

## Volunteer-Interns-Guide

*During the phase of preparation for your stay abroad certainly a lot of thoughts are running through your head. This guide will help you with the preparations! It aims to make your stay as volunteer or intern at "Maison Shalom" more pleasant, facilitate your rapid integration into the scoreboard, maximize your contribution to the work of Maison Shalom and allow the most positive experience possible. In addition, you, of course, always have the possibility to contact us directly. We will be glad to help you and are looking forward to welcoming you here in Kigali!*



## 1. Preamble



**Welcome, Bienvenue, Kaze, Willkommen!**

*Your stay abroad at Maison Shalom in Rwanda will be a very special time in your life. You'll get to know Rwanda not only as a tourist but go deeper into the culture and the normal life on site. You'll discover a lot of new things, meet like-minded people, improve your professional skills and learn more about the Burundian and Rwandan culture. With*

*your own initiative and richness of ideas, you can reach a lot at Maison Shalom for the organization and for your own personality. Cosmopolitanism, curiosity, team spirit and independent engagement are the most important requirements for your work at Maison Shalom.*

*Your future work environment and the mentality of Rwandans and Burundians are different from what you use to know from west European countries or North America. Immerse yourself! We are offering a lot of possibilities, to engage yourself, to contribute with your knowledge and skills and to become acquainted with places, people and Burundian and Rwandan culture in a better way. I wish you impressive experiences and inspiring encounters that touch the soul and never go away!*

**Marguerite BARANKITSE Founder and Legal Representative**

## 2. **Values and Guiding Principles**

*Maison Shalom was created to say no to the fratricidal hatred based on political, ethnic and regional divisions. For this purpose, it is apolitical and non-confessional; Maison Shalom promotes respect for all human beings and is against all forms of discrimination or exclusion. Maison Shalom's philosophy is based on five principles that support the daily work and services for people in need of assistance. These values are:*

- ❖ **Dignity** - *We believe that every human being has intrinsic value, regardless of social status, socio-economic situation, ethnicity, or of their political or religious affiliation.*
- ❖ **Compassion** - *We share the suffering of our neighbors, but do not pity them. Instead, we help them get back on their feet.*
- ❖ **Harmony** - *We embrace our differences as a source of strength and inspiration. We live together as members of one family, respecting each other's freedoms, beliefs, and opinions.*
- ❖ **Humility** - *We recognize our limitations and are open to any constructive input from our partners to improve our services.*
- ❖ **Integrity** - *We use the goods received for the common good and with transparency towards all our partners.*

## 3. **Fields of activity at Maison Shalom**

*At Maison Shalom you can support numerous programs. We are well positioned not only in the social sector but provide a lot of other options according to your individual interests and ideas.*

<b>Sector</b>	<b>Programs</b>
<b>Education and training</b>	<i>Preschool and primary education, secondary education, vocational training, post-secondary education, English skills, basic computer skills, e-learning.</i>



<b>Community development and sustainable economy</b>	<i>Training in small business management, grants and microloans to small entrepreneurs, farming activities.</i>
<b>Psychosocial work</b>	<i>Counseling, trauma healing, social support.</i>
<b>Oasis of Peace Community Centre</b>	<i>Hotel and restaurant services, training in culinary arts and catering, food and beverage services, culture (modern and traditional dances), sport, cinema, basic computer skills training.</i>
<b>Mahama Elite Centre</b>	<i>Training in tailoring, basic computer skills, shoe making, library, traditional dance.</i>
<b>Offices</b>	<i>Resources mobilization, Project tailoring, Monitoring &amp; Evaluation, English (writing and speaking), IT (Data protection system)</i>

*If you need more information regarding the specific volunteer needs by sector, please contact Maison Shalom ([coordination@maisonshalom.org](mailto:coordination@maisonshalom.org)). A detailed specific needs by sector's document will be shared, upon request.*

