



Orientation Manual for Democratic Republic of the Congo

1. Country Information Quick Facts

Full Name of Country- Democratic Republic of Congo

Population- The DRC is home to approximately 65.8 million people.

Time Zone- 6 hours ahead of EST (7 during daylight savings)

Capital- Kinshasa (formerly Léopoldville, or more rarely Leopoldstad) is the capital and largest city of the DRC, and is located on the Congo River and western border.

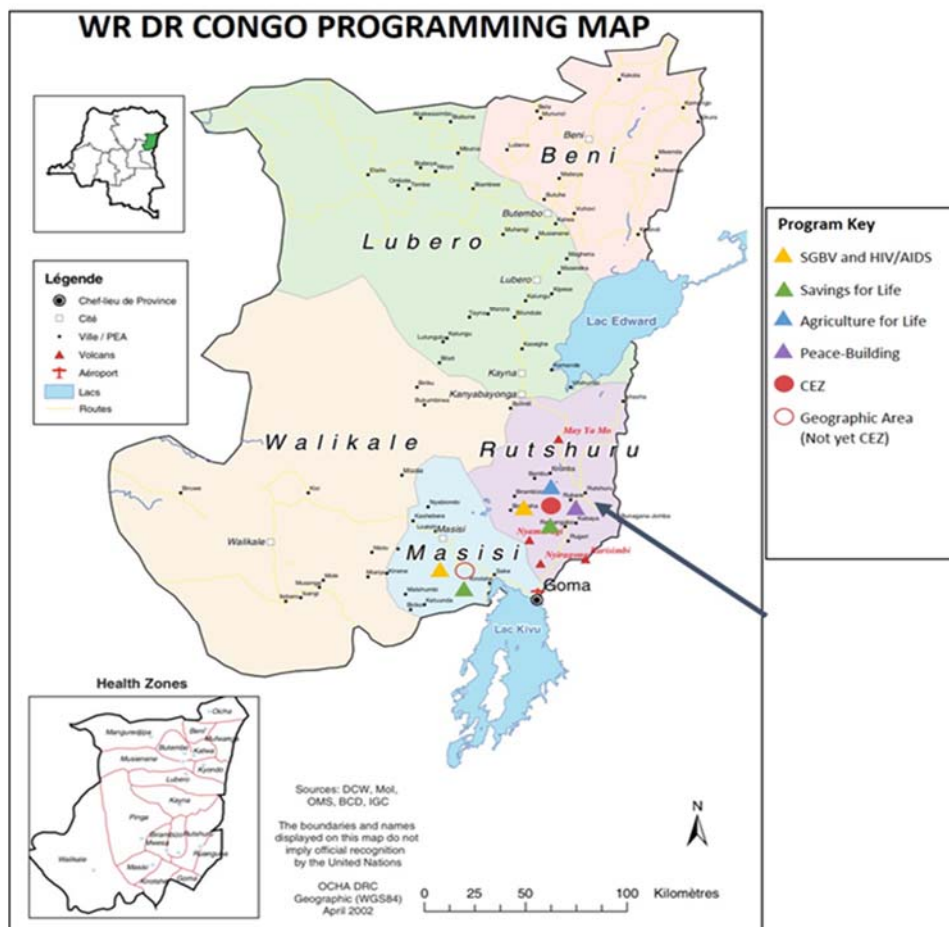
Major Languages- French, Swahili (East), Lingala (West)

Major Religions- Today, 50% of the DRC's population is Roman Catholic, 20% is Protestant, 10% is Muslim, 10% is Kimbanguist (a form of indigenous Christianity), and 10% practices traditional indigenous beliefs. None of the traditional indigenous religions are formalized; they have existed for thousands of years, and vary widely among ethnic groups.

President's Name- Joseph Kabila

Exports- gold, diamonds, copper, cobalt, coltan, zinc, tin, tungsten, crude oil, wood products, coffee

Weather & Climate- The tropical climate varies according to area, from the hot and humid equatorial basin, to the cool and dry southern highlands, to the cool and wet eastern highlands. Areas south of the equator (where World Relief Congo is located) experience a wet season from November to March and a dry season from April to October. Temperatures average in the 70-80's Fahrenheit during the day and can reach as low as 60 at night. It will get cold at night and at times during the day when it rains.



