to share, send them to us at media@medlifemovement.org
- Tell the stories of the people you met and things you saw on social media and tag us.

Emergency Preparedness

In the unlikely event you have a travel or health emergency and there are no MEDLIFE staff to assist you, you can contact us via the following numbers.

When in destination or in transit to destination	TANZANIA EMERGENCY PHONE	+255 685 574 680 (WhatsApp, call, or SMS)
When calling from within North America	MEDLIFE HQ PHONE	1-844-633-5433

Before Your Trip

- Contact your local emergency authorities
- For non-urgent matters, contact your Chapter, MEDLIFE HQ Phone, or email info@medlifemovement.org.

In Transit to Destination

- Contact our Tanzania Emergency phone (provided after registration)

At Your Accommodation

- Seek out your Trip Leader or a MEDLIFE Representative (there will be a MEDLIFE Representative at your hotel for the duration of your trip)
- Speak to reception
- Contact our Tanzania Emergency phone number

During Mobile Clinics

- Seek out your Trip Leader
- Mobile Clinic nurses and doctors are available to attend

During Excursions

- Seek out your MEDLIFE Trip Leader
- Contact our Tanzania Emergency Phone

During Departure

- Contact our Tanzania Emergency Phone

Insurance Coverage

MEDLIFE volunteers are covered with emergency medical and evacuation insurance up to \$250,000 USD with a \$250 USD deductible once on a trip.

Medical Hotel Visits

In all MEDLIFE locations, a doctor's visit to your hotel can be arranged should you be feeling unwell. The costs vary from \$50 - \$100 USD though they are typically lower than paying the \$250 insurance deductible. Our staff or hotel reception can assist with coordinating a visit.

Emergency Cash Recommendation

We recommend that you bring \$250 USD in cash (in addition to your spending money) to cover the insurance deductible in case you require medical attention. If you have access to a credit card that you can use in case of emergency, we would recommend that you bring that as well.

National Emergency Numbers	Nearest Embassies	Tanzania Accommodation
Police Emergency: 112 Police Emergency (Moshi): +255 27 2755055 Fire Emergency: 112 Medical Emergency: 112 Hospitals: Kilimanjaro Christian Medical Centre +255 27 2750748	Embassy of the United States of America in DAR ES SALAAM Address: 686 Old Bagamoyo Road, Msasani P.O. Box 9123 Dar es Salaam, Tanzania Tel: +255-22-229-4000 Email: drsacs@state.gov Canadian Embassy in DAR ES SALAAM Address: 26 Garden Avenue/38 Mirambo Street, Dar es Salaam, Tanzania Phone: 255 (22) 216-3300 / 255 (22) 211-2831 Email: dslam@international.gc.ca	Weru Weru Royal Lodge Makoa Rd, off Moshi Arusha Highway, Kimashuku, Moshi, Kilimanjaro, 25304
Insurance Provider		
Trawick International Inside USA: 833-425-5101 Outside USA: 603-952-2686 MEDLIFE Staff can assist with any claim in-destination		

**British Embassy in DAR ES
SALAAM**

Address: Umoja House,
Hamburg Avenue, P.O. Box
9200, Dar es Salaam,
Tanzania

Phone: +255 (0) 22 229

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Email: bhc.dar@fcdo.gov.uk