**Generally:** *You must first be aware of your fields of intervention or interest, as well as the various activities. If necessary, the information is available at the website of Maison Shalom ([www.maisonshalom.org](http://www.maisonshalom.org)) and may be supplemented by direct responses from Maison Shalom on your specific questions (see also point 6: contact). The areas of intervention and activities to be implemented must be defined and validated by agreement between you and the coordination of Maison Shalom. Your service should be adapted to the current needs of Maison Shalom. In case of no match between the services offered by the volunteer and the needs of Maison Shalom, the latter reserves the right to refuse services.*

#### **4. Aspects of Volunteer Service**

##### **4.1 Volunteer Agreement**

*To document that you have read, understood, and agreed to follow the Maison Shalom volunteer practices and procedures and feel comfortable with the responsibilities of your specific volunteer work, we require you to sign a Volunteer Agreement when beginning service.*

## **4.2 Confidentiality Policy**

*Maison Shalom recognizes confidentiality as a living principle based on the dignity of all humans. Therefore, Maison Shalom will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer or intern, whether this information involves staff members, volunteers, clients, or other people or involves overall program. Failure to maintain confidentiality may result in termination of your volunteer work.*

## **4.3 Orientation and Integration**

### **4.3.1 Initial Orientation**

*All new volunteers or interns will be required to complete an orientation session prior to their volunteer work. Topics to be covered during the initial orientation will vary depending on whether the volunteer is serving in a direct service or non-direct service capacity, long or short term or occasional volunteer.*

*Welcoming the new volunteer begins with the first contact with the person welcoming him/her. From the first day, the person responsible for welcoming the volunteer makes sure to:*

- ❖ *Assign a person responsible for welcoming the new volunteer.*
- ❖ *Greeting the volunteer with warmth, offer coffee, tea or water and demonstrate that the volunteer is expected.*
- ❖ *Receiving the volunteer in a suitable environment.*
- ❖ *Set up the Maison Shalom facility tour and introduce the people present (employees and volunteers).*
- ❖ *Inform the volunteer about Maison Shalom as an organization, its vision, mission and values.*
- ❖ *Talk to the volunteers to learn more about their experiences, interests and expectations to better supervise or guide him/her.*
- ❖ *Provide relevant information so that he/she feels competent and provides adequate information on the tasks to be performed.*
- ❖ *Assign tasks according to the needs of the service/program.*
- ❖ *Give a volunteer identification card to always wear when at Maison Shalom as applicable.*
- ❖ *Show available films on the history and activities of Maison Shalom to better understand its roots and its activities since 1993 (e.g. **A light in the darkness, Japanese Film, Chirac***



**Foundation, A conversation with Marguerite Barankitse, Maggy mère de orphelins** or other short films).

- ❖ Provide the opportunity to ask questions.
- ❖ Organize other sites to visit (e.g. Mahama, Nyamata, Huye), as applicable.

**For occasional volunteers**, their welcome and orientation can be simplified:

- ❖ Maison Shalom responsible person will be present to welcome the volunteer at the agreed place and time.
- ❖ Explain the rules to follow and give a list of tasks to be done as well as the schedule for the day.
- ❖ Tour the site (sanitary block, place for breaks, etc.).
- ❖ Ensure that their involvement is facilitated, and the occasional volunteers understand the term of services.

The following documents will be availed by Maison Shalom for volunteers or interns: Maison Shalom newsletters, Annual Report(s), Organization leaflet(s), and a copy of the duly signed volunteer agreement form.

### **4.3.2 Program Orientation & Training**

As a new volunteer/intern arrives at Maison Shalom, the person responsible for the service/program (e.g. Director, Manager, Supervisor or Designee) will provide you with appropriate orientation and the necessary training required for your specific volunteer/intern position.

### **4.3.3 Supervision**

You will have a clearly identified supervisor who will directly oversee your role within the program. This supervisor will be available to you for consultation and assistance. One-time volunteers will also be informed of their supervisor in case questions or challenges arise.

The supervisor is also the focal point throughout the application and orientation process and supporting volunteers throughout their service.