2. Nation History

History Until 1960

The area known as the Democratic Republic of the Congo was populated as early as 10,000 years ago, and was settled in the 7th and 8th centuries A.D. by Bantus from present-day Nigeria. Discovered in 1482 by Portuguese navigator Diego Cao, the area was officially colonized as the Congo Free State in 1885 as a personal possession of King Leopold II of Belgium. Leopold ruled the Congo Free State and exploited its rubber resources through his personal army, which tortured, maimed, and killed the indigenous people until the turn of the century. The death toll from this period of slaughter was immense, though no one knows exactly how large and sources vary—the estimates range from 3 million to 20 million dead. Eventually in 1907 the king was compelled to cede control of the area to the Belgian Government, which renamed the country the Belgian Congo.

Independence

Parliamentary elections in May 1960 produced Patrice Lumumba as prime minister and Joseph Kasavubu as president. Following a series of riots and unrest, the Belgian Congo was granted its independence on June 30, 1960. Within the first year of independence, several events destabilized the country: the army mutinied; the governor of Katanga province attempted secession; a UN peacekeeping force was called in to restore order; Prime Minister Lumumba died under mysterious circumstances; and Col. Joseph Mobutu (who later renamed himself Mobutu Sese Seko) took over the government.



The Mobutu Regime

Mobutu had originally ceded the government back to President Kasavubu. When unrest and rebellion continued to plague the government until 1965, however, Mobutu (by then commander-in-chief of the national army) again seized control of the country, with the support of Belgium and the United States. Mobutu declared himself president for 5 years, and quickly centralized power into his own hands. In 1970 he was elected president unopposed, and embarked on a campaign of cultural awareness, renaming the country the Republic of Zaire and requiring citizens to adopt African names. Mobutu successfully enforced his one-party rule and maintained control in Zaire through the 1980s. Some credit him with achieving relative stability in the country, but he maintained his control through bribery and harsh brutality, and his poor economic management encouraged a culture of corruption in all levels of public service. Despite Mobutu's control of the government, opposition parties were active, and Mobutu's attempts to quell these groups drew significant international criticism. As the Cold War came to a close, internal and external pressures on Mobutu increased. In late 1989 and early 1990, Mobutu was weakened by a series of domestic protests, heightened international criticism of his regime's human rights practices, and a faltering economy.

First Congo War

The Mobutu regime was finally brought down by unrest in the neighboring country of Rwanda. In 1994 the Hutu ethnic majority in Rwanda, which had historically been subservient to the Tutsi minority, massacred 800,000 Tutsis in what would become known as the Rwandan Genocide. When Tutsi forces ended the killing and took control of Rwanda, Hutu militia forces fled Rwanda into Zaire. These Hutu militia forces soon allied with the Zairian armed forces (FAZ) to launch a campaign against ethnic Tutsis in eastern Zaire. In turn, these Tutsis formed a militia to defend themselves against attacks. The Tutsi militia was soon joined



by various opposition groups, and was supported by several countries, including Rwanda and Uganda. This coalition, known as the AFDL, was led by Laurent-Desire Kabila, and made significant military gains in early 1997. Following failed peace talks between Mobutu and Kabila in May 1997, Mobutu left the country, and Kabila marched unopposed to Kinshasa on May 20. Kabila named himself president, consolidated power around himself and the AFDL, and changed the country's name from Zaire back to the Democratic Republic of Congo.

Second Congo War

Kabila proved incapable both of tackling the country's huge problems and of handling the multifarious elements within his own coalition. By mid-1998, full-scale fighting had again broken out, this time between former Kabila allies and forces still loyal to Kabila. The insurrection was backed by Rwanda and Uganda, while troops from Angola, Chad, Namibia, Sudan, and Zimbabwe intervened to support Kabila. A cease-fire was signed in July 1999, but sporadic fighting continued, and in January 2001 Kabila was assassinated. His son, Joseph Kabila, was named head of state, and in October 2002 the new president was successful in negotiating the withdrawal of Rwandan forces occupying eastern Congo. The Pretoria Accord was formally ratified by all parties on April 2, 2003, and by May 2003 all foreign troops had officially withdrawn from the DRC. A transitional unity government was set up in July 2003, with Kabila as president and four vice presidents representing the various factions. This period of conflict, known as the Second Congo War, has been the bloodiest conflict in world history since World War II. Almost four million people have died as a result of the fighting. As of September 2006, the United Nations remained concerned that 1,000 people a day were still dying as a result of the conflict, and described 2006 as a "make or break point" for the continuing humanitarian crisis.

