

# **MAMA Project Service Teams 2020 Team Manual Kenya and Tanzania Edition**

Your definitive guide to a successful and well-prepared service trip.



Updated and revised August 8<sup>th</sup>, 2019

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## Table of Contents:

3.....	Introduction
4-5.....	Team Preparation Timeline
6.....	Immunization Guidelines
7-9.....	Service Teams Breakdown of Costs
10.....	Fundraising and Trip Payment
11-12....	Packing List...Ahhhhhh!
13-14....	In the Communities and on Brigade with MAMA
15.....	Pre-trip Items to Collect for Brigades
16.....	Service Team Expectations: Working With a Team Attitude
17-20....	Service Team Expectations, Suggestions and Helpful Tips
21.....	Baggage Strategy and Team Designations
22-23....	Safety Precautions Taken by MAMA
24.....	Emergency Contact Information for Families
25.....	Travel Insurance Schedule of Benefits
26.....	How to Apply for Your Kenyan and Tanzanian E-Visas
27.....	Registration Form
28.....	Health Form
29-30....	Emergency Release and Right to Representation Form
31-33....	MAMA Project Sexual Abuse and Misconduct Policy
34.....	Sexual Abuse and Misconduct Policy Acknowledgement Form
35-36....	Employee and Volunteer Worker Application
37.....	Employee and Volunteer Background Check Authorization Form



## Dear MAMA team member...

Welcome! Thank you for your commitment of time and money, diligent preparation, emotional willpower, and everything that you will pour into this upcoming trip to Kenya and Tanzania. I am excited to be able to help prepare a team as much as I am sure you are excited to embark on this experience.

This guide will help prepare you for your journey in a couple different ways:

1. It includes all the relevant and required forms for your trip (see table of contents). There is a lot (but all necessary) and all of the boring paperwork is included within.
2. The necessary tasks of applying for and acquiring two separate visas and receiving the correct immunizations. Instructions on completing these processes are included within.
3. For many of you, East Africa will be a brand new experience. There will be plenty of room for personal growth and exploration. Inside you will find many tips on culture, logistics of your stay, and simple travel suggestions that can help you and us to function efficiently as a cohesive and successful unit.

There are many facets to the work of a MAMA Service Team, including medical brigades, mass de-worming, implementing water bucket filtration systems, and working with micronutrients in the hospitals and communities to fight malnutrition.

All of these activities aggregate to one simple goal: The right for people lacking resources in this world to have access to the help and health they deserve as fellow humans. We are in the business of total community health, through both education and provision of care. This is the vision and this is the mission.

Please set aside some time to get studious with your MAMA Service Team manual. The experience should challenge you to grow as a person, and also be rewarding in many ways.

Sincerely,

Jonathan Delp  
MAMA Project Program Coordinator



## Team Preparation Timeline

### 5 months or more before travel a team member should:

- \_\_\_ For the February Tanzania trip, **the deadline to confirm is September 1<sup>st</sup>**. Confirm that you are participating on the team with your trip coordinator. This is especially important so that the best possible flight options can be reserved.
  
- \_\_\_ Confirm the dates with the team coordinator. Make sure that you have the time needed to be out of country for at least 13 days. It is recommended, if possible, to take off an extra day or two at the end of the trip to account for any flight delays but also simply to rest and recover.
  
- \_\_\_ Check your passport. If you need a passport, start the application. It can take up to two months to receive a passport. If your passport will expire before travel or less than 6 months after travel, renew it now. A valid passport is required.
  
- \_\_\_ Gather your funds. Send out support letters and contact family and friends for donations. Your church family is a great source. Fundraising with your team is also encouraged. Keep an eye out and gather items that would be useful to the brigade setting. **A list of these useful items is included on page 15.** Communicate with the team leaders to determine what is still needed.
  
- \_\_\_ Fill out and drop off or send in all of the required forms and your \$150 non-refundable deposit to the MAMA office. Having child abuse clearance is a required precursor to being allowed to participate with a team.  
**Due September 15<sup>th</sup> for the February Tanzania trip.**  
Forms and deposit can be sent or dropped off at:  
**2781A Geryville Pike, Pennsburg, PA, 18073.**



**Three months (or more) before travel a team member should:**

- \_\_\_ Get any needed vaccinations. The CDC recommendations and requirements for Kenya and Tanzania are included in this manual.
  
- \_\_\_ Study and review the Child Survival Training materials necessary to efficiently perform all the tasks associated with a brigade (weighing and measuring, anemia testing, de-worming). Continue to review these materials leading up to the trip until you are a scholar of Child Survival.
  
- \_\_\_ Ask lots of questions! We are here to help and share knowledge about all aspects of the trip, especially the material related to malnutrition on which the work is based.

**By November 1<sup>st</sup>, 2019, team members should:**

- \_\_\_ Make half payment of \$1,175 or \$1,425 (with Serengeti National Park trip) to the MAMA office, or make total payment of \$2,600 or \$3,100 (with Serengeti).  
**Final total payments due December 31<sup>st</sup>, 2019.**

We recognize the challenge that can be faced of raising the cost of an entire trip in just a couple short months. Early payment is necessary for MAMA to pay for the cost of a group ticket, which allows us to cement the best group flight. Micronutrients are also expensive and can take longer than 8 weeks to arrive, so these orders need to be made well in advance. If a team member can pay the whole sum at once, that's preferable, but the latter date allows for a person to fundraise through the holiday.

- \_\_\_ Acquire your Kenyan and Tanzanian visas online.  
Instructions are included on **page 26**.

**1-3 weeks before departure:**

- \_\_\_ Complete Child Survival training open book test to assess readiness.
  
- \_\_\_ Get together to pack suitcases and have team orientation. Introduce yourself to your teammates if you do not already know them.
  
- \_\_\_ Look up the airlines for your tickets and make sure not to pack any restricted items.



## Immunizations

Each team member is responsible to get all of their necessary immunizations beforehand.