#### **4.3.4 Evaluation and Volunteer report**

*If you are a volunteer with ongoing responsibilities, you may be given an evaluation in accordance with Maison Shalom standards and policies. Occasional or “casual” volunteers will receive evaluations only upon request of the volunteer.*

*A volunteer report or a summary of the accomplished activities during the volunteer work is recommended and may be requested by the supervisor.*

**Note:** *At Maison Shalom, our goal is to make sure volunteers perceive that they are part of the organization and the team, that they have an important role to play and that their involvement is considered. Thus, they will better share the mission and feel a sense of belonging to Maison Shalom.*

### **5. Preparation**

#### **5.1 Applying for a Visa**

*To enter Rwanda, you need a Visa depending on the Country of Residence. You can also get a visa upon arrival at the airport in Rwanda.*

*For more information, please visit the official site of the Directorate General of Immigration and Emigration Rwanda (DGIE) at <https://www.migration.gov.rw/home/>.*

*Some embassies may need, in addition to your application, an invitation from Maison Shalom in which we confirm the Internship or voluntary service to be completed. If you need it, please write a short email to the attention of the Country Director ([coordination@maisonshalom.org](mailto:coordination@maisonshalom.org)) and he will send you the invitation.*

#### **5.2. Foreign health insurance and Travel Insurance**

*Essential for your stay abroad is foreign health insurance. We suggest comparing different offers in advance. There are, amongst others:*



#### ❖ **Period of validity**

*Foreign health insurance is often charged daily. Please make sure that all days you stay in Rwanda (East Africa) are included, also the day of your entry and departure.*

#### ❖ **Insurance benefits**

*Essential is for example the free return transportation in your foreign country in case of a medical emergency. Please check before conclusion of the insurance for important benefits, depending on your individual needs.*

#### ❖ **Criteria for the insured person**

*If you, for example, organize your stay at Maison Shalom by yourself (and e.g. not with your university/institution), sometimes different insurance policies apply to you compared to volunteers. Make sure that your insurance knows before your travel and verify again before conclusion of the insurance, if you meet all the requirements of the insurance, to ensure the insurance coverage is adequate.*

#### ❖ **Territory**

*Sometimes it's recommendable that the insurance is not just limited to Rwanda, because you may also want to travel to neighbor-countries like Democratic Republic of Congo, Tanzania, Uganda, and Kenya. Therefore, you need a policy for the territory "Worldwide without USA/Canada".*

### **5.3 Money**

#### ❖ **Currency**

*The Rwandan Currency is Rwandan Franc (RWF).*

#### ❖ **Currency exchange**

*Please note that in Rwanda for the exchange from US-Dollar to RWF just banknotes (bank bills) newer than (and including) 2013 are accepted. For the current exchange rate please check at one of the currency converters on the Internet. Locally you can change your money at a bank or in a Forex Bureau. It is important to know that the exchange rate at the Forex is always the most interesting when you exchange foreign currency. In case of the opposite operation, please refer to the nearest bank. Also, you have the possibility to withdraw cash with your credit card or debit card (verify with your bank) in Kigali and other urban areas. Accepted is Visa, MasterCard, etc. On the ATM – Cash Machine on which there is a Visa card logo, it normally works.*

### ❖ **Safekeeping of the money**

*You can keep money (and documents like passport etc.) on your own responsibility in your room, which is lockable.*

## **5.4 Medical references**

*For flying to Rwanda, we suggest you consult your family doctor for the immunization and a health check. Please also note the travel advice of the Foreign Office of your country - also regarding diarrhea, malaria and other transmissible diseases.*

<b>Foreign Office Belgium</b>	<a href="http://www.diplomatie.belgium.be/en">http://www.diplomatie.belgium.be/en</a>
<b>Foreign Office France</b>	<a href="http://www.diplomatie.gouv.fr/en">http://www.diplomatie.gouv.fr/en</a>
<b>Foreign Office Germany</b>	<a href="http://www.auswaertiges-amt.de">http://www.auswaertiges-amt.de</a>
<b>Foreign Office Luxembourg</b>	See Belgium
<b>Foreign Office Canada</b>	<a href="https://travel.gc.ca/travelling/advisories">https://travel.gc.ca/travelling/advisories</a>
<b>Foreign Office USA</b>	<a href="https://travel.state.gov/content/travel/en/international-travel.html">https://travel.state.gov/content/travel/en/international-travel.html</a>



