



FAQ'S

Welcome to the adventure of a lifetime as you travel to Kenya, East Africa!

GENERAL

Q: What will I be doing?

A: You will be participating on a working team with a health focus on HIV/AIDS and the effects this disease has had in Kenya. This work may include things like:

- * Helping to build a home for the Kids for School (KFS) project
- * Home Based Care (HBC)- visiting and encouraging home-bound AIDS patients
- * Working in the major slums in Nairobi with our Women Equality Empowerment Project (WEEP)
- * Teaching girls about their menstrual cycle and hygiene, and helping to distribute sanitary towels for our Freedom for Girls project
- * Teaching and learning from children at WEEP centers
- * Painting/construction projects and other hands-on activities
- * Youth outreach events and assisting with the HIV Counseling and Testing (HCT) for HIV testing
- * Developing relationships with the Kenyan people that are just as important as the projects
- * Enjoying a three day, two night safari, where you will see many of the exotic Africa wildlife

Q: Why are we doing this?

A: To bring education, treatment, and care to the Kenyans we work with, offering them hope for their tomorrows. HEART is dedicated to empowering Kenyans, through education and resources, to create a healthy, disease-free life for themselves and their communities. Through the teaching of volunteer teams, community development and empowerment of local leaders, HEART provides pivotal HIV/AIDS and other opportunistic disease prevention training to Kenya. HEART's efforts are in response to the call of those who lack access to basic knowledge necessary to survive.



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Q: Will I have fun?

A: Fun is part of the plan! The key is to come with the understanding that you are here to serve, Come with that in mind and you will have the most incredible trip of your life!

Q: How do I join a team?

A: Most of our teams are formed from people who know each other through church groups, work, service clubs, or friends. Some people are traveling alone and can join an existing team. We will do our best to add you to a team where we feel your talents and desires best match that of an existing team. You will be given the opportunity to meet, either in person or by email, your teammates prior to departure.

Q: Is there a minimum age requirement?

A: Yes, the minimum age of a team member is 18 unless they are accompanied by a legal guardian (parent, grandparent, aunt, uncle, etc.) 25 years of age or older.

Q: What if I don't know the language?

A: English and Swahili are the official languages in Kenya' however some people only speak their native 'mother' tongue. A HEART staff member will translate for the group, but don't be afraid to attempt the local dialect. Even if it isn't the best, the community will appreciate your attempts to communicate in their language.



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HEALTH AND SAFETY

Q: Will I be safe in Kenya?

A: The HEART staff will do everything in their power to ensure your safety. We stay current on all political and social issues that might threaten your safety. Our drivers are all Kenyan and have the authority to change or cancel any plans to ensure your team's safety. Please stay together as a group, be aware of your surroundings, and keep your valuables secure. For more information about travel to East Africa, please visit to www.travel.state.gov.

Q: What is the primary form of transportation we will use while in Africa?

A: HEART has a custom-made 2007 Land Cruiser which seats nine people comfortably, as well as an extended truck that seats five. (Please note, we also rent vehicles when necessary.) They are great for the roads in Africa as they can be very rough. Our drivers are all Kenyan and are very aware of the road conditions, safety of the roads and best possible routes to take to each destination.

Q: What will the weather be like?

A: The weather is usually good in Nairobi. During the 'cooler' time of year (June-September) you can expect evenings to be cool enough to require a sweater or jacket. Rain showers are normally short, but always a possibility in Kenya, so an umbrella is a good idea. Please keep in mind the weather varies depending on where you will be working in Kenya.

Q: Do I need shots?

A: It is recommended that you consult your travel clinic at your health department and your family doctor to research and decide what immunizations to get. The Center for Disease Control has a list of immunizations they recommend on their website at www.cdc.gov. We have found that your local county travel health clinic is the most economical way to travel immunization. Please refer to the Team Handbook for a specific list of recommended immunizations.



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Q: Will I get sick from the food or water?

A: Please use caution in the foods you eat. Make sure foods are well-cooked and hot. Do not eat any fruits that cannot be peeled, or uncooked salads or vegetables. Only consume drinks such as coke or bottled water, or drinks made from boiled water such as tea or coffee. Please do not drink any tap water, use it to brush your teeth, or open your mouth in the shower. Snacks are available for purchase from the HEART Lodge. You are also welcome to bring snacks such as protein bars or trail mix for long car rides.

FINANCIAL

Q: How much money will my two week mission trip cost?

A: The cost for a two week trip is \$1,800. This fee includes the following: Training tools and opportunities in the U.S., one training/preparation day in Kenya, lodging at the HEART Lodge, meals (two meals a day as we are usually out and about during lunch), projects (helping to build a home for a grandmother in the Kids for School project), seminars, work in orphanages, transportation (in-country travel), safari (three day, two night). This fee does not include airfare, vaccinations, travel insurance, passport, and visa.

Q: If I can't go, can I (and my supporters) get a refund?

A: Unfortunately, per the IRS, because HEART is a 501 (c) (3) we cannot issue refunds. In order for the funds donated to allow a tax deduction, that are not yours, or contingent upon your ultimate participation, but HEART funds to be used to further its charitable purposes.

Q: Do I need to bring any money with me?

