

Information to voluntary doctors and dentists

Rotary Doctor Sweden

1. Tickets and luggage

Your ticket is booked by a travel agency and you will receive it electronically to your e-mail address. Always check your ticket when you receive it. Sometimes you will get a so-called Raptimticket with higher baggage weight than usual. You will receive a raptim certificate before your departure to bring to the airport. You can re-book your ticket directly with the agency if you want to combine your mission with a private trip. You will have to pay for any additional costs.

Your arrival and departure dates are carefully planned. The schedule will allow one day of overlap with the departing physician. Unforeseen events (illness, etc.) may make it necessary to change travel dates. In that case contact the office.

Depending on price we book a ticket all the way to the final destination, or we book two tickets, one to Nairobi and one domestic ticket in Kenya. If you have two tickets you might have to pay for extra luggage on the domestic flight, but Rotary Doctors will in that case cover those costs. We only book that sort of tickets if they are cheaper also when including the costs for the extra luggage.

It can happen that luggage goes astray. A photo of your suitcase can facilitate the tracking. Do also take photocopies of the first pages of your passport, driving licenses, credit cards and Certificate of Good Standing and other important papers. It may be helpful if the documents are stolen.

Do always pick your luggage at the airport in Nairobi, take it through custom and check it in on the domestic flight if you are going further to Kisumu or Eldoret. Do this even if airline staff says something else (Kisumu and Eldoret airports are called International Airport but do not function as such).

2. Medical license and other permits

To work as a medical doctor or dentist in Kenya you will need a temporary medical license from the Kenyan Medical Doctors' and Dentists' Board. You will also need a temporary residence permit (called special pass). This is applied for after you have entered Kenya. To be able to obtain these permits many different documents to prove your professional statues are necessary and you need to provide us with those. More information regarding exactly what documents are needed you find in the first mailing from Rotary Doctors.

To enter Kenya you also need an electronic visa that you can apply for on the net or at the airport. You will get a special mailing regarding when and how to this.

Rotary Doctors representatives in Kenya will send in the applications for the license about a month before your arrival. If the license should be ready when you come to Kenya the applications cannot be sent in late. However, the application can only be done when we have the needed documents from you. Sometimes the Kenyan authorities are also late, but if the application has been sent in and approved it is no problem to start to work even if you do not have the paper in your hand.

3. Vaccination

We recommend that you contact the nearest vaccination centre, the office do not give advice. Do though remember to take malaria prophylaxis and you do not need vaccination for Yellow Fever, if you do not travel from a country where this disease is present. Each person is responsible for the cost of their own vaccinations.

4. To take with you

It might be good to have some cash in USD or EURO at arrival. However, now you can withdraw local currency from ATM at the airport as well as in big and small towns.

It might be good to bring a flashlight, favorite pillow, binoculars (for possible. safari), all around knife, sunscreen and mosquito protection ointment (e.g Mygga), perhaps earplugs against excessive early morning roosters and calls for early morning prayers. A laptop can be useful. Adapter is important, Kenya has power outlets of English type with 3 large rectangular pins. Do not forget to bring your own stethoscope and your own working clothes.

5. Pre-reading

Preparatory readings: A good way to get acquainted with what is going on is to get information here are some suggestions:

Global health related:

www.who.int

www.who.int/publications/en/

www.msf.org

www.msf.org/medical-resources

- World Health Organization WHO

- WHO's page for publications

- MSF, Doctors without Borders

- MSF's page for medical publications

Health guidelines, standards and policies from the Ministry of Health in Kenya:

<http://guidelines.health.go.ke/#/>

- Ministry of Health Kenya

Health statistics from Kenya:

<http://kenya.opendataforafrica.org/gallery/Healthcare> -

In the doctor's house there are a lot of medical literature as well as fiction. There is for example a good book about "Skin diseases on black skin" that is very good since this might be partly new to European doctors. Maps and travel guides are usually available in the country at a decent price.

5. Per diem/allowance

Per diem is 2 000 Kenyan Shilling per day.

The Board of Rotary Doctors Sweden has decided that the per diem/allowance should be based on the cost of living in Kenya and a sum for preparatory costs. A good and reasonable amount for paying for food (western standard), phone as well as the fee for private drives has been calculated. In addition an add-up of approximately 15 % has been made for costs in Sweden (or your home country).

The amount will be adjusted once a year, or more often if there is an extra ordinary situation. We do inform the tax office that you have received this allowance but it is not taxable.