Recent History

The supposed cessation of hostilities, violence continued through 2004 and 2005. Hutu rebels afraid to return to Rwanda, Rwandan incursions into the DRC, rival units within the DRC's national army, and rival militias backed by Rwanda and Uganda have all contributed to continued instability. Nonetheless, the transitional government held a successful constitutional referendum in December 2005, and held presidential and legislative elections in 2006. Kabila's success in the election (58%-42% in the second round) was the cause for outbreaks of violence. Supporters of Kabila's rival Jean-Pierre Bemba rejected



the results and claimed electoral fraud. Following a Supreme Court decision which certified Kabila's win as legitimate, Bemba conceded, and fortunately fighting over the election remained sporadic. Many African heads of state attended Kabila's inaugural ceremony in December 2006, and various nations in the Great Lakes region have expressed their hope that the election will bring an end to the violence that has plagued the DRC. In 2016, Kabila announced he was running for reelection against the two-term constitutional limit. People took to the streets in protest and were responded to with violent crackdown. Ultimately, elections were postponed several times and are scheduled to take place on December 23, 2018.

3. World Relief History in Country

Goma, a city of 1 million in the eastern Democratic Republic of the Congo, is home to World Relief Congo's main office. Located in the Western Rift of the Great Rift Valley, Goma neighbors the active Nyiragongo volcano directly to its north, and hugs the coast of Lake Kivu to its south.

The mission of World Relief Congo is to empower the Congolese Church to serve the most vulnerable throughout the country. The Church has both the mandate and the power—through the Holy Spirit—to transform the country. However, like many Congolese, the Church has often taken an attitude of dependency on foreign aid and fatalism towards the suffering of its communities. Therefore, the first step in bringing healing to the country is empowering the Church to realize its own resources, to understand that through the Spirit, it can transform the DRC. World Relief is working with local churches through interventions in leadership training, peace building and reconciliation, health, rehabilitation, and agriculture and economic development to meet the many needs of the DRC.

4. World Relief's current programs in Country

CEZ Project Summary

Fellowship Missionary Church (FMC), Watermark Church and Walnut Hill Church currently fund the 3 Church Empowerment Zones of Kako, Kiwanja and Mugunga that mobilize and empower the local church partners. The CEZs work teaches Pastors and other church leaders about Integral Mission and Transformation Tree Curriculum. It also allows the local church to play a role of bringing transformation within the church and wider community. In FY18, WRC is integrating training on trauma-healing into the CEZs to empower church leaders and community members to respond to trauma in their communities.

Peacebuilding

The Peacebuilding program is fully funded by private revenue. The program uses an approach based on the establishment of local conflict prevention and mitigation structures called Village Peace Committees (VPCs) at the grass root level within the CEZ of Kako, and Kiwanja. Church and community leaders are trained on conflict resolution and they elect among themselves trustworthy members of VPCs respecting gender and tribal balance.

Sexual and gender-Based Violence (SGBV) and HIV/AIDS Prevention and Care A group of major donors and foundations currently funds the Sexual and Gender-Based Violence Program which focuses on prevention and the fight against all kinds of violence towards women in the CEZs of Kako, and Kiwanja in Rutshuru Territory, and Mugunga in Goma, the capital city of North Kivu province. Also, it works for the promotion of gender equality. Services provided include outreach with churches and schools, medical repair of fistulas for survivors, reintegration of survivors into their families and communities, peer-to-peer survivor support groups, and income-generating activities for survivors. In FY18, a component to provide trauma-healing to survivors was also integrated.

Agriculture for Life and Savings for Life

Currently, the AFL and SFL program is funded by private revenue. WRC works alongside Church Network Savings Sub-Committees to facilitate the formation of savings groups in Kako CEZ and beyond using World Relief's standard Savings for Life (village savings and loan) model. In perspective, if funds are not found for SFL, even though it is very important for our communities that need recovery and resilience, activities may

be very limited while waiting for specific funding to be available.

AFL targets newly displaced, returning households, or the vulnerable, in Rutshuru Territory who are food insecure and unable to access adequate food, seeds or tools. Seed distribution, non-food item material kits, and training on more effective farming techniques using farmers' group model are all integral parts of the AFS intervention. AFS programs collaborate with line ministries as well as inter-agency clusters for acquisition and certified seeds that are then distributed by WRC to beneficiaries.

5. World Relief Country Director Bio



Jean Nyandwi , Country Director

Jean is a community development professional and has more than 20 years of experience in Support Services, Humanitarian and Emergency Affairs, Advocacy, and Transformational Development, in the Great Lakes Region of Africa (Burundi, Rwanda, Kenya, DRC), and West Africa (Mauritania).

He is married to Cesalie Nicimpaye Nyandwi (former National Director of Dutabarane, a partner to World Relief Burundi) and they have 5 children (3 girls and 2 boys) - Joanna (16), Jean-Fils (14), Eunice (10), Graciela (7), Jadon (4). He speaks English, French, Swahili, and Kirundi.