The following immunizations are recommended by the CDC for travel to Kenya or Tanzania. They should be available through your family doctor, and are often covered by your health insurance. **The Yellow Fever is a required vaccination for Kenya, and you will need to present a yellow fever vaccination card at the Kenyan/Tanzanian border.**

Immunization	Dosing Schedule
Hepatitis A	Now, and 6-12 months later
Hepatitis B	Now, and 6-12 months later
Combined Hepatitis A and B (Twinrix)	Now, 1 month later, and 6 months later
Cholera	This is an optional vaccine and generally recommended for active cholera areas. We <b>will not</b> be traveling through or close to any active cholera regions.
Tetanus	Every 10 years
Flu	Annual
Yellow Fever	One time (lifetime vaccination)

The following oral prescriptions are also recommended for travel:

**Malaria** – Malarone, or Doxycycline

**Typhoid** – 4 oral doses (last dose should be taken one week before travel)

**Cipro** – For traveler's diarrhea

The team member should also be up to date on standard vaccinations such as chickenpox, measles, polio, etc.

A list of clinics that offer the Yellow Fever vaccine can be found here:

<https://wwwnc.cdc.gov/travel/yellow-fever-vaccination-clinics/search>



## Service Team Breakdown of Costs

(Costs are tailored to a 13 day trip)

### **Training and Orientation**

**\$150**

Covers the cost of Child Survival binder, food and snacks, and day of training and orientation (usually 9 am to 4 pm).

### **Flight**

**\$1,000-\$1,150**

Flights are organized through Mission Nation, and will be purchased by MAMA as a group flight. Early flight reservation comes with a humanitarian discount and includes bonuses such as free extra checked bags. Flight costs fluctuate depending on dates and destination, but will generally stick within the range. MAMA handles the organization of all flights.

### **Supplies and Preparation**

**\$700**

Each team's activities require explicit planning, and follow-up after the team leaves. The supplies bought and carried on the trip foster ongoing work in the communities, and include medicines/medical supplies, micro and macronutrients, MAMA Superbar ingredients (peanut butter, molasses, powdered milk), eyeglasses, school supplies, water buckets and filters, educational materials and posters for community health workers, school teachers, and families.

For the upcoming Tanzania trip in February 2020, we expect to buy enough medicines for medical brigades for four villages along the lake shore. This will include large quantities of Praziquantel, Albendazole, reading glasses, etc. and is covered by the contribution made inherent in the team member's cost.

This is a blanket cost that also covers the expectation of needing to hire several translators per day and members of Shirati and Rao Hospital as support staff on a per diem basis.



**Room and Board**

**\$300**

Lodging in Tanzania is at the Shirati Community Center. It is on hospital grounds and has a security guard. The cost is \$25 per day, and includes 3 home-cooked meals prepared by the community center staff and the room, along with personal bathrooms/showers (You can call the showers “cold”, or you can call them “crisply refreshing”, it’s your choice).

Two nights will be spent in Nairobi, Kenya, at the Mennonite Guest House (now called Amani Gardens Inn). These prices vary depending on room size and are built into the room and board.

**Mandatory Mission Travel Insurance**

**\$100**

This insurance is purchased through Faith Ventures, and protects members of a MAMA team from theft of items, emergency evacuation, emergency medical, etc. The insurance is good for one year from date of purchase.

**This is a mandatory coverage in order to take part on a MAMA team.**

**Transportation**

**\$100**

The drive from Nairobi, Kenya to Shirati, Tanzania is 12 hours total (including border stops) and costs \$500 per driver per round trip. We use a personal driver, Josh, who also drives this route professionally for the hospital. This cost covers vehicles, drivers, and fuel. The frequent transportation around the community and between villages is also built into this cost.

**Recreation and relaxation**

**\$500**

**This is an OPTIONAL cost.** This covers the cost of a trip to Serengeti National Park for two days. Those who do not attend this trip will have the opportunity to continue to spend time at Shirati and Rao Hospital, or explore the market day of Shirati, which is a bustling vibrant event that takes place every Monday.





**Total Costs paid to MAMA: \$2500 or \$3000**

These costs are subject to change depending on circumstance for each unique trip. Each member is responsible to do fundraising to cover their portion of the costs by the provided deadline. There is a bank with an ATM in Shirati where team members are able to take out individual spending money if they would like to throughout their stay. Be sure to alert your bank ahead of time so that your card will not be frozen.

### **Additional Independent Costs:**

Acquiring the proper visas and immunizations is the responsibility of the team member. Recommendations and instructions are included in this team manual.

**Visa Costs \$300**

**The required visa for Kenya is a single entry tourist visa. The required visa for Tanzania is the business visa (single entry).** The cost of the Kenyan visa is \$50. The cost of the Tanzanian visa is \$250. Both visas can be applied for and printed online. **Double check with yourself that you are applying for the Tanzanian BUSINESS visa and not the tourist visa.** It allows us to work in the hospitals while in-country. The online service is quick and they usually have your visa approved within a couple days.

**Immunizations N/A**

These will fluctuate depending on your insurance, your provider, and what you need.

For questions on costs or other trip details, contact Jon, the MAMA Coordinator, at [Jonathan@mamaproject.org](mailto:Jonathan@mamaproject.org), or text or call 267-644-7918.



## Fundraising and Trip Payment

Each team member is encouraged to participate in fundraising for their upcoming service trip. As soon as your team has been confirmed, fundraising should begin. It is important to begin this process immediately in order to plan events and receive responses from friends and family.

Family and friends can often serve as the best source of financial support when gathering funds for a trip. This can be done by sending a simple and concise support letter detailing the purpose of the trip and the financial need that goes along with it.

Fundraising can be stressful but also incredibly fun. You can go at it alone or reach out to your fellow team members and get to know each other better with an event. Classic stand-by fundraising options include bake sales, pancake breakfasts, themed dinners, yard sales, local restaurants and ice cream places with fundraising options, game nights that have a cover cost at the door. It's a great chance to get creative and network at the same time.

Collecting the funds for a trip is the responsibility of the team member. When the team member has compiled the required amount, a check can be made out to MAMA Project and sent to:

MAMA Project, Inc.  
2781a Geryville Pike, Pennsburg, PA 18073

February, 2020 Tanzania/Kenya Payment Deadlines:

**September 15<sup>th</sup>, 2019** -- \$150 deposit due along with registration and liability forms.

**November 1<sup>st</sup>, 2019** -- Remaining payment of \$2,350 due or \$2,850 if you are attending the Serengeti trip. The option exists that if you do not have all the funds together by this time, half can be paid at this deadline and half at the final payment deadline. (\$1,175 or \$1,425).

