



### Mission Statement

To empower people through educational programmes which unlock the potential of each and every participant in a safe, clean and inviting setting to build a sustainable health environment for the benefit of communities in Central East Africa



### Goals

To promote modern dental consultation and treatment and provide dental educational programmes which help to increase the quality of life of all parties involved

## For over 20 years...

...PRO HOMINE's projects have been supplying training and improving life quality in Africa. Over those years PRO HOMINE has supported a good number of children, orphanages, dentists, dental offices and dental schools in Uganda and Ethiopia.

It all started when our family agreed to support godchildren living in orphanages in Ethiopia and Uganda. When we visited these children in 1992, we realized the urgent need for dental aid in these countries. This experience gave us the vision to initiate a humanitarian project – PRO HOMINE.

From this day onwards PRO HOMINE has offered hours of training and dental treatment with the goal to create a sustainable dental environment at the local community.

Now we would like to invite you to be part of the PRO HOMINE family and embark in an exciting adventure which will not only change your life but also the life of the underserved communities at the horn of Africa.

Our vision is to provide a sustainable dentistry model providing the locals not only with immediate relief but also with training so once you return to your home the local dental professionals can carry on with the project.

PRO HOMINE, an Austrian based NGO, follows the highest standards of financial integrity. We are fully accountable to you and we guarantee that 100% of your donation will be used to provide our clinics with dental supplies and general clinic upkeep.

The following pages are instructions to prepare you for your volunteering experience. Please know that I am here to assist you through the preparation for the trip, your necessities during your volunteering weeks, as well as your comments and suggestions after your safe return home.

PRO HOMINE family embraces you as our new member and thanks you for your involvement with PRO HOMINE's mission and goal.

Sincerely,

Dr. Peter Huemer | Director of PRO HOMINE

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First of all we would like to introduce you to our clinic in Addis Ababa / Ethiopia and the culture you shall immerse in.

## CIDC – Candace International Dental Centre

CIDC is located in Addis Ababa, Ethiopia's capital city. Candace International Dental Centre has three dental offices, a fully equipped sterilization room, a fully equipped x-ray room, and a fully equipped dental lab with capacity for four dental technicians. All its equipment and material follows European standards, and its majority has been tested by the INSTITUT DR. HUEMER in Austria.



role in political life, but this does not usually result in violence. Christians and Muslims live together peacefully.

Theft occurs infrequently in Addis Ababa and almost never involves weapons. Robbers tend to work in groups, and pick-pocketing is the usual form of theft. Many street children resort to theft to feed themselves.

Greeting takes the form of multiple kisses on both cheeks and a plethora of exchanged pleasantries. Any hint of superiority is treated with contempt. Age is a factor in social behaviour, and the elderly are treated with the utmost respect.

Ethiopia does not follow the Gregorian calendar. The major state holidays are New Year's Day on 11 September, Victory Day of Adwa on 2 March, Ethiopian Patriots Victory Day on 6 April, Labor Day on 1 May, and the Downfall of the Derge, 28 May.



## Ethiopia

Ethiopia is truly a land of contrasts and extremes; a land of remote and wild places. Some of the highest and most stunning places on the African continent are found here, such as the jaggedly carved Simien Mountains, one of UNESCO's World Heritage Sites – and some of the lowest, such as the hot but fascinating Danakil Depression, with its sulphur fumaroles and lunar-like landscape. Ethiopia is an ancient nation. Its culture and traditions date back over 3,000 years.

Ethiopia's currency is the Birr. Despite a weekly auction determining exchange rates, the Birr is one of Africa's most stable currencies.

Ethiopia is considered to be safer than the neighbouring countries, particularly in urban areas. Ethnic issues play a





# Starting the experience

Here you will find all the main information necessary to begin your volunteering work. We divided this guide in four parts: requesting date, preparation, programme and post-volunteering service.