He holds a M.A in Rural Sociology and Community Development, from the University of Nairobi, and a B.A degree, in Community Development (including Christian Ministries), from Daystar University, in Kenya. He also holds many certificates in Leadership, Business Processes Analysis, Security and Safety management, Advocacy (Community Voice and Action), Local Partnering, Grants Management (including Gateway to Grants/US Grants), Fundamentals of Relief/Sphere project & Project Management, Post Distribution Monitoring/Humanitarian Accountability, LQAS (Lot Quality Assurance Sampling), etc.

He has more than 16 years of senior leadership and management experience in Christian international NGOs, including World Relief, World Vision International, World Concern, and Evangelical Mission for Africa. The senior positions he occupied include, Country Director, Burundi Country Representative, Great

Lakes Representative, Humanitarian and Emergency Affairs & Supply Chain Management Director, Special Programs Director, Senior Integrated Programs Manager, Base Manager, among others. Jean served also as a board member of Kazoza Microfinance, affiliated to World Vision Burundi.

6. Culture

Dos & Don'ts

Greetings

Introductions are very important and will occur on a regular basis. Whenever you enter a room of people, shake hands and offer a greeting, such as, “Bonjour” or “Jambo.” African culture tends to be formal and it is important to take the time to appreciate and be thankful for one another. When greeting each other, men (and sometimes women) will touch their head to yours three times from side to side and the forehead. Women are often called “Mama” as a term of respect or friendship, and men are often called “Papa.” Women may also be addressed by their husband’s names. Be prepared for at least one team member to be asked to speak at every meeting. Because the Congolese have a deep respect for authority and elders, it is respectful to thank leaders by name when they ask you to speak. Also, do not rush to greet someone when they enter the room, especially an elderly person. Elderly people are to be shown respect.

If you want to express deep respect when greeting someone, hold your right forearm with your left hand while shaking hands. This gesture is also commonly used when exchanging money in markets. Also, Congolese always appreciate it when you bring greetings from home, such as, “I bring you greetings from (my town or state) and (my church name or small group community from my church name).” You can also offer a few words about being in the DRC. If you are in a group, your leader can speak on behalf of your group, but Congolese are eager to hear from each person as well.

You may hear someone greeting a friend they have not seen for a while by telling him or her that she has gotten fatter. Though gaining weight is seen as negative in the U.S., it is an indication of good life and health in the DRC, so the comment is intended as a compliment.

Language Communication

Be aware that “No” doesn’t mean “No” for the Congolese. For example, if you call someone to come and share food with you, he might say “No” to your invitation even if he is extremely hungry. If you as a visitor suggest that someone receive something from you, and he or she says “No”, don’t think that they don’t really want the thing you are offering. You have to insist, and the person may finally accept. However, some people mean “no” when they say no, and you will know it if the person insists on not accepting your offer and may give you the reason for not accepting it.

Be careful pronouncing words in Swahili that you do not know well. You may make people shamed by saying something inappropriate.

Cultural Differences

Smoking and drinking are viewed as serious addictions and are not seen as Christian behavior even in moderation. Generally speaking, if Congolese drink, they drink to get drunk—social drinking is not common.



Because all consumption of alcohol is associated with drunkenness, you should not consume alcohol while in the DRC.

If possible, refrain from communicating by phone in the presence of soldiers.

Relationship to Partners and Beneficiaries

Large groups of foreigners can deter empowerment of the local community and communicate the wrong message. Therefore you may be split up into groups while doing most work activities. You may also be split by gender depending on the activity.

Be sensitive in working with WR staff and have the willingness to learn from them. Don't undermine their work by second-guessing the way they do things or recommending alternatives.

Be careful not to create expectations with questions you ask. Many Americans' initial question is, "What do you need?" which creates the expectation that you are planning to meet needs and begins the relationship on the wrong pretext. Likewise, be careful in terms of money. Do not promise a lot. Congolese like promises.