**December 31<sup>st</sup>, 2019** – Final Payment Due.

We recognize it takes some hustle to put the funds together in 2-3 short months. An early payment is necessary in order for MAMA to pay for the best group flight option, acquire travel insurance for the group, and begin the process of ordering medicine/supplies.



## Packing List... Ahhhhhh!

### — **Passport**

We don't want anyone to have to live in a JFK terminal for 2 weeks, or watch their friends and teammates fade into the sky as you slowly wave from a grounded airport window.

For how to obtain or renew your passport, visit:

<https://travel.state.gov/content/travel/en/passports.html>

(It's probably almost quicker to just Google it than to type it in)

### — **Visas**

Visas and passports make great friends and love to travel together.

It's best to keep them in the same place. Do not bury them in your luggage, as you will need them a few different times to and from Tanzania. By the week of the trip, you should already have printed copies of your Tanzanian business visa and Kenyan single entry tourist visa.

### — **Pocket Cash and Debit Card**

It is recommended to bring small bills pocket cash for the airports. For Kenya and Tanzania, it is recommended to call your bank and alert them of your international travel for the trip dates, then bring a debit card. Outside of the airports, very few places accept U.S. currency.

In Tanzania, there is an ATM at the bank in Shirati to access spending money.

### — **Sunscreen**

— **Hat/cap/visor (We will be 5 hours South of the equator -- the sun is definitely a thing!)**

### — **Permethrin/Insect repellent**

Mosquito netting is included in the lodging in Kenya and Tanzania, but mosquitoes will be a factor throughout the trip. If you do use Permethrin, remember that it is for clothes and gear and should not be applied to your skin at any time.

### — **Personal water bottle**

— **Light, casual clothes and sneakers**

— **Light jacket or sweatshirt**



- **Prescription medication (bring enough for at least 5 days longer than expected, in case of serious travel delays)**
  
- **Toilet paper/hand sanitizer**  
Very few toilets on this trip will be outfitted with toilet paper. It's best to carry these items in a small personal bag or backpack while we are out in the community and on brigades.
  
- **Snack foods for the airplane (trail mix, granola bars)**  
It's not recommended to try eating the airplane cushions due to your serious hunger pangs, so bring food!
  
- **Shampoo, conditioner, toothbrush, toothpaste, hairbrush, razors, shaving cream**
  
- **UK plug adapter**  
The plugs used in Kenya and Tanzania are type D and type G. The type G plug is most common and is the same plug used in the UK. Make sure your devices are compatible with a standard voltage of 230 (most laptops and phones are).
  
- **Nursing/medical licenses (if applicable) and a second form of identification**

## **DO NOT BRING:**

- **Single use plastic bags**  
They are banned in both Kenya and Tanzania and the standard is to use cloth bags. You are still able to use a clear Ziploc bag to carry medications and toiletries.
  
- **Donations of liquid or expired meds. We cannot use them!**



## In the Communities and On Brigade With MAMA

By the end of the trip, you will be a master of the mobile medical clinic. You will visit many rural villages along the shore region of Lake Victoria to participate in medical brigades, but there is another facet.... You will be engaging with alive and vibrant communities. There is a language barrier, but there is no human barrier. We want to not only treat the community, but hear their stories.

The following is a list of the different stations that go into a brigade. There will assuredly be many other activities, such as working in the hospitals and spending time in Shirati, but these will be the core concepts for the team to learn and execute with efficiency. They are in proper order according to the way a brigade flows from station to station.

### **#1. Registration**

**Staff needed:** One member of the support staff and one MAMA team member  
One local staff will register the people as they come through the line for the day's brigade. The MAMA member will hand out a soda and a pack of biscuits to each person.

### **#2. Weighing and Measuring**

**Staff:** 1 team member  
Measure using the infantometer or height pole and weigh on a digital scale.

### **#3. Vital Signs**

**Staff:** 1 team member  
Using digital blood pressure cuffs, take the blood pressure and record oxygen levels of every person over 19 years.

### **#4. Vitamin A and Deworming**

**Staff:** 2 MAMA team plus 1 support staff  
Provide Vitamin A capsule, Praziquantel and Albendazole to each individual. Use the Praziquantel height pole for Praziquantel dosing.



## **#5. Anemia Testing**

**Staff:** 2 MAMA team plus 1 support staff

Prick finger with the lancet and dab blood on the blotting paper. Wait 30 seconds then compare the blood sample to anemia color scale to determine hemoglobin level. One person should be dedicated to writing results on the registration form.

## **#6. Nutritional Counseling**

**Staff:** 1 MAMA team and 1 support staff

Hand out micronutrients or the MAMA Micromix bars to the community and explain their use.

## **#7. Reading Glasses**

**Staff:** 2 MAMA team and 1 support staff

Help individuals try on and read from a bible or script to test the correct strength needed.

## **#8. Giving of Toys/Gifts**

**Staff:** 1 MAMA team member

Gifts can be bought by teams to be distributed at brigades. **Do not** bring gifts from home.

## **#9. Medical Consultations**

**Staff:** Varies depending on team makeup

Those with medical problems will be seen by a physician, physician's assistant or nurse practitioner. This will be made up of both MAMA team members and local hospital staff.

## **#10. Dental Consultations**

**Staff:** Varies depending on team makeup

We will not have dental consultations on the Tanzania/Kenya trip, but it is a standard station at a brigade when there is dental personnel available.

## **#11. Pharmacy**

**Staff:** 2 MAMA and 1 support staff

When patients come from the dentist or doctor with "prescriptions", fill the prescriptions and explain the use of the medicines. At the end of the day it will be this station's responsibility to compile and turn in all of the filled out registration forms.



## Pre-Trip Items to Collect For Brigades

Many of you have a medical background as a nurse, student, etc. and these items are commonplace in your daily environment. We do not want anyone to go out and buy these items. But if you have someone who wishes to donate supplies or possess any of the following and would like to put them to use on the trip, there is a good chance they could be a valuable tool during the course of a brigade.

