



Haydom Lutheran Hospital

ELCT Mbulu Diocese

ONCE AT HAYDOM

Word of welcome by the director Dr. Mdoe

Dear guest,

We are delighted that you have chosen to come to Haydom Lutheran Hospital, and to contribute to the hospital by coming here. Our guesthouse is one of several income-generating projects at HLH, helping to keep prices of healthcare of our hospital affordable. Nevertheless, we keep the guesthouse prices as low as possible because we very much appreciate the many volunteers choosing to come to add their value to our hospital.

For our guests from abroad, please remember that no matter how long your stay, you are a guest in a foreign culture. At times you may become frustrated and it can sometimes be hard to understand why things are done (or not done) in a particular way. At such times it can often be rewarding to ask yourself the question “do I really understand why this is done the way it is?” and to talk openly about this question with our local staff. Be our welcomed guest and enjoy your stay with us.

Kind regards,

Dr. Paschal Mdoe, Managing Medical Director, Haydom Lutheran Hospital

Upon arrival in the hospital

Please report yourself in the guesthouse. Write your name in the guest book and fill in the form. You will be allocated to your room.

On your first working day, you will be expected to attend:

07:30 Morning prayer and information meeting in Sala room. All guests are expected to introduce themselves upon arrival.

08:00 Doctors meeting (compulsory for all doctors, medical students and interns)
After Sala, please go to the Human Resources office, where you will find the External Relations Officer (Clementina). She will take a copy of your passport and a copy of your visa form, for immigration purposes. The External Relations Officer will also make an appointment with you for the tour through the Hospital if it is your first visit. The tour is usually on Monday or Thursday.

She will also arrange your identity badge and guide you to go to the IT office for access to the digital patient files. Your access will be restricted depending on your tasks and permit.

Working hours

07:30 – 16:00 Weekday working hours

07:30 Sala meeting. Frequent attendance of all visitors is much appreciated. Also, the day before you leave, you are expected to announce your departure and say goodbye in Sala.

8:00 Doctors meeting (Monday, Wednesday, Friday in the Library. Tuesday and Thursday in different departments; Surgery in the library, Medicine in CTC and Pediatrics in Lena ward).

Opening hours of the guesthouse

The guesthouse is open every day from 7AM – 9PM. There are times when none of the available staff in the guesthouse speaks much English, please be patient and try to overcome the language barrier.

Meal times

07:00 – 09:00 Breakfast

12:00 – 14:00 Lunch (weekends: 13:00 – 14:00)

19:00 – 20:00 Dinner

Cleaning and laundry service

Your clothes can be washed in the guesthouse laundry machine at a small cost (see price list in the guesthouse). Guesthouse rooms can be cleaned every day, please handover your key to the guesthouse if you want them to clean the room.

For guests staying in a student house, family house or apartment, you can also deliver your

key to the guesthouse if you want to have your house cleaned.

If you want more services, you can hire a housekeeper for TZS 10,000 (around USD 4.50) per day, for one or more days per week. The housekeeper can clean the house (bathroom, kitchen, sweeping and mopping of floors and cleaning windows) and can be asked to wash your clothes (you have to provide her with washing detergent). You can also ask the housekeeper to shop for groceries (e.g. fresh fruits and vegetables), cook or bake. Please write a list of tasks for your housekeeper so she may know what is expected of her. Housekeepers can only be arranged through Clementina Dakay or Emanuel Fabiano.

WARM WATER BOILER IN GUESTHOUSES

Put on the warm water boiler 15 minutes before you want to have the warm water. When you are ready please turn it off.

Rules and regulations

No alcohol or smoking is allowed within the hospital grounds. Please cover shoulders and knees when in public spaces (both hospital and village). Furniture used outside must be moved back into the house before night. No animals allowed in your room, apartment or house.

Costs and payment methods

Please inform the guesthouse manager or assistant manager of the date you will be departing from Haydom, so that the bill may be prepared on time. The bill can be paid in the guesthouse with your creditcard (Mastercard or Visa) or cash in US\$ or TZS.