## Requesting date

### Requesting the date

After you decided you want to take part on our volunteering programme you must contact us regarding the dates you would like to volunteer. Please fill out the "Date request" form and send it back to us per post, email (info@prohomine-dental-aid.org) or fax (+43 5574 71314-9). We shall confirm your volunteering dates by email.

Do not make any travel reservation (flight, tour or hotel) before receiving an answer from us confirming the dates.

The volunteering programme is tailored to be a two weeks programme. The programme starts on Sunday afternoon with a half day orientation. Clinic hours will be from Monday to Thursday (08:00 to 17:00) and Friday (08:00 to 12:00). Weekends are free for sightseeing. We can recommend a vast option of tours. You can also add days either in the beginning or end of your volunteering service for travelling.

### Liability release & waiver form

Please complete the "Liability release & waiver" form and send it to us together with the "Date request" form. A signed "Liability release & waiver" form is required for each traveller prior to confirmation of date.

If you are taking an assistant with you, we will also need a signed "Liability release & waiver" form from him/her. An assistant could be your husband/wife/son/daughter.

## Preparation

Only after you received the date confirmation you are ready to start organizing your travel arrangement. You can book your flight, tours and hotel with your own travel agency or online, however to make it easier for you we help to take care of your travel arrangements. Herburger Travel Agency is a partner of PRO HOMINE which can organize all your travel from choosing the best flight, accommodation and tours to help with travel health insurance (which is mandatory for all volunteers), visa, and on land support. They will also share all your travel information (concerning the volunteering period) with PRO HOMINE. Please note that PRO HOMINE does not profit

by this partnership. We only searched for a travel partner to make the travel bookings less stressful for you.

Here are a few benefits from using Herburger Travel Agency:

- Friendly and helpful personal client support (phone and email)
- Purchase of affordable air ticket
- Travel insurance
- Share travel info with PRO HOMINE
- Easy refund policy
- Easy date exchange policy
- One-stop shop
- Possible tour/safari/lay-over opportunity
- Travel health insurance
- Hotel booking

Here is some useful information which shall help you prepare for your trip.

### Passport, visa requirements by the Ministry of health of Ethiopia

Please contact an Ethiopian embassy in your country to clarify if you need to have a visa prior travelling. Austrian, Swiss and German travellers can get the visa easily at the visa office at the airport in Addis Ababa. Most of the European countries can apply for a visa upon arrival. The visa fee can be paid in dollar (\$ 20.00). Vaccine confirmation might be required.

Ethiopia is a country with a well developed bureaucracy and beats Germany by miles and as they are very strict they are also correct as well. There is no need to apply for a work permit or work visa when working as a volunteer for up to three weeks. But to work according to the requirements of the Ministry of health of Ethiopia, we need to inform them about your coming. The ministry requires your authenticated diploma or degree for dentistry or dental laboratory technology, by your local Ethiopian embassy plus a recommendation letter by a dental college of yours or by a clinic partner of yours. (If you plan to come to CIDC again, there will be no need for further documentation.) Finally a tourist visa (Bole Airport/Addis Ababa) will be enough to allow you to take part on this project. However, if you have any question regarding this issue please feel free to contact us.

- Authenticated diploma or degree of dentistry or dental laboratory technology
- Recommendation letter
- Visa at Bole Airport / Addis Ababa

### Air flight

Arrange your arrival so you can be ready for work on Sunday noon. We suggest paying attention to the duration of the flight, and the arrival and departure time before booking your flight. However we recommend Herburger Travel Agency, to avoid any unfortunate surprise.

### Itinerary

Leave a copy of your itinerary as well as a contact detail from PRO HOMINE with family or friends at home in case they need to contact you in an emergency.

### Accommodation

There are many hotels in Addis Ababa for your choice. We recommend some hotels among others you can choose yourself if you want. The price level is between € 55.– and € 220.– per night and per person.