- **LUGGAGE**

(We will have many supplies to take, and a donation of a bag would be an extremely valuable donation, even if you'd like to take it back at the end of the trip)

- Stethoscopes, otoscopes, pulse oximeters, ophthalmoscopes
- Small flashlights
- Relion brand glucometers
- Digital scales, digital thermometers, digital blood pressure cuffs
- Used laptops with power cord (for recording data)
- Small Sharps containers
- Items for wound care (Again, only bring them if they are donated to you, such as gauze, gloves, ointment. We can buy them much cheaper through MAMA than a team member would pay in a retail store).
- **Sunglasses**

### **Additional items to think about:**

- Soccer balls (deflate them for luggage and bring needle and hand pump to re-inflate) Can be used when in the community and at village schools. They shouldn't be given to individual children, but can be left with a community leader or school teacher.
- Surge protectors  
As you may have guessed, the power grids are a little different in East Africa than what you're used to at home. Chargers and laptops should be plugged into a surge protector (using the correct plug adapter) to protect your devices.

**Do not donate liquid or expired medicines.**

**We cannot use them!**



## Service Team Expectations and Travel Tips: Working With a Team Attitude

Team members may have different religious and ethnic backgrounds, sexual orientations, and worldviews that do not agree with your own. You are bonded as a work unit in your mission to serve these communities but you are also bonded as humans in close contact for an extended period of time with similar goals. Treat your teammates with respect. Be courteous. Be helpful. If somebody is overburdened with stress, pick them up instead of looking past them. The same applies to the culture and communities we will be immersed in.

You will encounter people who may have different spiritual beliefs, cultural norms, political and social ideologies. Learn from others. Keep an open mind. This is what you're here for, to experience new things and to be a positive presence.

Be mindful that your personal belief system does not overrule anybody else's and that having a curious and driven attitude to learn, serve, and be present is the best attitude to have.

Each night we will usually eat a late evening dinner at the dining hall. The meals are great and taste even better after a day of work. This will be a valuable time to talk over the events of the day. Express what went right for you, what went wrong, what can be done better, what you did right that feels rewarding.

Ask questions about technique, about treatment, about culture, anything that comes up. Keep a daily journal if you like to write. Share observations and struggles with your teammates – it is endlessly valuable in having a fulfilling experience.

**“Working With a Team Attitude” gets a whole page all to itself because working in a positive atmosphere is just that important!**





## Service Team Expectations, Suggestions and Helpful Tips

1. This is a small add-on to the “team attitude” page, but you must be prepared to “go with the flow”. Even a pristine schedule can come undone due to unforeseen circumstances. There could be delays, or last minute shifts in plans due to weather, injury, or any number of reasons that require a calm outlook.
2. No alcohol, smoking, or swearing. Your behavior reflects on the team and the organization and will leave a lasting impression for future teams.
3. Spend time with the people of Shirati. Have an adventurous spirit. It is a beautiful, vibrant, electric place – feel free to immerse yourself. Feel free.
4. Don’t smile and say “yes” if you don’t know what was said. Use an interpreter or team leader OR if you’re a prodigy, learn fluent Swahili in a week.
5. Please don’t make promises of sending back a picture, writing a letter, etc.
6. Remember that for the hospital staff, the drivers, and the translators, we are their guests but working with us is also their job. Most of them go home to families at the end of the day. Be professional and polite, and don’t place any unreasonable requests or demands on them.
7. **Be extremely sensitive about taking pictures.** Many kids will even approach you first about having their picture taken, but don’t take this as a sign that everybody wants their picture taken. Ask permission first. One person is suggested to be designated as “team photographer” for the trip, or you could rotate each day and share the pictures with each other.

**Photos inside the hospital wards are prohibited, unless explicit permission has been granted.** Besides the fact that this is a hospital rule, we want to be sensitive of the patients and their families.

8. We are not better than anyone else just because we are American or because we think we have a higher standard of living. Humble your hearts and your minds. The experience is mutual for the community. They want to learn and share with us, and we want to learn and share with them.



**Yes, I know this is a long list...Each item is just as important as the next, I promise!**

9. **On giving:** Children or others may approach you for money or gifts. Don't give money since this random giving may do more damage than good by creating a sense of dependency, warping relationships, hurting others by showing favoritism, etc. When we leave, personal donations can be left with the Tanzanian or Kenyan Coordinators to be distributed to the neediest families. Giving out toys or gifts in the villages must NEVER be done spontaneously, but planned as part of the day's events and done equally (Example: giving out notebooks at the toys/gifts station at the brigades).

10. **On modesty:** Jeans, skirts, pants, or capris are recommended. Wearing your scrubs is fine. It is best to leave all unnecessary valuables at home (expensive jewelry, diamonds, etc.). No camouflage or army garb. Women need to make sure that their dress is not culturally offensive – no short or tight shorts, belly shirts, exposed cleavage.

11. **On health:** Be diligent about germs. Bacteria and parasites are microscopic. Wash your hands frequently. Use your hand sanitizer frequently. Wash before eating. Be aware of everything that goes into your mouth (food, water, fingers).

12. Never drink any water or ice unless you know it has been purified or boiled. Use bottled water to drink and brush your teeth – the tap water is unsafe. Bottled water is provided at the dining hall with breakfast, and you can take it with to the community each day.

13. Do not eat anything sold "on the street". You may graciously turn down any food or drink offered to you if you feel uncomfortable eating it. Only eat fruits and vegetables that are peeled or well-cooked.

14. Try not to be a lobster by the end of the first day – wear your sunscreen! Drink plenty of fluids. We are there to help others, and we don't want to be having to take care of our own teammates for dehydration issues. Use insect repellent and take your malaria pills each day. Always wear closed-toe shoes when outside. NEVER walk barefoot outside. Wash off mud quickly from your skin and stay clear of puddles (standing water could be raw sewage and contaminated with a plethora of diseases).



**Still going strong. I told you on page one that this would be a definitive manual!**

15. Being in a different culture, we are guests wherever we go. We need to respect any expectations and requests made of us while in somebody else's institution or home (example: something as simple as taking your shoes off at the door).