People will often ask for educational support, money, addresses or almost anything they see on you or in the car with you. It is tempting to give away things you don't need, but this may harm more than help. It is important that we do not encourage dependence upon foreigners by providing "handouts," but that we empower and equip individuals and communities to rise to the challenges of their context. Giving away possessions and addresses can also cause interpersonal conflict. The Congolese are very community oriented, so if you give to one person rather than to everyone, you can create jealousy and conflict. Even giving away candy can create very negative consequences and raise expectations for every other American group. We are trying to avoid association of white people with gifts and "things." Gifts of money may also be used to fuel destructive habits, so the best things to give are time, a smile, handshake, or hug, and Christ's love. Always be sure to treat homeless people and street children as real people, greeting them, touching them, and talking to them. World Relief is working hard to help communities become independent and self-sustaining through local initiative, volunteerism, and training. Outside assistance is very much needed, but there are appropriate ways to do it. If you have questions, ask one of your WR hosts who will know how best to handle the situation, including sharing addresses

Table African vs. European

Eating in front of others without sharing is considered rude. Avoid eating in public where there may be hungry people watching; When you eat someone's food/drink, it is a sign that you accept them; It is polite to bring a small gift for hosts.

How men and women interact

There is distinct and rigid differentiation between male and female roles. For example: Women are expected to do household chores and men are not.

You should not look straight at the face of someone of the opposite sex. Close friendships do not usually exist between people of the opposite sex. Men and women are formal with one another. It is inappropriate to demonstrate any kind of affection towards the opposite gender—even couples should not kiss openly. Husbands and wives do not touch each other in public, and in some churches do not sit near each other.

Goofing around can be viewed as sexual.

There are a few questions you should not ask in the DRC: Do not ask anyone what tribe they are from. Do not ask questions about sex in public or to the opposite sex—it is a taboo.

National Public Holidays

Jan 1	New Year's Day
Jan 4	Martyrs of Independence Day
Jan 16	Anniversary of President Laurent Kabila's Assassination
Jan 17	Anniversary of Prime Minister Patrice Emery Lumumba's Assassination
Apr 30	Education Day
May 1	May Day
May 17	Liberation Day
Jun 30	Independence Day
Aug 1	Parents' Day
Dec 25	Christmas Day

Church services

Church buildings vary depending on which part of the country you are in, but most are simple. They tend to be one large room made of bricks, mud, or sticks with a cement or dirt floor. "Pews" are often cement, wood or dirt piled up to make a bench. In some churches men usually sit on one side of the church and women sit on the other side.. A place of honor is often reserved in the front of the church for visitors or elders. A typical church service is between 2-4 hours.

Dress

Typical dress includes long, flowing, colorful fabrics. Hats and head wraps are common as protection from the sun. In urban settings – it will be common to see dress that is influenced by western style clothing.

Women should dress modestly at all times—short clothing is inadvisable. Showing too much of the leg or having low cut tops may suggest questionable virtue. It is also best to limit the amount of makeup and jewelry worn. A man preaching should never wear shorts. Also, earrings, bracelets, and necklaces are not appropriate for men. Tattoos are associated with witchcraft, and non-believers in many areas and should be covered to avoid communicating an unintended message.

7. Societal Structures

Family Structure

Except for Bakongo and Baluba tribes, Congolese follow a patrilineal tradition. However, the woman of the house is still often the chief caretaker and worker for the family. The women tend to work the fields, grind the maize, sell goods at the market, care for the children, fetch the water, and generally run the household. In rural areas, men usually do hard labor tasks, although, some men do very little work and expect their wives to do the hard-labor tasks in addition to their household work.

Families tend to be large, with 5-10 children. Part of the mindset behind this is the belief that large families

provide more protection and its members can help each other. It may also be due to both high infant/child mortality rates and to the fact that children help with house and field work, lightening the load on mothers. Male children tend to be given more rights in the family than female children and husbands may even take a second wife if the first one does not give birth to any boys. Children are highly valued but tend to be expected to be “seen and not heard.” Breast-feeding is almost the sole means for feeding children, so it is extremely common in public. Husbands and wives do not show affection in public, they do not even walk or sit together in public, in some communities. It is rare for husbands and wives to have very intimate relationships with each other and this is not usually expected.

Government structure

The Congolese government is a multiparty republic that celebrated its independence from Belgium on June 30, 1960. The DRC is divided into twenty six provinces and one city (Kinshasa), and held national and local elections in 2006 , and 2011. In 2016 elections were postponed..

Economy

The DRC is one of the least developed countries in the world, ranking 176th out of 182 countries on the United Nations Human Development Index. Persisting conflict has led to decreased national output, curbing of foreign businesses, and growth of external debt. Foreign nations and internal conflict have also stripped the DRC of much of its wealth in natural resources. The nation is gradually recovering, but remains vulnerable in the face of famine, disease, violence, injustice, corruption, and a weak legal system. The DRC relies upon foreign assistance for much of its annual budget, with an external debt of \$10 billion. The agricultural sector accounts for the majority (58.7%) of the DRC’s GDP, though the mining of diamonds, gold, copper, cobalt, and other natural resources supplies the majority of export income. The service sector comprises 28.8% of the GDP, and the manufacturing and industrial sectors account for the GDP’s remaining 17.8%.