- Hotel Intercontinentaladdis \*\*\*\*  
€ 165.– | [www.intercontinentaladdis.com.et](http://www.intercontinentaladdis.com.et)
- Hotel Jupiter \*\*\*  
€ 160.– | [www.jupiterinternationalhotel.com](http://www.jupiterinternationalhotel.com)
- Radisson \*\*\*\*  
€ 220.– | [www.radissonblu.com/hotel-addisababa](http://www.radissonblu.com/hotel-addisababa)

These hotels are around the corner of CIDC and within walking distance. The quality is international 3 star to 4 star quality.

- Hotel De Leopold \*\*  
€ 55.– | [www.hoteldeleopolint.com](http://www.hoteldeleopolint.com)  
It's only a ten minutes walk away from the clinic, and offers for a fair price decent rooms and friendly staff. It also has two restaurants for their guests. This hotel is a 2 star hotel, hosting all kind of international guests.

If convenient, our clinic in Addis Ababa can book the accommodation for you and your team. Just tell us the amount of money you want to spend per night.

### Travel health insurance

Travel health insurance is mandatory for you to start the volunteer programme. PRO HOMINE cannot authorize your trip unless every traveller has a travel health insurance.

### Immunization

This is another mandatory item to participate on the volunteering programme. Prior to the trip every traveller must present a vaccine report. Please check with your doctor or your local immunization centre about which

vaccines you might need to take. Malaria prophylaxis is a must. We recommend "Malarone" as a prophylaxis against malaria because, among our team members, it has shown fewer side effects.

When you are applying for the visa (at the embassy or at the airport) you might also be asked to show your vaccination report.

### Refund policy

Travel cancellation insurance is suggested. Once you decided to join our forces in Africa we will do everything to make this happen. However if you need to cancel your trip for any private reason we suggest to study carefully the refund policy for your travel cost.

### Fundraising

Many people turn to fundraising to cover the cost of the trip. We recommend inviting family, friends, patients and community to help you with the cost. This is a great opportunity for people around you to take part on your volunteering experience.

### Material cost

Once you received the date confirmation from us you also agreed to donate funds to cover the costs of managing the logistics of moving people, supplies, equipment used and meals provided (€ 1,000.– for dentists and € 500.– for dental technicians). PRO HOMINE follows the highest standard of financial integrity. We are fully accountable to you. 100% of your donation goes to provide dental supplies, cover general costs that your visit might bring and general upkeep of the clinic during your volunteering programme. The rest will be put on a special account for the fluorosis funds.

We ask you to send us the funds once you received the confirmation date so we can organize the material you will be using during your programme. Please make a deposit on the following bank account and send us a bank transfer confirmation.

### Bank account:

Account name of: Pro Homine - Dr. Peter Huemer  
IBAN: AT903748200000059808  
BIC: RVVGAT2B482  
Raiffeisenbank Hofsteig

### What to take

Always try to travel light. You can move more quickly and will be more likely to have a free hand. You will also be less tired and less likely to set your luggage down, leaving it unattended.

Carry the minimum number of valuables, and plan places to conceal them. Your passport, cash and credit cards are most secure when locked in a hotel safe. When you have to carry them on your person, you may wish to put them each in a different place rather than all in one wallet or pouch. Avoid handbags, fanny packs and outside pockets that are easy targets for thieves. Inside pockets and a sturdy shoulder bag with the strap worn across your chest are somewhat safer. One of the safest places to carry valuables is in a pouch or money belt worn under your clothing.

- Luggage and bags:

If you plan to do a lot of internal travel, take a bag with shoulder straps on like a backpack. Suitcases with wheels on are comfortable only in Addis Ababa but not suitable for the gravel roads. Backpacks also prevent opportunistic porters wanting a tip for hauling your luggage uninvited.

- Travelling clothing/shoes/weather gear:

Always travel light. For example on top of your flight clothes, take:

- Two trousers
- Two shorts/skirts
- Four shirts (long and short sleeved)
- Under T-shirts (They will keep your clothes fresh for a longer time.)

Laundry is cheap to have done and is available everywhere. But only give clothes you do not mind throwing away afterwards.

It can get cold at night. Take a fleece for the evenings. A hat is a good idea to keep you from the sun when outside.