16. Leave your original passport and visa documents in your room, but carry with you a copy of both. In fact, it's best to make enough copies to put one in each piece of your luggage.

17. Don't count on good internet connections. If you'd like internet, it can be bought in town in "bundles", where you can buy a certain number of gigabytes for a small price for your phone.

18. If you plan to call or text your friends and family back home, make sure you have an international travel plan with your phone company. Or use Whatsapp. It's free.

19. When plugging in devices, be aware of the electrical standards. Use a type G plug adapter with a surge protector. Recognize that the standard voltage is 230 V. This is compatible with most laptops and phones. Bring your own adapter. There is an excellent adapter kit made by a company called Ceptics available on Amazon.

20. Do not drive! Your license is no good there, and we will have hired drivers throughout the trip. Much of the individual transportation is on motorbikes, and it is recommended to stick to the jeeps or on foot. As tempting as it will be, it is requested that you do not go on any motorbike rides as it is simply a legitimate safety concern.

21. If you take any controlled substances, be aware that it could draw attention in travel. Keep your meds in their original prescription bottles in a clear Ziploc bag.

22. This is a second reminder, but bring personal money for spending. A debit card is your best option. U.S. currency is not accepted anywhere in Shirati (that we know of).

23. No sexual harassment, or physical relationships between community members, beneficiaries and team members. Read over the sexual misconduct policy included in the manual.

24. **Seat belts are to be worn at all times while driving.** This is a MAMA Project policy, and is for your own safety.



**Almost...to the...end of...the list....**

25. Team members should NEVER give instructions to the staff of our partners during the work day. All of our ideas for program improvements should be shared for discussion at the nightly team meetings, and later passed on to our partners.

26. We have good prices on medicines through a few international companies that specialize in medicine for missions and also in-country at the hospitals. If you are considering bringing a small donation of some leftover pills, it may not be helpful.

27. **It is highly, highly, highly recommended to download and use Whatsapp during your trip.** Almost everybody we work with in Kenya and Tanzania uses Whatsapp as a primary source of communication. It's free to download, and you can use it without an international travel plan.

28. Read the above again! If you don't feel like you can live with these expectations for up to two weeks, then this trip is not for you. You will be miserable and your negative energy will spread to others on the team.



## Baggage Strategy and Team Designations

Your plane ticket likely comes with 2 or 3 free checked bags, as part of the humanitarian package. Most of these checked bags will be filled with medical supplies, micronutrients, infantometers and reading glasses, among other necessities.

Each team member will be allotted:

- One personal bag (laptop, large purse, camera bag)
- One carry-on bag
- One half of a checked bag (only if necessary)

We will fill most of the luggage at orientation/packing day with donated items. When a checked bag has been packed, we will label it with the weight and the name of the traveler. A “letter of intent” will be placed in the bag before it is zipped closed. This allows the customs agents to know that we are not there to sell our missions supplies for profit.

### Team Makeup:

Tasks should be designated to one specific individual for the duration of a trip. This should be worked out amongst each other at the beginning of the trip. The team orientation and the long drive to Shirati are both good times to do this.

**Each team should designate:**

- A team leader (This has already been decided for you if you are with a school program)
- One photographer (or rotate if multiple people want to take a lot of pictures)
- One banker/money manager
- Two journalists (Teams will be saturated with a tremendous amount of information and it can be overwhelming for just one person to take notes and get stories)

**While traveling, teams should stay in groups at all times. Be aware of your surroundings and let people know where you are going!**



## Safety Precautions Taken By MAMA:

Ensuring the safety of a team member is a top priority for MAMA. Inherent risks exist with any travel experience, but many different protocols have been set in place by MAMA Project to provide the safest environment and experience for every team member.

**Lodging** – Lodging in Nairobi will be at the Amani Gardens Inn (2 nights total). Amani Gardens has a long-time reputation as a peaceful haven for weary missionaries. It is sponsored by the Mennonite Board of East Africa and is a gated hotel with a night security guard.

In Tanzania, there are multiple reputable options for lodging. For the February, 2020 trip we will stay at the Shirati Hospital Community Centre. This building is owned and run under the umbrella of Shirati Hospital. There is a night security guard and it lies a few hundred feet from the Shirati Nursing School Campus.

**Transportation** – For the long journeys between Nairobi and Shirati and back, we use experienced drivers familiar with this drive and the border crossings. For the trips where we have one team, we have an agreement with a personal driver for Shirati Hospital to drive for us each time. His name is Josh, and he has the dual distinction of being a professional driver and knowledgeable on restaurants and places to find a bathroom in Kenya. When we have two teams, we will use a second driver from the hospital.

**As soon as you get in a vehicle with MAMA, click the seatbelt!** Motor vehicle accidents are the leading cause of morbidity in international travel. You are required to wear your seatbelt at all times while with MAMA.

**Travel Insurance** – Your trip fee includes a travel insurance package through Faith Ventures, an insurance company geared towards missions work. This insurance covers all of the relevant things that could possibly go wrong in international travel, including up to \$2,000 in stolen personal property, \$50,000 for accident or illness medical expense, and \$1,000 for trip cancellation.

24-7 emergency travel assistance is available and to access assistance, call +1 433-275-6001.



**Food and Water** – All drinking water is bottled or purified. **Do not** drink from your room faucet. Food is prepared by trusted cooks. Please alert your team leaders at the beginning of the trip if you have any dietary needs or food allergies.

**Program Leaders** – MAMA Project has worked extensively in taking mission teams to developing countries since 1987.

We are small-staffed, but with a depth of experience. Dr. Benner is the founder and director of MAMA, and continues to practice as an M.D.

The MAMA partners in Kenya and Tanzania have years of experience in hosting international students, as well. They should be trusted as if they were MAMA staff.

**Child Protection** -- MAMA teams will work extensively with children and juveniles, and it is our duty to protect them from harm, abuse, neglect or any form of exploitation. All staff are required to have their Child Abuse Clearance Certificate from the state of Pennsylvania, and all team members are required to have their child abuse and sexual misconduct forms filled out and accepted before the trip. Team members should never be one on one with a child and always work in group settings.

