



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. You will be allocated to your room.

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

07:30 Doctors meeting (compulsory for all doctors, medical students and interns)

08:00 Morning prayer and information meeting in Sala room. All guests are expected to introduce themselves upon arrival.

After Sala, please go to the Human Resources office, where you will find the External Relations Officer (Clementina). She will take a copy of the front page and the visa page of

your passport 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. 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

7:30 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).

8:00 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.

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). Guesthouse rooms are cleaned every day from 11 AM onwards. For guests staying in a student house, family house or apartment, a housekeeper will be assigned to you at no extra charge for one day per week per two people. The housekeeper may be expected to clean the house (bathroom, kitchen, sweeping and mopping of floors and cleaning windows) and can be asked to wash a modest amount of clothes (you have to provide her with washing detergent). If you would like the housekeeper to do more than this, please arrange an extra day of work, for which you can pay directly to the housekeeper (TZS 8,000 per extra day). If you do arrange for an extra day, you may ask the housekeeper to shop for groceries (e.g. fresh fruits and vegetables), cook or bake or wash more clothes. Please write a list of tasks for your housekeeper so she may know what is expected of her.

WARM WATER BOILER IN GUESTHOUSES

Put on the warm water boiler 10 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 just with your bankcard (Maestro, Mastercard or Visa).

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

For smaller items such as other small items, the guesthouse is able to receive payment, but you should always get a receipt. If you wish to pay by bank transfer please use one of the bank accounts below. Please send an email to finance@haydom.co.tz to inform us of 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.

For guesthouse prices, please refer to our Guesthouse pricelist.

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, you can call the guards at the main gate through the intercom system, number 41. There is an intercom connection in the guesthouse and in the family houses.
- 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

MNADA

Twice a month, there is a large market at Haydom, on the 15th and on the second last day of the month. During market (Mnada) days, take extra care against pickpockets. Evenings and nights after Mnada can be a bit crowded because there are many strangers in town, and many of them have earned some money that day and celebrate it (or drown their sorrow if sales were lower than expected) with drinks in the evening.

DISCO

Those wishing to visit the local disco are advised not to take any valuables, including mobile phones. Don't go alone. Due to alcohol usage, fights commonly break out at the disco. The disco owners know their “crowd” very well and will usually be able to tell if the mood is turning sour, and may ask you to leave if they fear for your safety. Please heed their warnings. Please remember you are an ambassador to the hospital even at night, so don't get drunk and behave appropriately. When returning home later at night, do so as a group.

Transport

The most affordable and generally reliable transport option to and from Haydom is the Public Landcruiser Service. There are at least two companies, both ticket offices are in the village. Tanzanian buses are not always safe. 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. Private transport options can be arranged through the 4CCP cultural centre or through any of the large number of safari companies based in Arusha.

If available, the hospital also gives you the possibility to rent a car including driver. You can ask for the price at the finance department (Hazina, ground floor of the administration building).

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. We also have a small gym with table-tennis, weights and some equipment. Many also walk or run around Mt. Haydom. You can also take bicycling trips.

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 (one full day climb); there is a small safari company run by Thomas Safari (see the link below) that can organize this for you
- Visit Lake Basotu
- Visit the 4CCP Cultural Center
- Make a village tour
- Visit the Hadzabe (bushmen)
- Make safaris to the National Parks during the weekends

Other activities:

- Organize BBQs and dinners together
- Eating out
- Go to the disco
- Go camping
- Play games
- Watching traditional dancing
- Make friends with the hospital staff and local community

...or just enjoy the ever shining sun!

Trips in the surrounding area are organised by:

- [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. You can contact a safaricompany which is mentioned in the travelguides or mentioned below, or you can come to the hospital first and arrange it locally.

From 2022 Haydom Lutheran Hospital also offers safari services. We have two good safari cars with open roof for maximum sight on the wild animals. We can arrange the entire safari for you.

To get an idea about the price, this is a rough calculation:

- USD 250 per day for the car, including driver
- accommodation, depends on the level you want, between USD 75 and USD 600 per room per night
- entrance fee for the national parcs:

Tarangire or Manyara, around USD 60 per person per day

Ngorongoro, around USD 71 per person per day plus USD 295 for the car

It can always be interesting to combine your safari with the trip from the airport to Haydom or the other way around.

Contact expats@haydom.co.tz for more information.