Literacy & Education

65.5% of Congolese over 15 years of age can read and write. The literacy rate is higher among males (76.2%) than among females (55.1%). Because of a lack of trained teachers, they generally go for only a morning or afternoon session so that more children can be taught by the available personnel. Many children miss part or all of the school year due to parents’ inability to pay school fees. Although only 65% of children reach fourth grade, the DRC is very proud of its universities, which 35% of the nation attends.

Ethnic Groups

There are over 450 ethnic groups in DRC. The majority of these groups are Bantu, and some of the largest tribes are Bakongo, Baluba, etc. In North Kivu there are the following tribes: Bahunde, Banyanga, Banande, Bahutu, Batwa, Batutsi, Batembo, Bakumu, Bashi, and Barega. The common tongue and official language is French. Four other languages have the status of national language: Kikongo, Lingala, Swahili (Kingwana being the most prominent form), and Tshiluba. There are many other languages and tribal dialects spoken; the estimated total number of languages spoken in the DRC is 242. The majority of the schools in the DRC are taught in French.

Living Conditions

Electricity and water supplies are unreliable. Housing varies from sprawling estates in some parts of the city to huts of mud, brick, or thatch in the more rural areas. The majority of the population lives without

running water or electricity in homes of mud, brick, or thatch, especially in rural areas. Water has to be carried from nearby lakes or rivers. Pit latrines and “bucket baths” are the norm for “bathrooms,” and cooking is generally done over a fire. It is not unusual to find extended family members living together or to find that in addition to their own large household of children, Congolese often have adopted other children of family members that have died.

Day in the life snapshot

The day in the DRC usually begins early in the morning at 5:30 am for most people. You will see people on the road walking quickly because they are going to their jobs which are located very far from their homes. As they are not able to pay transport fees, they leave very early in the morning to go by foot to work. Another reason they must start the day early is because of the lack of water in the towns. So, they must wake up early to go and carry water before the sun rises. Most businesses are open from 8:00 am to 5:00 pm, with a break around 12:00- 13:00 for lunch and an afternoon nap. This lunch time is not always used for eating lunch because workers are not able to afford lunch every day from their salaries. Some offices hire their own cooks and employees eat together every day, with each employee contributing to pay for the food. Smaller businesses, like local shops do not always have regular hours. Most shopping is done in an open-air market, where you can find almost anything. Produce, fish, clothing, household goods, even furniture can be purchased along the road or in organized market areas. Shops are increasing as the security is being reestablished in the DRC. Business men are making profits and multiplying shops in different towns. But salaries are still very low and the majority of the population is unable to improve their social and economic situation.

8. Before You Go

Visa

Tourist visas are required for entry into the DRC. This must be issued by your country of Residence. To view the latest info visit the DRC Embassy site [here](#).

As you will usually fly into Rwanda rather than directly into the DRC, you will have to cross the Rwanda/DRC border on your way to and from the DRC. On the Rwandan side, you must fill out an entry or exit card to cross. You will also need your passport on both sides. Rwanda issues visas on arrival (at the airport or land border) for Americans for \$30.

Preventative Care/ Vaccinations

As preventative care information is subject to change from year to year, please refer to the most recent requirements published on the [CDC](#)

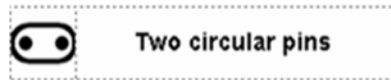
Packing List

- Light windbreaker/sweater for evenings
- Comfortable/washable walking shoes or sandals
- Sandals/flip-flops for shower, beach, etc.
- Underwear
- Sleepwear
- Long-sleeves to avoid mosquitoes at night
- Toiletries: sunscreen, chapstick, hand sanitizer, repellent (non-aerosol), aloe or after-sun lotion
- Medications (as needed/desired): antibiotics, band-aids, vitamins, Dramamine, anti-malaria pills

- Camera, extra batteries if desired although it is not recommended that you bring expensive camera equipment
- Plug adaptor/ voltage converter
- Hat/sunglasses
- Ear plugs/eye mask
- Water bottle
- Small flashlight
- Pictures of your family/friends to show people (be mindful of clothing in pictures and settings that aren't too extravagant)
- Bible, notebook/journal, pen
- Reading material
- Suitcase locks (for leaving baggage)
- Credit Cards (VISA is best) and cash (\$20 and smaller bills are recommended) - for personal purchases and souvenirs.