**Common Sense Precautions** – Certain aspects of a trip are simple common sense and avoiding putting oneself in a potentially dangerous scenario. These include:

- Travel in groups at all times of at least 3 members. Never travel alone at night.
- When you are going out away from the main group, let the team leaders know exactly where you will be going, who you will be with, and how long you plan to be there.
- Exchange phone numbers with all of your teammates and team leaders.

**Flight Logistics** – All of our tickets are purchased through Mission Nation Travel. We will stay together at all times while in the airport setting, and each checked bag will be provided with a “letter of intent”, to avoid any delays with the customs agents over the types of supplies that you may have in your bags. Make sure you have not brought any innocuous items that could be seen as weapons or subject to further scrutiny (no pocketknives or mace!).

**Medical Situations** – Two hospitals lie within a half mile and you will be surrounded by people with medical backgrounds at all times during your trip. If you have a medical emergency, you will be well taken care of.



## Emergency Contact Information For Your Families:

Your families should be provided with multiple ways to reach you in case of an emergency back home. Provide them with the numbers and emails of each of your team leaders.

Priscilla J Benner, MD  
MAMA Project Director  
215-527-7741  
Whatsapp: Same as above  
[PriscillaJeanBenner@gmail.com](mailto:PriscillaJeanBenner@gmail.com)

Jonathan Delp  
MAMA Project Program Coordinator  
267-644-7918  
Whatsapp: Same as above  
[Jonathan@mamaproject.org](mailto:Jonathan@mamaproject.org)

Donald Nyakyema  
MAMA Tanzania Coordinator  
+255 763-146-292  
Whatsapp: Same as above  
[donaldnyakyema@gmail.com](mailto:donaldnyakyema@gmail.com)

Evelina Ndilu  
MAMA Kenya Coordinator  
+254 726-454-754  
Whatsapp: Same as above  
[E\\_ndilu@yahoo.co.uk](mailto:E_ndilu@yahoo.co.uk)





## Travel Insurance Schedule of Benefits

### Maximum Benefit Amount

#### Part A – Travel Arrangement Protection

Missed Connection.....	\$500
Travel Delay.....	\$500

#### Part B – Travel Insurance Benefits

24-Hour Accidental Death and Dismemberment.....	\$75,000
Emergency Sickness Medical Expense .....	\$50,000
Emergency Accident Medical Expense .....	\$50,000
Emergency Dental Treatment .....	\$750
Medical Evacuation.....	\$500,000
Repatriation of Remains .....	\$25,000
Political or Security Evacuation .....	\$100,000
Coverage For Your Personal Belongings/Property of Others.....	\$2,000
Per Item.....	\$300
Special Limitations Combined Maximum .....	\$600
Baggage Delay .....	\$200

If you would like to see the fine print of these benefits, feel free to ask a team leader before the trip and we can print a copy for you.



## How to Apply for Your Kenyan and Tanzanian E-Visas

**Before starting these applications, make sure that you have your physical passport in front of you, and also two additional passport-sized photos.**

### **Kenya:**

1. Go to: [www.evisa.go.ke](http://www.evisa.go.ke)

**Make sure that you are only going to this exact website, as there are visa scam websites out there that will try to mimic the website of the embassy.**

2. In the upper right corner, click “create an account”.
3. Click on the bottom left option: “eVisa Visitors”.
4. Create your account and place the username and password in a safe place.
5. Go through and fill out the information for the application.
  - Under “reason for travel”, enter “tourism”.
  - Under “Physical address of hotels/places”, put “Amani Gardens Inn, 71 Church Road, Westlands, Nairobi, Kenya. The telephone is “254723161935”.
  - Under email, list our Kenyan coordinator, “e\_ndilu@yahoo.co.uk”.
  - Under “point of entry”, it is “Jomo Kenyatta Airport, Nairobi”.
  - Under “upload additional documents”, upload the itinerary letter provided by MAMA.
6. Pay for your visa. The cost for this visa is \$50.
7. Within a couple days, log back into your account and you will be able to download your e-visa into PDF form from your e-visa account.

### **Tanzania:**

**You will need your Passport, copy of your plane tickets, and invitation letter for entry (provided by MAMA)**

1. Go to: [www.eservices.immigration.go.tz/visa/](http://www.eservices.immigration.go.tz/visa/)
2. In the bottom left, click “new application”. You will be able to go back and log-in on this page later to download your visa document.
3. Fill out the application.
  - Under “Contact person in Tanzania”, name “Donald Nyakyema, Shirati KMT Hospital”
  - “Address: “P.O. Box 18, Shirati, Tanzania”
4. Pay the \$250 visa fee, and your visa will be available to download within 10 days.



## MAMA Service Team Registration Form

Date \_\_\_\_\_ Team Leader/Name of Group: \_\_\_\_\_

Name (as written on passport) \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (cell): \_\_\_\_\_ Home: \_\_\_\_\_

Email Address \_\_\_\_\_

Birth date \_\_\_\_\_ Age \_\_\_\_\_ Sex: \_\_\_ Male \_\_\_ Female

Occupation/School affiliate: \_\_\_\_\_

Dates of Travel \_\_\_\_\_ Country of Passport \_\_\_\_\_

Passport Number \_\_\_\_\_ Passport Expiration: \_\_\_\_\_

In case of an emergency, person that you would like to be contacted:

Name \_\_\_\_\_ Relation \_\_\_\_\_

Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Return the registration form with your \$150 non-refundable deposit to:

MAMA Project, Inc.  
2781a Geryville Pike  
Pennsburg, PA 18073



## MAMA Service Team Health Form

The team leader should carry a copy of this form in their trip folder at all times.

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Age \_\_\_\_\_

Current Health Problems

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Allergies

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Immunization Status: (please enter dates)

Current Medications:

Yellow Fever \_\_\_\_\_

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Tetanus \_\_\_\_\_

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Hepatitis A Series

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#1 \_\_\_\_\_ #2 \_\_\_\_\_

---

Hepatitis B Series

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#1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_

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OR Hepatitis A/B Combined (Twinrix)

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#1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_

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Typhoid

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Oral \_\_\_\_\_ Injection \_\_\_\_\_

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Cholera \_\_\_\_\_

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Family Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_

Any additional health information that you feel is significant?

