



JUST CAUSE EDUCATION OUTREACH FREQUENTLY ASKED QUESTIONS

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SECTION 1: GENERAL INFORMATION

Q: Who can volunteer with Just Cause Education Outreach?

A: Anybody between the ages of 16-70 can volunteer, provided they can obtain medical and travel insurance. You must be eligible to enter Uganda on a tourist visa, be in good health, and be flexible with an open mind to learn from different cultures. Any minors (under the age of 18) must be accompanied by a legal guardian.

Q: How is Just Cause Education Outreach different from other volunteer organizations in Africa?

A: Just Cause operates differently from other organizations in that 100% of all fundraised money is spent directly on projects in Uganda. The co-directors of the organization pay their own way and use all donated funds to support projects. They believe that volunteers should do the same.

Q: How long are volunteer trips and when do they take place?

A: Our teams stay in Uganda for 2 weeks each. There will be 2 teams travelling this year one in July and one August. The dates cannot be finalized until teams are filled and air tickets are booked. This will take place in or March/April.

Q: What is the cost of joining a volunteer team with Just Cause?

A: The cost for volunteering is \$3500. This includes your return airfare from Toronto to Entebbe, airport transfers from Entebbe to Jinja and back, accommodations, breakfast, lunch and snacks daily, a traditional dinner, medical insurance, evacuation insurance, transportation to and from projects and a contribution to a full day of work and activities every day!

Q: Do they speak English in Uganda?

A: Yes they do. English is the common language and all children learn English in school right from the beginning. Getting around and travelling throughout Uganda is also easier than some other countries as all signs are in English. The local language in the areas we work in is Luganda

Q: How much of my volunteer time will be spent directly on Just Cause Education Outreach projects?

A: Volunteers will spend over 90% of their time assisting with Just Cause projects directly. "Time-off" is generally scheduled for Sundays, and for debriefing exercises towards the end of the experience. However, there are daily opportunities for social interaction with other volunteers and local Ugandan people during the actual volunteer work. There is some time allotted for optional leisure activities or additional project site visits on an individual or small group basis. Your volunteer co-ordinators will help with setting these up upon arrival.

Q: Why are Just Cause Education Outreach's volunteers encouraged to fundraise?

A: Just Cause's volunteers play an important and pivotal role in our project's success and sustainability through contributing both time, skills and materials to the projects directly. Therefore, volunteers are encouraged to raise the funds needed to help off-set the program costs that help to keep them running. In order to help off-set the costs of running our programs, a volunteer contribution to Just Cause will enable Just Cause to pay the costs involved while volunteers are on site as well as throughout the year.



A small donation goes a very long way and shows a commitment to the work you are doing and can be proud of.

Q: What kind of support does Just Cause Education Outreach give its volunteers?

A: Just Cause Education Outreach provides volunteer support, advice, and emergency services if needed. Our staff visit and assess all projects and placements, facilitate your orientation, oversee your accommodations, and provide monitoring and advice whenever needed. All of our volunteers receive full-time attention from their dedicated volunteer co-ordinator both on and off the project site. Debriefing after difficult days work and preparation as to what to expect in following days is available to you. Volunteer and project co-ordinators are available by cell phone 24hrs a day if you need anything.

Q: Will I be able to work closely with a local community?

A: Yes! Our projects are all based in local communities – and as a volunteer, you will receive maximum exposure to the local culture. As well as sharing skills with the community, volunteers often learn the local language, customs, and views, and come away with a greater cultural understanding and sensitivity as a result.

Q: I have a special skill or a background in an area that I feel would be valuable, will I have the opportunity to apply this?

A: Possibly – it depends on what the skill is and how it would be best used in the communities in which we work. Individuals with special skills that are related to teaching, medicine, engineering/architecture or construction in particular can potentially make some substantial contributions to our projects. If we are aware that this is something you are interested in at the time of your application we can make every effort to use the skills of the team members that we have coming. Adjusting the itinerary accordingly and making arrangements on your behalf is often possible and a very positive contribution to our work. We are not always able accommodate every idea as there are regulations in different areas and we want to be sure that Just Cause remains responsible in both the approach and nature of the work we do. Talk to us about this if you have a particular interest.

Q: How will I be able to communicate with my family and friends back home during my time in Uganda?

A: Wired and wireless internet is readily available in town as well as international phones and phone cards. SIM cards for unlocked cellular phones are widespread and easy to obtain. Calls and texts to Canada are surprisingly very cheap (a 35 minute phone call to Canada is about \$3.00). Your support staff will always have a cellular phone with the group for any emergency contact to and from home. In addition, a mobile phone is provided for volunteer teams to share amongst themselves during their stay.

Q: Can I extend my travels beyond the dates I am signed up for with Just Cause Education Outreach?

A: Requests for extensions with our programs may be possible if arranged at the time of application. Return dates beyond the volunteer experience dates are possible to arrange at the time of booking with the understanding that all travel from that point on is at your own risk and expense. Just Cause may be able to assist you with planning such an extension and can suggest activities and/or locations that you might find enjoyable.