6. Insurance

Rotary Doctors Sweden has an agreement with the insurance company "Länsförsäkringar" for all Nordic medical staff sent on mission. This consists of a travel insurance, a liability insurance and a legal expenses insurance. In short your insurance covers:

- If you yourself suffer from illness or accident during the mission, cost of treatment and if needed transport home. The policy does not apply if the symptoms come after you have returned home, then your usual protection from the social insurance (Försäkringskassan) will be valid.
 - Theft, loss of luggage and in some circumstances, also for delays in travel.
 - Liability in a situation of an accident with injury of another person or another vehicle (not in your professional role).
 - Legal expenses insurance in your professional role.
- Staff travel insurance is valid only for only three vacation days that you take in connection with your mission. For longer vacation, you will need to have your own insurance.

7. Code of Conduct

You will be signing a Code of Conduct before you can go to Kenya. Please note all the points in this Code that you should follow. We specially want to highlight point 7, which concerns abstaining from abuse of alcohol or drugs, paying for sexual services, harassment and misuse of funds. If this and/or other points in the Code is not followed you will immediately be separated from your assignment, requested to go back to Sweden and not be able to serve as a volunteer for Rotary Doctors in the future.

8. Arrival

If you are delayed and will miss your connection to Kisumu or Eldoret do contact Daniel, the coordinator in Kisumu (see below). You might need to get a new ticket for your Nairobi-Kisumu or Nairobi-Eldoret leg. Upon arrival in Nairobi you will not be met, but you should transfer to the domestic airport together with your luggage (it will never be sent directly even if marked directly to Kisumu or Eldoret, see above) At Kisumu or Eldoret airport you will be met by somebody carrying a Rotary Doctor sign.

If you are staying in Nairobi privately it can be good to know that the distance between the airport in Nairobi and the downtown area is about 25 km which means a journey of approximately 30 min depending on the traffic. Do always agree on the price with a taxi driver before the journey. Tipping to the taxi driver is not customary, but give 50 KES to the carrier at hotel and tip at meals in the hotels and restaurants. If you would like to stay overnight in Nairobi you can book a hotel or hostel according to the list you will be provided with. Note that any stay in Nairobi you will need to pay for yourself. Do also read the security advice on the website: <http://www.rotarydoctors.se/om-lakarbanken/du-som-ar-lakare/infor-uppdraget/information-om-uppdraget/>

9. Accommodation and private guests

You will live in the so-called "Doctor's House" with one employee and where basic equipment such as sheets, towels, household equipment are available. The staff person, the maid, takes care of cleaning, laundry, shopping and cooking. An extra room is available for guests. However, always notify the office and your doctor colleague if you will have guests during your stay. If your visitors do not arrive at the same time as yourself, you will have to arrange pick-up yourself. It is possible to do this when in place in Kenya. Payment for extra guests in the doctors' house - see separate information! There is electricity, wifi and warm water in the houses. However infrastructure in Kenya is not reliable and it can be interruptions, this is part of working in a country like Kenya.

10. Private driving

You may use the jeep privately for short trips/safaris during leisure time. Talk to the driver of the jeep if you want to do this. The cost for private use from January 2019 is 2 USD/10 km including petrol. Note the mileage in the car's mileage book. You report and pay for your private mileage to the coordinator in Kisumu at departure. To drive you need to have an

international driving license in addition to the one from your own country, in Sweden you order that from: <http://www.motormannen.se/Resan/internationellt-korkort/index.html>.

If you do not want to drive yourself, but want to use the jeep privately the jeep driver can drive. You will then have to pay him/her for that, there is a suggested payment mentioned in the document that you receive about costs for housing of guests and drives.

Avoid driving in the dark and drive carefully. Always use seat belts. Traffic accidents are among the biggest risk to a westerners in Kenya. The roads are generally in poor conditions, as are most vehicles and a lot of people and animals are walking on the roads. You are not allowed to have more than five people in the car, one driver and four passengers. Do not take up hitchhikers. The jeeps have four-wheel drive. All doctors might not be used to drive these under tough conditions.

The challenges with driving has increased lately due to the big amount of motorbikes there are on the roads. The motorbikes riders have a tendency to not respect the traffic rules. If there is an accident they do often protest and stand up for each other against the driver of the car and it has happened that the car has been set on fire. They might also stop drivers to contact the police.

During an accident in which another vehicle and/or person is injured it might be a disadvantage or even risky to be a westerner. Discussion and accusation of negligence can occur rapidly at the site. There is always a risk that people take matters into their own hands.

Measures to be taken in case of an accident:

Contact Daniel (+254) (0) 722 46 06 00. Avoid on-the-site discussions on the cause of the accident. If the situation is threatening do just go along and accept what is told. If possible go to the nearest police station. Read more about how to act in the Security Regulations.

If there is an accident during the private use of the car, if you drive yourself or a driver drives, you who have borrowed the car will be responsible for any damages up to the limit of the self risk of the insurance. This is up to 15 000 KES. If you use the car privately you have accepted this responsibility.