It is also possible to pay by bank transfer to our Tanzanian account.

For smaller items such as other small items like souvenirs, the guesthouse is able to receive payment, but you should always get a receipt.

If you wish to pay by bank transfer please use the bank account below. Please send an email to finance@haydom.co.tz to inform us about your payment. This is important, because the origin of international transfers is not always recognizable on the bank statement.

Account Name : Haydom Lutheran Hospital,
Account No : 0250495423200
Currency : USD
SWIFT : CORUTZTZ.
Bank : CRDB BANK PLC
P O BOX 268
DAR ES SALAAM
TANZANIA

Please send us a bank transfer document to confirm your payment. Don't forget to include the bank charges.

Cooking

Guests staying in a student house, family house or apartment may wish to cook at home. For them, gas cylinders are available at cost price. Please see the pricelist for actual cost.

Safety in and around Haydom

Haydom is in general a safe place to be. There is very little theft and the surroundings are generally safe without special precautions. However, there are some general things to keep in mind to keep yourself and your belongings safe.

ON THE HOSPITAL GROUNDS

- Lock the door when you leave your accommodation.
- Don't leave money or other valuables unattended in your apartment. A safe is available in the Hazina (Treasury) during opening hours. The hospital will not be liable for theft of personal items.
- Don't leave belongings (including laundry) outside during the night.
- You may be approached by people asking for money, help with school fees or patient bills or selling small souvenirs. In the local culture, you can always say "no" politely without problems.
- If you ever feel insecure or threatened inside the hospital grounds, if possible inform the guards or else call Clementina at +255 784550041.
- There can be snakes and scorpions on the grounds or even entering a house. If you see a dangerous animal, please ask a local staff member for help – he or she will generally know what to do. Always check your shoes before putting them on.

OUTSIDE THE HOSPITAL

If venturing off the hospital compound:

- Don't take unnecessary valuables
- Respect the local culture, cover your shoulders and knees
- Don't take photographs of people without their permission

Souvenirs

It is always nice to take home some souvenirs, for yourself but also for your relatives. In Arusha you can find the Masai market, a souvenir market not too far from Clock tower. You can buy wooden craft, t-shirts, paintings etc. etc. But, take your time for negotiating as they will always start with asking the highest price.

When you have no time for negotiating and you want to have the real price right away, you can also buy some souvenirs at the Haydom Guesthouse. We have a number of paintings in the pricerange USD 30-USD 50, and also some handcrafts etc. The paintings are from a local painter, and the hospital is making some profit on these items and this profit is supporting Haydom Lutheran Hospital.

Transport

The most affordable and generally reliable transport option to and from Haydom is the Public Landcruiser Service. See our information sheet "Travelling to Haydom". For local transport, motorbikes are available outside the hospital gate but these do not generally have a helmet for the passenger. And there might be some tuc-tucs waiting for you (TZS 2000 to bring you to town). Private transport options can be arranged by the hospital, we have two well equipped safari cars with 6 seats plus driver. You can rent a car with driver but we can also arrange the safari to the National Parks for you. You can ask for the price at the finance department (Hazina, ground floor of the administration building) or email expats@haydom.co.tz.

More about Haydom...

If you have 45 minutes to spare, check out the movie about Haydom that gives a great idea of what Haydom is like:

<http://vimeo.com/64373112> or check the 4 minute short version at the top of our Facebook

Keep in touch...

The hospital website is on www.haydom.or.tz.

Facebook: www.facebook.com/HaydomHospital (Like our page whilst you're there!).

When you come from Norway, please visit the website of Friends of Haydom (www.haydom.no).

When you come from Holland, you might like to like the page of Friends of Haydom Netherlands as well! You find the page at <https://www.facebook.com/FoHNL>. Their website is www.haydom.nl

If you want to know more about HLH, at the HLH Bookstore you can buy the book "The Haydom Adventure". It tells the story of how the hospital started in 1955 and how it developed. The price is only US\$ 10 or TSH 25.000.