On top of your airplane shoes (which double up for eating in fancy restaurants and going out at night) you only need two other pairs. Take a pair of flip flops for those bathroom floors and a pair of sturdy light hiking shoes for uneven surfaces and dusty roads.

If you wear glasses, pack an extra pair.

Dress code is normally social (long or 3/4 skirt and blouse for women and trousers and shirt for men). Respect the culture by dressing conservatively.

- Clinical clothing:

Bring a pair of clinical clothes you are comfortable working with, as well as shoes for you and your assistant.

- Toiletries and medical supplies:

Take some medicines with you. Ethiopian drugstores offer a very limited range of medicines.

- Medication against upset stomach such as Loperamide hydrochloride (Imodium A-D)
- Antiseptic for cuts, sunburn, blisters etc.
- Sunscreen (Take a high SPF 25+.)
- Analgesic such as Paracetamol or Ibuprofen
- Doxycycline (Doxibene 100 mg or 200 mg)
- Anti-acid (Some foods are quite spicy and you may suffer heartburn if you are prone to it.)
- Antiemetic
- Alcoholic hand gel
- Baby wipes (You never know when you will need them.)
- Bug repellent
- Shampoo and soap (Hotels once in a while do not offer any shampoo or soap.)

To avoid problems when passing through customs, keep medicines in their original, labelled containers. Bring copies of your prescriptions and the generic names for the drugs.

- Photo equipment:

Take plenty of digital storage space. Bring your own batteries.

Bring a two pin continental travel plug (for Ethiopia) to recharge your equipment as can be used in Austria and Germany.

- Currency:

It is suggested to bring US dollars. Make sure the bills are \$ 100.- notes and are only a couple of years old, otherwise you might have problems to have them accepted by banks / hotels / exchanging bureaus.

Credit cards (Visa and MasterCard) are increasingly useful in Addis Ababa but remain completely useless (with the exception of some Ethiopian Airlines offices) outside the capital city. The travel agencies, airline offices and major hotels that do accept cards typically charge you 3–5% extra for the privilege of plastic. Cash advances are possible at a couple of branches of the Dashen Bank in the capital and in larger Historical Circuit cities. Note that MasterCard, Solo, Cirrus or Plus cards do not work in any ATM.

As with many African countries the US dollar is the preferred foreign currency in Ethiopia and although the euro is growing in popularity not all banks will accept it. You'll have no trouble exchanging US cash wherever there are forex facilities. Travellers cheque is not advisable.

## Language

Due to the long lasting connection with Britain, everyone will speak English somehow. You must be comfortable in communicating in English and familiar with dentistry English so you can communicate with the local staff and patients. The English accent can easily be overcome by patience and willingness.

## Food

The food is good, but different. Prefer to eat cooked meals to raw meals. If you want to eat the local fruits prefer to eat fruits that you can peel such as banana, pineapple, mango, etc.

Only drink bottled or boiled water. Don't drink tap water, or use it for cleaning teeth or for ice cubes. Avoid salads and fruit juices that may be topped up with tap water.

## Weather

Ethiopia's climate is typically very mild, with temperatures on the wide-ranging highlands averaging below 20°C. Only on the lowland fringes of western, eastern and southern Ethiopia can temperatures soar past 30°C.

The heaviest rains traditionally fall from June to early October, making the rest of the year prime time to visit. Directly after the rains the highlands are wonderfully green, covered with wildflowers and sublime for trekking.

## What to leave behind

Don't bring anything you would hate to lose. Leave at home:

- Valuable or expensive-looking jewellery
- Irreplaceable family objects
- All unnecessary credit cards
- Any unnecessary document, library card, and similar items you may routinely carry in your wallet.

## Programme

### Arrival

With arrivals on Sunday morning a transfer should be waiting for you at the airport with one of our local team members. If you decide to arrive earlier to travel and enjoy the beauty of Africa we can organize a transfer for you, but we cannot promise that a staff member will be waiting for you.