SECTION 2: APPLICATION PROCESS

APPLICATION PROCESS & TIMELINE

1. Contact the Just Cause Education Outreach website and request an application package.
2. You will be contacted shortly after with our application form. Print, fill out, and mail the application. Alternatively, all forms are also available on our website for you to complete and submit to volunteer@justcausecanada.org.
3. You will be contacted within 5-7 days confirming the receipt of your application and inform you of the next steps.
4. Contact will be made confirming either acceptance or decline of your application.
5. Once you have been accepted, you will receive an email that contains official signature forms, the payment schedule, insurance information, and information on how to make your \$500 deposit. (online, e-transfer or mailed cheque)
6. Begin fundraising! Set up your own personal fundraising page online, plan some events and spread the word about your upcoming work. Collection of donated items that are in high need for our work can begin as well. Specifics and detailed info in this regard is found in Section 4. (November 2013)
7. Submit your second deposit of \$1000 by the pre-arranged date (December 2013).
8. Make sure that your passport is valid at least 6 months longer than your estimated trip return date.



9. Submit your third deposit of \$1000 by the pre-arranged date (February 2014).
10. Airline tickets, medical & evacuation insurance will be issued at this time (March/April 2014). At this point the actual travel dates will be solidified.
11. Once your flight(s) and travel insurance are booked, provide you with a volunteer orientation package, which will help you prepare for your experience abroad. It includes a detailed itinerary, contact info, cultural sensitivities, packing lists and much more! Depending on the logistics of the team members, a meeting can be set up for everyone to meet each other and receive their orientation book, or it can be mailed.
12. Make an appointment with your local travel clinic to get the inoculations that you need to travel to East Africa and confirm that you have your Health Canada Immunization Booklet.
13. Submit your final payment of \$1000 by the pre-arranged date (May 2014).
14. Seat assignments for all of your flights and distribution of donated items for your second bag (June 2014)



SECTION 3: HEALTH AND SAFETY

Q: Will I require any immunizations and/or medications?

A: We recommend that you contact your local Travel Clinic, as they will ensure you have access to a knowledgeable travel doctor who will immunize and prescribe medication that is best suited to your health needs and travel destination. Check whether your insurance company will reimburse for travel related immunizations and/or medicines, but don't be surprised if they won't. You should make an appointment with your local travel clinic at least 12 weeks prior to your departure to be inoculated with the following: Hepatitis A and B, Typhoid, Yellow Fever, Polio. You will also want to make sure your standard vaccinations are up to date including, but not limited to Tetanus and MMR. Volunteers will also need to take a prescribed anti-malaria (oral) medication. Your local travel clinic will be able to assist you with all the information needed for these inoculations and medications.

Q: Can I drink the water – and what about ice cubes?

A: Running water is generally available in urban areas and at your place of accommodation, however, it is only safe for bathing and washing. Only drink sealed bottled water and brush your teeth with this as well. This same sealed bottled or purified water is what is used by guesthouses, restaurants, and safari camps, so they are safe as well. *It will be very, very rare to find ice in Uganda!*

Q: Do I need to bring my own mosquito net?

A: There is no need to bring your own mosquito net, as all of your accommodations will ensure that one is provided for you.

Q: What if I get sick during my placement?

A: Your Just Cause Education Outreach support coordinator is trained in how to handle medical emergencies and will ensure that you are well cared for. Although only needed in extreme emergencies, there are two excellent Medical Clinics with certified doctors and nurses in the area in which you will be spending most of your time. Pharmacies are easily accessible in town and are equipped with the majority of the standard medications and supplies that you would find at home. The emergency travel insurance provided by Just Cause includes provisions for emergency medical transport and evacuation in the very unlikely case the need arises.

Q: Is Uganda safe?

A: For the most part, East Africa is a very peaceful place; however, you should take simple precautions for your own safety. Stay on the main streets while travelling around; do not walk alone at night; remember that vehicles travel on the opposite side of the road; and always have a copy of the phone numbers to reach Just Cause staff.

Q: Does Just Cause Education Outreach have an emergency contingency plan?

A: Yes, all Just Cause volunteer placements have an established and recognized contingency plan to deal with emergencies, and should it prove necessary, volunteers will be evacuated from the area that they are in. Fortunately, most Just Cause placements are in rural areas, and these areas are usually the safest places to be in times of unrest. In addition, Just Cause Education Outreach representatives keep in close contact with the Canadian High Commission and US Embassy, along with other non-governmental organizations working within the same regions. There is extreme care and attention by our staff put into inspecting your accommodations, volunteer programs, in-country transportation, and volunteer placement locations.



SECTION 4: TRAVEL INFORMATION

Q: How much luggage am I allowed to bring?