Leisure Activities

Haydom is quite isolated, but nevertheless there are many things to do – it is up to you!

Sports:

Football and volleyball are both played in town and on the hospital compound. Many also walk or run around Mt. Haydom.

Church:

Every Sunday there are two services (in Swahili language) in the Lutheran Church in town. The first starts at 7:30am and the second at 10:30am. The congregation really appreciates it if you take the time to visit a service during your stay, as they want to include you in their community and welcome you to Haydom.

Choirs:

There are several choirs in town. They have the choir practices during the week, and every Sunday they sing in church. One choir visits the hospital every Sunday afternoon to sing for the patients.

Popular trips:

- Walk in the bush in the Haydom area
- Climb mountains in the area; Mt. Haydom (15 minute climb), Mt. Harar (afternoon climb) and Mt. Hanang (two full days climb); there is a small safari company run by Thomas Safari (see the link below) that can organize this for you
- Visit Lake Basotu; we can organize a half day trip including canoeing on the lake. In the lake are hippo's, when you are very lucky you can see them going out of the lake at the end of the afternoon. Email expats@haydom.co.tz for more information.
- Make a village tour
- Visit the Hadzabe (bushmen): we can organize a day trip for you, it is 1 ½ hour drive from Haydom. When visiting the Hadzabe they will show you their way of living, which is the same since many ages. They live from hunting and gathering. A very interesting trip. The price depends on the number of participants, around USD 70-90.
- Visit the 4CCP Cultural Center (situated on Haydom mountain). This is like an open air museum showing the different tribes surrounding Haydom, how they live etc. We can also organize this for you. Another possibility is to visit 4CCP in the evening and listen to story telling while gathered around the bonfire. Ask us for information.
- Make safaris to the National Parks during the weekends. We have two good safari cars and we have good agreements with nice hotels, so also this we can organize. The best is the Weekend Safari, see below. Contact expats@haydom.co.tz for price indication or more information.

Trips in the surrounding area are organised by:

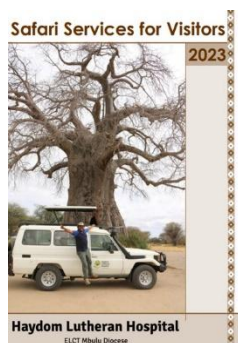
- Haydom Lutheran Hospital, contact expats@haydom.co.tz
- 4CCP (see also <http://tanzaniaculturaltourism.go.tz/haydom.htm>)
- Thomas Safari, see <https://www.facebook.com/thomas.safari.47>

Safaris

The North of Tanzania is famous for its splendid possibilities to see stunning nature and special kinds of wildlife. To remind you, the big five is: lion, elephant, buffalo, leopard and rhinoceros. Organizing your trip is your own responsibility, but there are plenty of options.

Haydom Lutheran Hospital also offers safari services. We have two well equipped safari cars with pop up roof for maximum sight on the wild animals. We can arrange the entire safari for you.

Especially for students we have made some packages focused on what is efficient to do from Haydom. So they always include start and/or end in Haydom, and we have some really good value for money deals with a number of lodges. The most interesting safari from Haydom is the Weekend Safari. You leave Friday after the ward round, go to a luxury lodge close to Ngorongoro. There you can swim and have your dinner, and the next day you go to visit the Ngorongoro crater with a lot of wild life. Than on Saturday afternoon you continue to also a luxury lodge close to Tarangire National Park. On Sunday morning you will get your gamedrive in Tarangire (we think the most beautiful National Park of Tanzania), and in the afternoon you will return to Haydom. Price of this trip depends on the number of participants, for 4 students it is around USD 600 (excluding tips for the guide). If we can do this trip depends on availability of the accommodation. Contact us on expats@haydom.co.tz.



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