Then you will be taken to the hotel so you can rest before the orientation.

## Schedule

Day	Local	Time
1 <sup>st</sup> Sunday	CIDC	14:00 - 17:00
Monday	CIDC	08:00 - 17:00
Tuesday	CIDC	08:00 - 17:00
Wednesday	CIDC	08:00 - 17:00
Thursday	CIDC	08:00 - 17:00
Friday	CIDC	08:00 - 12:00
Saturday	–	–

## Clinical standards and policy

CIDC follows the standards drawn by INSTITUT DR. HUEMER. Arguing or second-guessing the policy and procedures of the clinic is not permitted. Suggestions and complaints can be made after the programme.

## Leisure

Outside the clinic hours you are free to travel around the country. Herbuger Travel Agency can organize tours for you or if you want to do your own programme we can suggest some stunning locations to visit, such as Wenchi crater and Lake Langano. There are many local travel agencies, that can arrange such visits.

## Cultural differences

Remember that we are visitors. Respect the local culture.

Co-workers in your new culture will have varied backgrounds and a system of values different from yours. Learning to understand other's perspectives is a necessary trait which you will need to develop. You will find that you get along with people better when you try to understand their background.

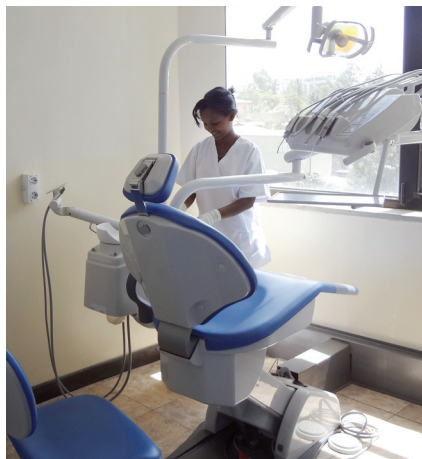
Being able to accept other people and their different ways is vital – dealing with changes in you is just as important. Life is full of surprises, especially in foreign settings. Be prepared to encounter many and varied surprises and be willing to go with the flow.

## Donations & support for the locals

PRO HOMINE doesn't have any policy against the volunteers giving out gifts during their programme. However we advise to do this through the clinic. We don't want to create a picture that tourists are people with unlimited wealth who come only to bring gifts.

When visiting an underserved community it is advisable not to give out your address or phone number. Also don't make promises that might be hard to fulfil such as "I will contact you", "I will send you something", "I will give you





something". Do not make any "I wish you could..." statements. If you said, "I wish you could come for a visit", that could be taken to mean that you are going to pay for them to visit you. If you said, "I wish you had a better house", that could be taken as a promise to build them a house.

### Safety

You will be safe – but be smart. Never travel alone and never try to be alone in the dark.

When travelling please inform one of the local team members about your plans and inquire concerning the safety of the place to be visited.

Leave your passport at the hotel and take a copy with you when you go out. Make sure you have the number of your credit cards recorded somewhere safe so that they can be cancelled quickly in case of theft.

### PRO HOMINE Mobile

You shall receive a mobile to use to contact our local team members in case of emergency. This mobile is your responsibility and must be returned to the clinic at the end of our programme.

### Photography

Never take photographs of the military or police. Also be

careful when photographing people. If you are taking a picture of one single individual or small group (especially children) ask first for the parent's permission to take pictures and leave some money as a thank you.

### Robbery

In case of robbery, report immediately to one of the local team members. They will assist you on how to proceed.

### Post-volunteering programme

#### Feedback

We would like to receive a feedback from you concerning safe arrival, suggestions and experience you might have to share. This will help the programme to better serve the community and the volunteers.

We recommend for every volunteer to keep a journal of the trip.

#### Share experience

Your story might motivate someone else to become a volunteer. Please allow us to share your story and contact for future volunteers who might want to have a better feeling of the experience.

### PRO HOMINE – Zahnärztliche Projekthilfe für Ostafrika (Dental Project Aid for Eastern Africa)

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