## 6. Travelling

### 6.1 How to travel to Rwanda?

- ❖ **Foreign Country to Rwanda:** By airplane to Kigali International Airport. Airlines: Brussels Airlines, Kenya Airways, Ethiopian Airlines, Qatar Airways, KLM, RwandAir etc., depending on the country of residence.
- ❖ **Airport to Headquarters of Maison Shalom:** By car. In certain cases, it is possible to go with a car of Maison Shalom from the Airport to Maison Shalom. Please talk about that to the Country Director or designee ([coordination@maisonshalom.org](mailto:coordination@maisonshalom.org)) and he will try to organize a transport. It is also safe to take a taxi.
- ❖ **In Kigali:** Kigali is a safe city, so you can reach many destinations on foot. Sometimes you can also take a car at Maison Shalom, which is in the area.

**Generally:** Maison Shalom does not provide transport if not for service reasons. If you decide to spend a weekend out of Kigali, any costs occurring will be on your charge. If possible, you can always ask for a place in a vehicle of Maison Shalom going to the destination you want to reach. The program schedule can always be consulted at office of Human Resources and Logistics Officer.

### 6.2 Packing-List: What to bring?

Just a few weeks and your stay abroad at Maison Shalom will begin! Now it's time to pack your bags. We suggest you write a checklist in good time before your departure. So, you'll get the chance to run important errands and pack your bags a few days before your trip, to weigh them (please check the baggage policy of your airline in advance). This packing-list tries to provide useful pointers and is meant for your orientation. But we don't claim the following information to be complete and what you bring always depends on your individual needs as well. A lot of the following items can also be purchased on-site, but please note, that especially hygienic articles from European brands are often more expensive and electronic articles are also often not equivalent to European standards.

## 6.3 Packing-List

<b>General</b>	<b>Suitcase</b>	<b>O</b>
	Big backpack with enough volume for excursions	O
	Little backpack as day pack (and for Hand luggage)	O
	Belly pocket for travel-documents and valuable items	O
	Space-saving and foldable bag (for shopping or excursions)	O
	Waterproof coating for Backpacks (to transport sensitive stuff like electronic in the rainy season)	O
<b>Formal</b>	Bus/train/flight ticket or booking confirmation	O
	Valid Passport including visa as applicable (visa can be obtained at the airport)	O
	Printout of the visa-confirmation incl. confirmation of payment	O
	Identity card	O
	Bank debit-card/credit-card	O
	Proofs of insurance (foreign health insurance etc.)	O
	Cash money (incl. US-Dollar from 2013)	O
	Valid vaccination certificate	O
	International drivers-license (to rent a car on-site if needed)	O
	Important addresses and telephone numbers (Hotel, Maison Shalom, insurances, emergency calls, banks to block your cards etc.). The address of Maison Shalom is important, because you must indicate it upon arrival at the airport of Kigali.(Ref. Maison Shalom website)	O
	Printouts of important documents of Maison Shalom (Invitation etc.)	O
	Printouts of all personal, important documents (maybe additional as digital documents on a data-medium)	O
	Stable folder for documents-copies, memories etc.	O
	Travel guide (e.g. Lonely planet East Africa, Petit Futé etc.)	O
	Rwanda map	O
	Dictionary (Recommendation: Kirundi-English-French" by A.H. Zemback)	O
	Paper, notebooks, diaries	O
	Books	O
<b>Electronic</b>	USB flash drive / hard drive	O
	Power Adapter (Standard in Rwanda: Schuko)	O