A: Please refer to the information provided on your air ticket, as luggage allowance policies change frequently and are different for each airline. In most cases, you are permitted to bring 2 bags and 1 carry-on bag. Just Cause requests that you bring 1 bag packed with your personal effects (clothing, toiletries, a towel, shoes, bathing suit etc.) You will not need more than this for your trip! We ask then that you use the 2nd bag as a charity bag. We ask you to pack this second bag with items needed for the projects and will provide you a current “wish list” for this purpose. We have a large amount of items that we need to bring with us and if you do not collect any or fully fill a second bag yourself, we can definitely fill it with donated supplies to bring on our behalf. The value of this to our projects is tremendous and your help in this area is invaluable!

Q: Does Just Cause Education Outreach provide insurance and liability?

A: All Just Cause volunteers are required to have travel/medical insurance for the duration of their overseas placement. For more information, please contact our office.

Q: Do I need a Visa for travel?

A: You must have a valid passport with a minimum of 6 months remaining before expiration and sufficient blank pages for Visa and entry/departure stamps. All volunteers will require a Tourist Visa, which you will get at the airport when you arrive in your destination country.

Q: How do I get a Tourist Visa?

A: Tourist Visas are very easy to obtain at the airport when you arrive in your destination country. A Tourist Visa costs \$50 US and must be paid for with US cash. A \$50 bill is preferable. Visas are valid for 90 days from the time you enter the country.

Q: Will I be met at the airport?

A: Yes, a Just Cause Education Outreach representative will be holding a sign with our logo/name on it, and will then transfer you and your luggage to a local guesthouse for your orientation/briefing sessions.

Q: Will I be able to travel during my placement?

A: As a volunteer with Just Cause Education Outreach, you are required to be at your project site during the daytime hours from Monday to Saturday, but in your free time you are free to explore. East Africa is a beautiful region with much to see and do, and your Just Cause support staff will be happy to assist you in making your plans.

Q: How much money should I bring and in what currency?

A: We recommend that you bring \$100 to \$200 USD for each week that you'll be in Uganda. (Please note that bills should be in \$20, \$50 or \$100 denominations and be from 2003+. When you arrive in Uganda, you will be taken to a Foreign Exchange Bureau, where you can exchange your USD for Ugandan shillings (UgSh). When you depart Uganda, you can convert the shillings back to USD at the airport. You will also be able to use a debit card to make ATM withdrawals – but, make sure you know your 4-digit pin # and inform your bank about your travel plans before you depart.



Q: What kind of accommodations can I expect?

A: While in Uganda, you will have very comfortable accommodations, with all the necessary amenities. Most accommodations are powered by solar and/or generators, with Wi-Fi access, and ensuite bathrooms that include flush toilets and western-style showers.

Q: Will I have access to laundry services in Uganda?

A: Yes – most of your accommodations will offer daily laundry services (except for underwear) at a nominal price.

Q: What kind of food can I expect to eat?

A: Food is generally continental, with traditional East African dishes. Breakfast is included in your costs and usually consists of a buffet of fruits and hot & cold cereals, pancakes, eggs, toast, sausage/bacon, and coffee/tea. Lunch and dinner usually consist of a rice dish with meat and/or fish and/or vegetables, soup, salads, breads, cheese and coffee/tea. You will also have access to more North American-type foods, such as hamburgers, pasta, pizza, sandwiches and coffee beverages (lattes etc.) when eating in town.

Q: What type of electrical power will I find in East Africa?

A: In East Africa, the electricity supply is 220 / 240V AC, 50 Hz. If you use electrical appliances (laptop, camera charger, shaver, hair dryer, etc.) that are not compatible or at least dual-voltage, it is suggested you bring a converter and appropriate adapter plugs. The type you will need is: Type G “British Bs-1363”. Be aware that generators at remote locations may only operate during specific hours and never operate after midnight. Guestrooms are often lit by hurricane lamps, and flashlights are provided, but it is a good idea to bring one of your own.

Q: What about my overall comfort?

A: With the exception of extremely bumpy and dusty road conditions, we believe your overall comfort will be more than satisfactory.

Q: Will there be snakes, flying insects, spiders or other “creepy crawlies”?

A: There are snakes in Uganda, but it is highly unlikely you will see any. The same can be said for spiders and other creepy crawlies. As for flying insects, especially mosquitoes, these are around and you should take precautions with an insect repellent that contains DEET. Mosquitoes tend to be out between dusk and dawn – as such, you should wear long pants, long sleeves, socks, and apply repellent on exposed skin.

Q: What is the weather like?

A: The weather varies in Uganda. The trick is to be prepared for all sorts of weather. It can be quite hot during the day and considerably cooler in the evening. Be sure to bring appropriate clothing for both. It also rains frequently and you should be prepared to spend time outside in the rain.

Q: What if I have other questions?

A: We are happy to answer any individual questions you may have that we haven't covered here. Please email us at volunteer@justcausecanada.org and we will get back to you ASAP!