Electricity & Voltage

In case you are unable to avoid packing electrically powered items, take note that voltage in the DRC is 220V AC, 50Hz, and outlets require either a European style plug with two circular, metal pins or a South African style plug with two circular metal pins above a large, circular grounding pin. Ask your local electronics store for more information.



Recommended reading & helpful website

Travel and Health

www.travel.state.gov – State Department issued travel warnings, passport & visa info.

www.cdc.gov/travel – Travel health recommendations from the U.S. Centers for Disease Control and Prevention (CDC).

www.intellicast.com – International weather forecasts.

www.cbp.gov – U.S. Department of Homeland Security, Customs and Borders Protection.

Medical and Evacuation Insurance

www.brotherhoodmutual.com

International News and Information

www.tcci.org – Short-term mission training videos covering a wide range of subjects.

www.lonelyplanet.com – Basic country information geared towards travelers.

www.countrywatch.com – Up-to-date information and news around the world.

http://news.bbc.co.uk/2/hi/country_profiles/default.stm - Country Profiles from the BBC.

www.irinnews.org – Humanitarian news coverage and country information.

Miscellaneous

www.kropla.com – International telephone and electrical guides.

www.oanda.com – Currency exchange rates, charts, & currency-by-mail.

Online Travel Arrangements



www.fellowship.com - Full-service travel provider, specializing in mission and church travel.

www.mennotravel.com - MTS Travel, a travel service especially geared for the Christian community offering mission-specific fares.

www.kayak.com - Search engine that pulls airfares from every major travel site (Priceline, Orbitz, Expedia, individual airlines, etc).

Language Resources

www.transparent.com/languagepages/Swahili/FSSwahili.htm - Read and hear some basic Swahili phrases; this site also offers a basic intro to Swahili.

www.ielanguages.com/french1.html - Introduction to basic French

Reading

These books are recommended for those interested in learning more about relief and development work and the approach of World Relief. If you would like a more exhaustive list, please contact your partnership manager at World Relief.

The AIDS Crisis: What We Can Do: Deborah Dortzbach & W. Meredith Long

Back cover synopsis: Deborah Dortzbach and Meredith Long offer personal stories, up-to-date statistics and their years of international experience to give us the global portrait of AIDS. They help us become informed so that we can partner with brothers and sisters already at work around the world loving, lobbying, caring, and praying

Walking With the Poor: Principles and Practices of Transformational Development: Bryant L. Myers

Reviewer: Kerk Burbank, Ph.D: Simply the best single book about holistic Christian development theory, theology, and real Christian organizational practice which I have read to date.

When Helping Hurts: Alleviating Poverty without Hurting the Poor...or Yourself Corbett & Fikkert

Amazon Product Description: "Churches and individual Christians typically have faulty assumptions about the causes of poverty, resulting in the use of strategies that do considerable harm to poor people and themselves. When Helping Hurts provides foundational concepts, clearly articulated general principles and relevant applications. The result is an effective and holistic ministry to the poor, not a truncated gospel.

9. In Transit

Information to carry

1. Passport
2. 4 extra passport photos
3. Contact information: names, addresses, important phone numbers, e-mail addresses of family members
4. Yellow health card with vaccine records (checked at customs)
5. Documentation of important health information (allergies, conditions, medical history if necessary)
6. Driver's license or copy of your ID
7. Copy of your passport

World Relief Contact Information

Jean Nyandwi, Country Director +243976483787

Kapalata Ndashimye, Programs Coordinator +243 991 230 363

World Relief Country Address

Avenue Walikale No. 003, Quartier Les Volcans, Goma, RDC

Upon Arrival

World Relief staff will be with you throughout the border crossing process, but a few things to know are:

- You must walk across the border, so the World Relief cars will cross with your luggage but you will be on foot. Carry any valuables with you (such as your purse or wallet with your money, etc.)
- Customs may ask to search your luggage. If so, a World Relief staff member will ask you to stand nearby while they check your bag to ensure nothing is taken from it. If you have anything in bulk quantities or something expensive still in a box (i.e. electronics, etc.), customs may ask you to pay a tax on these items. It is best to avoid carrying things like this; if you do have anything like this please discuss it with World Relief staff before arriving at the border. If you are crossing the border at 7am or 6pm, they may start to lower the Congolese flag. By law, you must stop and stay still and quiet while the flag is lowered.
- In general, try to be aware of what others are doing as you cross the border, and follow the instructions World Relief staff give you to ensure a smooth process.

10. During the Trip

Communications

Internet will be available at the hotels and office in Goma. It is not available in field locations or at Sisters' Guest House. World Relief Congo Office provides modems and sim cards for visitors.