	<i>Laptop + Charger and additions</i>	<i>O</i>
	<i>Mobile (SIM-Lock free for local SIM-Card) + Charger</i>	<i>O</i>
	<i>MP3-Player + Charger + USB-cable</i>	<i>O</i>
	<i>Batteries</i>	<i>O</i>
	<i>Camera + Camera-Bag + charger + memory card + battery + spare rechargeable battery + USB-cable</i>	<i>O</i>
	<i>Hairdryer</i>	<i>O</i>
	<i>Multi-outlet power strip (often you have just 1 or 2 power stations in your room and the power-strips you can buy here, are often broken after a short time)</i>	<i>O</i>
	<i>Portable speakers (to listen to music outside)</i>	<i>O</i>
	<i>Alarm clock (if not included in the mobile)</i>	<i>O</i>
<b><i>Clothing</i></b>	<i>Base cap</i>	<i>O</i>
	<i>Trousers, Jeans (Recommendation: thin, but long trousers)</i>	<i>O</i>
	<i>Rain cape (especially during the rainy season)</i>	<i>O</i>
	<i>T-Shirts/ Sweatshirts</i>	<i>O</i>
	<i>(Fleece-) Pullovers (it can get cold, especially in the evening)</i>	<i>O</i>
	<i>Comfortable clothes</i>	<i>O</i>
	<i>Sportswear including sport shoes</i>	<i>O</i>
	<i>Festive clothes like blouses, elegant shirts etc. (for official events)</i>	<i>O</i>
	<i>2 pairs of shoes (Light footwear and sturdy shoes for excursions)</i>	<i>O</i>
	<i>Sandals/ Flip-Flops</i>	<i>O</i>
	<i>Underwear and socks</i>	<i>O</i>
	<i>Swimwear (there is a swimming pool at 10 min walk from Maison Shalom)</i>	<i>O</i>
	<i>Towels (for excursions etc.), towels for daily use you'll get from Maison Shalom</i>	<i>O</i>
	<i>Pyjamas</i>	<i>O</i>
	<i>Sunglasses + Etui</i>	<i>O</i>
	<i>Leggings</i>	<i>O</i>
	<i>Dresses/Skirts (but knee-length or longer)</i>	<i>O</i>
	<i>Scarf(s)</i>	<i>O</i>
<b><i>Hygiene</i></b>	<i>Wash bag (you'll leave your hygiene-products in your room and just take it in the bathroom for use)</i>	<i>O</i>
	<i>Products for face cleaning</i>	<i>O</i>

	<i>Sunscreen lotion (with high sun protection factor)</i>	<i>O</i>
	<i>After-Sun-Lotion</i>	<i>O</i>
	<i>Toothbrush + toothpaste + dental floss</i>	<i>O</i>
	<i>Razor + shaving foam</i>	<i>O</i>
	<i>Deodorant + perfume</i>	<i>O</i>
	<i>Richly textured lotion (Body lotion) + Hand lotion</i>	<i>O</i>
	<i>Lip care stick</i>	<i>O</i>
	<i>Shower lotion/soap + Shampoo</i>	<i>O</i>
	<i>Nail scissor + tweezers + nail file</i>	<i>O</i>
	<i>Hand sanitizer gel</i>	<i>O</i>
	<i>Comb, hairbrush</i>	<i>O</i>
	<i>Hairspray</i>	<i>O</i>
	<i>Contact lenses + fluid</i>	<i>O</i>
	<i>Cotton pads</i>	<i>O</i>
	<i>Tampons/pads</i>	<i>O</i>
	<i>Make-up, mascara etc.</i>	<i>O</i>
<b><i>First aid kit</i></b>	<i>Tissues</i>	<i>O</i>
	<i>Masks</i>	<i>O</i>
	<i>First aid kit, individual medications that you need to take</i>	<i>O</i>
	<i>Mosquito spray, ointment against mosquito-bites</i>	<i>O</i>
	<i>Malaria prophylaxis + Antibiotics</i>	<i>O</i>
	<i>Painkillers</i>	<i>O</i>
	<i>Wound and healing ointment</i>	<i>O</i>
	<i>Band-Aids</i>	<i>O</i>
	<i>Dressing material (elastic bandage / wound pads)</i>	<i>O</i>
	<i>Cold/Flu medications</i>	<i>O</i>
	<i>Nasal spray</i>	<i>O</i>
	<i>Allergy medications</i>	<i>O</i>
	<i>Disinfection-spray</i>	<i>O</i>
	<i>Hand sanitizer</i>	<i>O</i>
	<i>Antibacterial agents</i>	<i>O</i>
	<i>Tablets for disinfecting water</i>	<i>O</i>
	<i>Medication for treatment of diarrhea</i>	<i>O</i>
	<i>Birth-control pills / condoms</i>	<i>O</i>
	<i>Silicone gels/lotions</i>	<i>O</i>