A: We suggest that you bring \$100-\$300 spending money for shopping, meals out, gifts, crafts, and souvenirs. We will help you when you arrive in-country to get the best exchange rate possible at the time of your visit. We suggest you bring 50's or 100's that are no older than 2003, as Kenya will not accept bills older than 2000.



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ITINERARY

Q: How many people are on a team?

A: A team is comprised of 6-7 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 finish a project while in Kenya. If your team does not meet the required number of people, 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.

Q: How many days/weeks is the average mission trip with HEART?

A: Our mission trips are two weeks. You will arrive on a Sunday night and stay two weeks, through the following Friday. For example if you arrive on Sunday night, 1/6 you would stay until Friday, 1/18.

Q: Can I arrive early or stay longer?

A: The answer to this question is on a case by case basis. We welcome your extended stay in Kenya whenever possible. You will have to pay the Lodge fee to cover lodging, meals and transport. HEART has opened the doors of their lodge to other organizations as a way to increase revenue to help support the work in Kenya. We also have teams coming year-round and sometimes back to back. Therefore, arrangements to stay extra days must be requested and approved in advance to be sure we have accommodations for you and that there is a position for you in which to serve. If you come early or stay longer, we may be working with other teams and not have staff, transportation, or accommodations available for your extra stay. That being said, when available, we do offer for you to stay extra nights at a reasonable rate for your share of the mission work. Please contact Jen Friel (HEART CO office) to have your plans approved prior to booking any plane tickets.



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Q: Is there anything our team can collect for the Kenyan people that we can bring with us?

A: Yes, thanks for asking! Below is a list that would be very helpful and appreciated.

- * Flintstones Children's Vitamins with iron
- * Children's Tylenol
- * Motrin
- * Crayons
- * Bubbles
- * Glue Sticks
- * Glitter
- * Stickers
- * Balloons/Balloon Pumps

Q: Can I give things to children and adults?

A: We ask that you give NOTHING out to individuals. If you have items you wish to give away, consult a HEART staff member, who if appropriate will then give it to the designated person in the community for distribution. **UNDER NO CIRCUMSTANCES SHOULD YOU GIVE MONEY TO INDIVIDUALS.** You will have the opportunity to decide as a team **at the end of your trip as to** where you would like to give project funds throughout your work in Kenya. **Team Members wanting to make a personal donation to a specific project should kindly first discuss this with your team Leader and HEART staff before committing to the donation.**

TRAVEL

Q: Do I need a passport and visa?

A: Yes. Passport applications can be obtained from most US. Post Office locations. Your passport must have two blank pages and be valid six months past your departure date from Kenya. If you do not have one or both of these requirements, you will need to renew your passport before your travel. We suggest you submit your passport application as soon as possible and that you check and double check to make sure your passport is not expired or expiring in the near future. Visas will



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be purchased upon arrival in the Nairobi airport. It is \$50 to purchase the Visa. You must bring your own \$50 (newer than 2003).

Q: How many bags can I pack?

A: The general rule is two bags weighing 50 lbs. each and one carry-on. One check-in bag is for personal items and one is for supplies HEART needs transported to Africa. You may also be asked to carry a few items back to the U.S. with you for HEART in U.S. offices. Each airline is different, so we strongly recommend you check with your airline as to what they allow. (British Airways: www.britishairways.com, Northwest Airlines: www.nwa.com, KLM Royal Dutch Airlines: (www.klm.com)).

Q: Who handles the arrangements for me/my team's airline tickets?

A: You have two options for purchasing your airlines tickets. You can choose to use a travel agent, (see HEART Team Book Travel Tips), for suggested travel agents, or you can use an online website, such as Expedia, Travelocity etc... Please keep two things in mind when searching for flights for your team. One, that you select a flight so that everyone will arrive and depart on the same day and at the same time. And two, that you submit your team's proposed itinerary to Jen Friel for approval before you purchase the tickets. There may be an additional charge to your team if HEART staff has to make additional trips to the airport as it takes over an hour to get to and from the airport. Please note, HEART strongly suggests that your team's flight arrive in Kenya in the evening for the safety of our staff and your team. This also helps your team to recover from jet lag more quickly and easily.

Q: Can I use my frequent flyer miles to pay for my flight?

A: There are times it is possible to use your miles, however you will need to make your own travel arrangements and your air schedule must match the rest of your teams. If additional trips to the airport are required by our staff because the team does not arrive at the same time, there will be an additional charge for the additional trip to the airport.



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Q: Who will be my roommate?

A: We will do our best to honor all roommate requests. Typically this is determined by your Team Leader and room availability at the HEART Lodge. HEART does have a policy of no male/female roommates unless you are married or traveling with a minor (ex: your child).

Q: What should I pack?

A: Please refer to the HEART Team Book Travel Tips for a Packing List.

Q: Do I need an electrical adaptor?

A: All electrical items in Kenya run on a 210 volt plug. If your electrical item can run on a 210 volt, all you will need is an adaptor plug. If your electrical item cannot run on a 210 volt, you will need a converter and an adaptor plug to use in your room. HEART provides a commercial grade converter for teams to use in the guest computer room. We do not recommend the use of "Travel" (Radio Shack etc.) converters for items such as cameras Blackberrys, hair dryers, or curling irons.