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Do you have any food or diet restrictions?

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In order to protect each other and the work in which MAMA Project, Inc. participates in India, Kenya, and Tanzania, MAMA Project, Inc. asks that each person who participates in a trip to India, Kenya, or Tanzania complete this form. Risks are an inherent part of traveling abroad and MAMA Project, Inc. has done its best to inform the team members of both the risks and the necessary precautions. Please don't hesitate to contact us with further questions regarding your travels.

## Emergency Release Form and Right of Representation

I, \_\_\_\_\_ acknowledge that participation in a MAMA Project, Inc. Service Team Trip involves risk to myself, the participant, and may result in various types of injury including, but not limited to, the following: sickness, bodily injury, death, emotional injury, personal injury, property damage and financial damage. As used herein, "the trip" includes without limitation all events occurring while en route to or from or in Kenya or Tanzania. In consideration of my participation on this trip, I acknowledge and agree to the following:

1. I'm prepared physically, emotionally, mentally and spiritually for this trip. The scheduling environment and other foreign travel conditions aren't adverse to me. I'll be flexible and have a servant attitude. **Initials:** \_\_\_\_\_
2. I grant to any of the MAMA Project, Inc. staff and leaders the right to represent me in decisions relating to my welfare or the group welfare during the trip. I will follow the suggestions made on my behalf. **Initials:** \_\_\_\_\_
3. I understand the administrative role that MAMA Project, Inc. plays in putting the mission team together. I also understand that the trip will be managed by the designated team leaders including the director, coordinator, and Tanzanian or Kenyan representative for MAMA Project, Inc. I will follow any trip rules stated either orally or written. **Initials:** \_\_\_\_\_
4. I understand that I am visiting Kenya and Tanzania as a guest of MAMA Project, Inc. and that my actions will reflect the work and efforts of MAMA Project, Inc. Therefore, I will display the attitude of a guest and a "team player". I will adhere to the policy of no use of tobacco, illicit drugs, or alcohol while at a work site or around the group. **Initials:** \_\_\_\_\_
5. Participation in the trip involves risk of injury. For example, and without limitation, I understand these risks include: environmental conditions, building or equipment



failure, lack of building codes, construction work or clean up, acts of God, criminal activity, contaminated food or water, disease, lack of supervision, the negligence or physical limitations of myself and others, or MAMA Project, Inc.'s negligence. I understand that the foregoing dangers create a risk for me of personal injury, death, or damage to personal property. I freely assume these risks. **Initials:** \_\_\_\_\_

6. I forever RELEASE MAMA Project, Inc. from any and all liabilities and claims for any Injury arising out of or related to the trip. I will not, on behalf of myself or anyone else, sue or make a claim against MAMA Project, Inc. for any Injury, even if the Injury is caused by MAMA Project, Inc.'s negligence. I will indemnify and hold MAMA Project, Inc. harmless from all damages, claims, and liability, including without limitation attorney's fees and costs, related to any Injury or breach of this agreement by myself or others. **Initials:** \_\_\_\_\_

7. If I need medical care, including surgery, while with MAMA Project, Inc., I authorize and appoint MAMA Project, Inc. and its duly authorized agents to secure any and all available medical attention, including surgery, and specifically authorize them to sign on my behalf any and all permission forms, release forms, etc. I understand that U.S. auto and health insurance are not valid in Kenya and Tanzania. MAMA Project, Inc. uses an international health travel insurance plan through Faith Ventures.  
**Initials:** \_\_\_\_\_

8. I'm aware of the hazards and risks to myself and property associated with this trip. These risks include, but aren't limited to, death or injury by accident, disease, terroristic acts, weather condition, and inadequate medical services and supplies. I accept these conditions with a full awareness and assume all the risks described above. **Initials:** \_\_\_\_\_

9. Knowing and Voluntary: No one is forcing or requiring me to participate in the trip or to sign this agreement. I have been given the opportunity to ask questions and have my questions answered. I sign this agreement of my own free will and I fully understand its contents. This agreement applies to participation in each individual trip, including the upcoming and all future trips, is binding on me, and our heirs and estates, and will not be modified or revoked except by an express writing signed by MAMA Project, Inc. and me. **Initials:** \_\_\_\_\_

Name of participant: \_\_\_\_\_ Date: \_\_\_\_\_

Signature \_\_\_\_\_



# **MAMA Project, Inc.**

## **Sexual Abuse and Misconduct Policy**

Prepared and reviewed, following legal counsel, on 5/24/2019

By: Jonathan Delp

MAMA Project Program Coordinator

MAMA Project, Inc. prohibits and does not tolerate sexual abuse or misconduct in the workplace or during any organization-related activity. MAMA Project, Inc. provides procedures for employees, volunteers, board members or any other victims of sexual abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed sexual abuse or misconduct will be appropriately disciplined, up to and including termination of employment or membership, as well as criminally prosecuted. No employee, volunteer, board member or other person, regardless of his or her title or position has the authority to commit or allow sexual abuse or misconduct.

### **Definitions and Examples**

The following definitions or examples of sexual abuse, misconduct or harassment, may apply to any and/or all of the following persons – employees, volunteers or other third-parties. Sexual abuse or misconduct may include, but is not limited to:

- Child sexual abuse – any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old) where consent is not or cannot be given.
- Sexual activity with another who is legally incompetent or otherwise unable to give consent.
- Physical assaults or violence, such as rape, sexual battery, abuse, molestation or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.
- Material such as pornographic or sexually explicit images, posters, calendars or objects.
- Unwelcome and inappropriate sexual activities, advances, comments, innuendoes, bullying, jokes, gestures, electronic communications or messages (e.g. email, text, social media, voicemail), exploitation, exposure, leering, stalking or invasion of sexual privacy.



- A sexually hostile environment characterized as comments or conduct that unreasonably interferes with one's work performance or ability to do the job or creates an intimidating, hostile or offensive environment.
- Direct or implied threats that submission to sexual advances will be a condition of employment or affiliation with the organization.