	<i>Herpes-ointment</i>	<i>O</i>
	<i>Vitamin tablets</i>	<i>O</i>
<b><i>Other</i></b>	<i>Pocket knife (not in the hand luggage!)</i>	<i>O</i>
	<i>Lighters (please check the baggage policy of your airline)</i>	<i>O</i>
	<i>Earplugs</i>	<i>O</i>
	<i>Sleep mask</i>	<i>O</i>
	<i>2-3 little locks to lock the luggage</i>	<i>O</i>
	<i>Pens</i>	<i>O</i>
	<i>Inflatable neck pillow (for the flight)</i>	<i>O</i>
	<i>Hand laundry detergent (can be purchased on site), (no washing-machine available)</i>	<i>O</i>
	<i>Stain remover</i>	<i>O</i>
	<i>Clothespins (wash-line available)</i>	<i>O</i>
	<i>Safety Pins</i>	<i>O</i>
	<i>Sewing kit</i>	<i>O</i>
	<i>Umbrella</i>	<i>O</i>
	<i>Tape, rope, glue</i>	<i>O</i>
	<i>Scissors</i>	<i>O</i>
	<i>Games (e.g. Cards)</i>	<i>O</i>
	<i>Personal valuables</i>	<i>O</i>
	<i>For smokers: portable ashtray</i>	<i>O</i>
	<i>Maybe: souvenirs for the children (balloons, sweets, pens, handicraft materials)</i>	<i>O</i>

***It is not necessary to bring bed covers, bed sheets, towels for daily use, food and drinks.***

## **7. Volunteer life at Maison Shalom**

### **A. Living**

- ❖ *Where: On the compound of Maison Shalom (Oasis of Peace Community Centre)*
- ❖ *Room facilities: Double room with bed, bedside table, wardrobe, desk, chair*
- ❖ *Bathroom: Sanitary facilities available per room*
- ❖ *Electricity: Exists (temporary power cuts not excluded), standard-socket: Schuko*

### **B. Laundry**

- ❖ *Washing and Drying: Manual washing - no washing machine available (you can bring detergent or purchase it on site).*

### **C. Food and Drinks**

- ❖ *Breakfast (incl. Tea and Coffee).*
- ❖ *Lunch (warm) and Dinner (warm). In addition to drinking water, soft drinks are available for purchase the whole day.*



- **Eating-Times:**
  - ❖ *Breakfast: around 7- 8.30 am*
  - ❖ *Lunch: around 1: 00 pm*
  - ❖ *Dinner: around 7.30 pm*
- **Where:** ESAK Restaurant

### **D. Costs**

*Interns and volunteers pay a contribution to costs of stay depending on the value of the work they accomplish on site for Maison Shalom. Added to that you write a report or provide feedback after your stay, so Maison Shalom can improve our work and collaboration with volunteers and interns continuously.*



**Included:**

- ❖ Accommodation (limited rooms): Overnight stays in double rooms
- ❖ Full board with breakfast, lunch and dinner
- ❖ Support and contact person on site
- ❖ If required, certificate for the stay abroad for your school or university

**Living (Alternative):** You have the free choice to rent a room/apartment/house outside of Maison Shalom's compound. In this case, you will have to negotiate the price on your own, depending on your preferences.

**Visitors:** Your visitors are more than welcome at Maison Shalom. We can offer them good value overnight accommodation in our lodges at Maison Shalom. Just give us short notice at an early stage and kindly be prepared to take care of the cost of their stay. You can stay in the same room if you are a married couple only. Otherwise, we ask you to kindly stay in separate rooms.