11. Telephony and internet

Now the mobile telephone and internet connection is well developed in Kenya. For calling it is best to have a local SIM card, either that is loaded in advance with specific airtime or is valid for a specific time period. It is much cheaper than roaming. If you want to put in a Kenyan scratch card in your Swedish phone, check that your phone is not blocked for use of other operators than your own. Ask your Swedish operator if it is possible to use a local Kenyan SIM card or how to change the setting to do that. Often you just need to use a code to reset your mobile. Roaming is available but expensive, check the prices with your operator at home.

You can also use the system for payment over the phone, MPesa (a sort of "swish" that Kenya has had for a much longer time than Sweden). It is free to register and easy to use when buying different things, for example airtime or mobile internet time.

In the houses there are now a wifi arrangement that Rotary Doctors is paying for. However, remember that the connection might not be as good as you are used to, and it might also be black-outs of the electricity.

12. Dress code and working clothes

The dress code is somewhat formal, do not dress too relaxed or provocative. Easy-fitting cotton clothing is most comfortable. Even if it is hot during the day it can be cooler in the

nights. A hat of cotton can be nice and it is cheap to buy locally. You do bring your own working clothes. Note that in Kitale it is cool or even cold, not a sub-tropical heat!

13. Photos, video, etc.

It has become more and more important to inform about and promote the activities in the field towards people and especially Rotary Clubs in Sweden.

After your mission you will sometimes be asked to talk about your experiences. It may therefore be useful to take photos, videos and record sound during your mission. Do this with great respect and ask if people agree to be photographed. According to the rules of "Svensk Insamlingskontroll" all photos of people that we publish have to be asked if they want to be photographed.

You can also:

- Write letters from your mission that we can publish on the websites.
- Write a blog, but remember that you will be seen as a representative of the organization when you write about your mission - even if it is on your own blog.
- Please, after your mission, send us your 5-10 best pictures to: info@doctorbank.se

14. Support fundraising after your mission

Rotary Doctors Sweden is dependent on the funds that are raised in Rotary and Inner Wheel Clubs or among the general public or other organizations. You as a doctor and volunteer can be a great support in raising these much needed funds by talking about your experience in Kenya at a Rotary Club that is close to your home. Rotary Clubs do usually have a 20 min presentation at their meetings. If you want to get in contact with a club after you assignment in Kenya please contact the office and if you need travel support (reseersättning) you should also inform the Swedish office before your visit to a club. We might also ask you if you can visit a Rotary Club and share your experiences.

All funds raised during such meetings should be sent to Rotary Doctors Sweden through the "90-kontot".

15. Projects and gifts

In Africa you will meet distress and poverty. It is therefore close at hand to help people you meet. We would though like to stress that the best help is what you give in form of your voluntary work as a professional. Your greatest gift is yourself! Small things can though be brought for example reading glasses to give to patients at the clinics and some doctors/dentists have brought toothbrushes. Pens for schoolchildren are a popular gift.

During your mission, you represent the Rotary Doctors and you do not have permission to start new projects or make promises about funding even in your own name to private persons, people involved in Rotarys Doctors or any other organization. There is always a risk that funds are not used as intended. To support projects a good assessment, planning and monitoring are needed. You will always be seen as a representative for the organization, even if you say that you act on your own. Do always discuss with jeep team leader if you are in Kenya and want to hand over funds or items that you have taken from Sweden. Do also note the paragraphs in the Code of Conduct that you have signed regarding this subject.

Handing out gifts or money to the staff might give mutual satisfaction in the short run, but ultimately creates a dependency and expectation that the next doctor should do the same, which he/she might not be able to. So please, do abstain from this. Our coordinators in Kenya also reports that one of their biggest challenges with staff is that doctors give private gifts to different staff persons. This develops into jealousy and conflicts within the staff group.

Of course you can give small gifts of appreciation to local employees if they are of low value, provided that no employee is favored. Do also note that all the employees have access to

special loans for the school fees of their children. The salaries, even if lower than in Europe are competitive on the market.

The doctors' reimbursement for cost of living is high in relation to health care staff's salaries. Please be discreet and do not talk unnecessarily about what you have in per diem. From a European perspective one can think that the employment benefits for the local staff are poor. However, we advise that you as a doctor to not enter into discussion about these issues. A discussion can be easily understood as a promise to act in the matter.

16. Public holidays in Kenya.

On these days the staff and doctors will not visit the clinics.

New year's day	1st January
Easter	Universal
Labourday	1st may
Madaraka day	1st June
Mashujaa day	20th October
Jamuhuri day	12th December

17. Rotary Doctors Coordinator in Kenya

Community Nursing Service (CNS) is our coordinator in Kenya, led by Daniel Muruka and Jacinta Karimi. You can contact them mobile phone or e-mail if you need help or have questions.

cnursingservice@yahoo.com

Daniel: + 254 (0) 722 460 600
Jacinta: + 254 (0) 729 673 828