### **Reporting Procedure**

Immediately report suspected sexual abuse or misconduct to the Program Coordinator or Director of MAMA Project, Inc. If either or both of these parties are the perpetrator of alleged misconduct, report to a member of the MAMA Project, Inc. board. It is not required to directly confront the person who is the source of the report, question or complaint before notifying any of the individuals listed. MAMA Project, Inc. will take every reasonable measure to ensure that those named in complaint of misconduct, or are too closely associated with those involved in the complaint, will not be part of the investigative team.

### **Anti-retaliation and False Allegations**

MAMA Project, Inc. prohibits retaliation made against any employee, volunteer, board member or other person who lodges a good faith complaint of sexual abuse or misconduct or who participates in any related investigation. Making knowingly false or malicious accusations of sexual abuse or misconduct can have serious consequences for those who are wrongly accused. MAMA Project, Inc. prohibits making false or malicious sexual misconduct allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of employment or membership and criminal prosecution.

### **Investigation and Follow-up**

MAMA Project, Inc. will take all allegations of sexual abuse or misconduct seriously and will promptly, thoroughly and equitably investigate whether misconduct has taken place. The organization may utilize an outside third-party to conduct an investigation of misconduct. MAMA Project, Inc. will cooperate fully with any investigation conducted by law enforcement or other regulatory/protective services agencies. MAMA Project, Inc. will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.





## **Reporting to Law Enforcement or Appropriate Child or Adult Protective Services**

MAMA Project, Inc. is committed to following the state and federal legal requirements for reporting allegations or incidents of sexual abuse or misconduct to appropriate law enforcement and child or adult protective services organizations. It is the policy of MAMA Project, Inc. not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse as a condition before reporting the allegation to proper law enforcement authorities or protective services organizations.

## **Employee and Worker Screening and Selection**

As part of its sexual abuse and misconduct prevention program, MAMA Project, Inc. is committed to maintaining a diligent screening program for prospective and existing employees, volunteers and others that may have interaction with those employed by, associating with or serviced by MAMA Project, Inc. The organization may utilize a variety of methods of screening and selection, including but not limited to applications, personal interviews, criminal background checks and personal and professional references.

## **Supervision of Youth**

To provide a safe environment for minors, MAMA Project, Inc. requires that a minimum of two adult workers supervise or be in attendance with minors during organization-related activities. The purpose is to avoid one-on-one interactions between adults and minors that are not easily observable by others. If individual meetings with a minor must be held in an office, keep the door open. Only conduct closed door meetings when another adult is put on notice of the meeting and the door remains unlocked.



## Acknowledgement Form: Sexual Abuse and Misconduct Prevention Policy

I acknowledge that I received and read the Sexual Abuse and Misconduct Prevention Policy and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy. I also understand how to report incidents of sexual abuse or misconduct as set forth in the policy, including retaliation against any employee or volunteer exercising his or her rights under the policy.

I acknowledge that I will be alerted when changes and updates are made to the Sexual Abuse and Misconduct Policy and will be responsible for reading and complying with these updates.

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Employee/Volunteer's Printed Name

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Employee/Volunteer's Signature

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Witness' Signature



## MAMA Project Employee and Volunteer Worker Application

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Age:** \_\_\_\_\_

**Which area (s) of MAMA Project are you currently involved? (Example: Service team trip)**

\_\_\_\_\_  
\_\_\_\_\_

**What other areas of MAMA Project, if any, do you plan to become involved with?**

\_\_\_\_\_  
\_\_\_\_\_

**Have you at any time ever:**

**\* Been arrested for any reason?** \_\_\_\_\_

**\* Been convicted of, pleaded guilty or no contest to, any crime?** \_\_\_\_\_

**\* Engaged in, or been accused of, any child molestation, exploitation, or abuse?**

\_\_\_\_\_

**Are you aware of:**

**\* Having any traits or tendencies that could pose any threat to children, youth, or others?** \_\_\_\_\_

**\* Any reason why you should not work with children, youth, or others?** \_\_\_\_\_



**If yes, please explain in detail:**

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**Work Verification and Release: Volunteers and Employees**

I recognize that MAMA Project, Inc. is relying on the accuracy of the information I provide on the Employee and Volunteer Worker Application form. Accordingly, I attest and affirm that the information I have provided is absolutely true and correct.

I voluntarily release the organization and any such person or entity listed on the Employee and Volunteer Worker Application form from liability involving the communication of information relating to my background or qualifications. I further authorize the organization to conduct a criminal background investigation if such a check is deemed necessary.

I agree to abide by all policies and procedures of the organization, and to protect the health and safety of the children or youth assigned to my care or supervision at all times.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



MAMA Project, Inc.

Employee and Volunteer Background Check Authorization Form

I authorize MAMA Project, Inc. and Trusted Employees, to conduct a criminal background investigation as part of its volunteer and employment screening and/or selection process. This information in part or in whole will be provided to MAMA Project, Inc. in the form of a report provided by the state’s background check department in which the team member resides.

I authorize and consent, without reservation to the retrieval of information that may include but is not limited to organizations, federal, state, or county level agencies, insurance sources, driving and criminal history.

I certify that all of the statements and answers set forth on the application form are true and complete to the best of my knowledge. I understand that following my volunteer/employment term should any statements or answers be found to be false or information has been omitted, such false statements or omissions will be just cause for termination of volunteer service or employment.

I further acknowledge that the facsimile (FAX) or photocopy of the document shall be valid and accepted with the same authority as the original. If retained by the above referenced organization this authorization will remain in effect throughout my volunteer or employment term.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

SSN: \_\_\_\_\_ Printed Name: \_\_\_\_\_

DOB: \_\_\_\_\_

The following authorization is required for volunteers who may be requested to operate a motor vehicle on the project’s behalf:

\_\_\_\_\_ I authorize an investigation into my driving history with the Department of Motor Vehicle.

-----  
Note: The following information will be used as identification purposes only in obtaining information to perform the background investigation.

\_\_\_\_\_  
Street Address                      City                      State                      Zip Code

List any other cities and states in which you have lived during the previous 7 years:  
\_\_\_\_\_

List any other Last Names you have used during the previous 7 years:  
\_\_\_\_\_



**A Global Vision for Local Health.**

**[www.mamaproject.org](http://www.mamaproject.org)**