### **Weather**

❖ *Rain Season: Around September till the End of April (don't forget to bring your rainy cape), small rainy season: **September till December**, great rainy season: **January till April**. Note: When it is raining, life stands a bit still in Kigali. So, if you have any appointments, while it's raining, just contact the other person, to make sure when and if they are coming.*

❖ *Dry Season: **May – August***

### **Dress code**

*We recommend you bring a rain cape with you - especially during the rainy season. Added to that, you should take care to meet the local requirements with clothes. This means you should wear long (but thin) trousers and skirts and dresses just when they are knee length or longer. You should also bring official/festive clothes like button-downs, blouses, elegant trousers etc. For the mass in church, we suggest you wear clothes which cover your shoulders. Additional you should leave your casual clothes in the wardrobe and go to church in more festive clothes. It can get cold*



*in Rwanda, especially in the evening, so please also bring some warm clothes like (fleece) pullovers etc. The most important things we also added in the packing list under "clothes".*

## **8. Also good to know**

### **A. Languages**

*Kirundi, Kinyarwanda, French, English*

### **B. Telephone and Internet**

*Telephone and Internet work in Rwanda by prepaid method. That means that you need a SIM-card first, which you must charge with credit in advance. You get the credit without any problems in one of the many shops available anywhere in Rwanda. Additional to the internet by SIM card, of personal Modem, you have the possibility to use the internet in E-Learning room at Oasis of Peace or Mahama Elite Centre for free.*

### **C. Shopping**

**Dukas and market** *Day to-day necessities (food, drinks, clothes etc.), you can buy them in supermarket near Maison Shalom. You can buy clothes without any problems in shops available everywhere in Kigali Rwanda and Maison Shalom especially, has a lot of beautiful African fabrics to sell. Do you want to make a dress, trousers, bag or something else out of it? For that just contact your supervisor and she/he will help you get individual clothing items made just for you from different available tailors in Kigali or in Mahama (Elite Center).*

### **D. Free-time activities**

*Kigali is, with around 1.5M or more inhabitants, not a big city. Nevertheless, you can discover a lot of things here in your free time. Your working hours depend on the projects you do. Normally you have the weekends, which you can use for discovering Kigali and Rwanda in general to discover its beautiful sites, getting to know the country and people or even just relaxing.*

### **E. Sport**

*Should you like to do sport, the main hall at Maison Shalom is available. You can also do jogging or swim in the nearest Hotel (Nobleza at 5 minutes' walk). In the latter case, a session*



will cost you approximately 4 EUR. There are also several gyms in Kigali, where you can get short term or long-term gym membership.

#### ***F. Les Tambourinaires (Drummers)***

Burundian refugees are very famous for their drummers, "Les Tambourinaires". The beating of the Drums is just amazing and will go directly into your heart.

There is a group, which is practicing twice a week close in the compound of Maison Shalom. You can just join their practicing sessions - you're more than welcome!

**G. Church** in Africa is always an experience. The people sing a lot, which gives every mass a special charm. In the Churches of Kigali, you can join the mass every Sunday. For the mass we suggest you wear clothes which cover your shoulders. Additionally you should leave your casual clothes in the wardrobe and go to church in more festive clothes. There are many other places you can enjoy too. Occasionally it takes some time until the food is served, but you are getting used to "buhoro buhoro" (take your time). Overall Kigali is safe. The people are very open-minded and will extend a warm welcome to all visitors. You can walk around the city without any problems in the daytime. Nevertheless, we recommend you just to go outside with a local person (at best from Maison Shalom) after it's getting dark. Until 10 pm you should be back at the compound of Maison Shalom.

**Kindly keep in mind past 10pm, the compound of Maison Shalom is closed, and the security guards may not let you in.**

You are prepared! We wish you a great time at Maison Shalom - with impressive experiences that touch the soul and never go away! You are most welcome! This Guide was first published in April 2014 and updated in 2019, 2021 and in 2025. We want to keep this guide on point. So, if you have any suggestions to change or add new information, don't hesitate to contact the Country Director ([coordination@maisonshalom.org](mailto:coordination@maisonshalom.org)). He will update the volunteer guide for the volunteers following your comments. Thank you very much in advance!

And now...

***Welcome, Bienvenue, Kaze, Willkommen!***