Photography/Videography

Do not take pictures in public places—in public settings, ask before even taking out your camera in order to avoid having police confiscate your camera or fine you. You will be able to take pictures within reason, but we need to take extra caution. When taking anyone's photograph, it is always best to ask permission.

Do not take pictures of military or "official" looking buildings, vehicles, or individuals. Never take photos in airports Worldtravelguide.net offers the following advice on this point: "A permit is required to take pictures anywhere in public. Even then, local authorities are likely to be sensitive." Also, be reserved in taking pictures when large groups of children are around. The kids love to see themselves in digital camera displays, but be aware that this will bring a lot of noise (i.e. cause a lot of disruption) and should be avoided during scheduled activities.

Food & Water

Congolese meals often consist of beans, rice, meat, and sauce. You may also be served french fries with mayo or a starchy, doughy dish called Ugali made from cassava, millet or maize. Ugali is eaten with the hands from your own plate and usually dipped into a tomato, meat, fish or vegetable sauce. Bananas are varied in type here and will be served in many ways: boiled, fried, uncooked, in a sauce, in place of rice, etc. The main sources of meat are generally beef, goat, pork or fish, and common vegetables include tomatoes, onions, cassava, cabbage, potatoes, and green-leaf vegetables. You will also find an array of fresh fruits available (such as bananas, pineapples, mangoes, passion fruit, and Japanese plums.) Chicken is usually tough, so it is not considered rude to eat it with your hands. In some rural areas all meals are eaten with the hands as silverware is not available.

Lunch is often served later in the afternoon, sometimes as late as 2:30 PM.

You will usually be offered a chance to wash your hands before eating. Your host or waiter will bring a bowl and pitcher to you, pour the water over your hands into the bowl, and give you soap so you can wash.

Health & Safety

Security

As a rule, it is important to be alert and aware of your surroundings at all times, but especially in market areas and the cities. More specific guidelines for safety include:

- Keep jewelry to a minimum to avoid calling extra attention to yourself.

- Never walk around at night, especially in the city. Walking during the day tends to be safer, especially in rural areas. It is advised to walk in groups of more than 2 and with at least one male person.

- Do not carry more than \$20 USD on you in cash.

- Never carry your cell phone / wallet in a pocket where it is easily identifiable from the outside. These are easy to steal and often what thieves are after.

- Be willing to part with anything you have at anytime. If you are compliant with criminals in the DRC, they tend to not harm you.

To avoid getting sick, drink bottled water (provided by World Relief) and only eat food that has been fully cooked. As a rule, boil it, cook it, peel it, or forget it. Food purchased from street vendors can be risky; it is best to stick to restaurants and home-cooked food. Even then, avoid fresh salads (unless you know how they were prepared), drinks with ice in them, and dairy products—basically anything that has been touched by unsafe water.

Medical Facilities

Should any illness or emergency occur on trip, contact the following immediately. Do not travel to a local medical facility without the direction of WR Staff.

DRC Country Director, Jean Nyandwi: Tel: +2436483787; WhatsApp: +2436483787; skype: johnny200922
Director of Partner Engagement, Bethany Seremet: Tel: 603-546-5423; WhatsApp: 603-546-5423; skype: bethanyseremet

Money & Expenses

Currency in DRC is the Congolese franc, the exchange rate ([link](#)) ~1600:1

Estimated spending money USD is used in Goma, bring small bills 5s, 10s, 20s to pay for souvenirs. \$1 or less is not acceptable and torn notes are not acceptable.

Accommodations descriptions

You will be staying at/in hotels and guesthouses. Towels will be provided in most hotels, but not at Sisters' Guest House. Hotels usually have restrooms inside of your room, but in some guesthouses toilets and showers are located in a public space and shared with other guests. Because electricity and water supplies are unreliable in DRC, be prepared for the possibility of cold showers or no water at all. You will usually be given candles at hotels in case the electricity goes out. In places without electricity, you will use hurricane lamps that burn kerosene. Take note that tips are not included in hotel and restaurant bills, so tipping is at the client's discretion.

Laundry

Laundry services will not usually be available during the trip. Be aware that hotels may offer a laundry service, but since clothes are dried outside this service may take several days. It is considered rude to ask staff to wash undergarments- best to pack enough for the entire trip.

Helpful Words and Phrases

Greetings		
English	Swahili	French
Hello	Jambo	Bonjour (in the morning) Bonsoir (afternoon or evening)
How is your morning?	Habari ya asubuhi?	Comment ca-va?
How is your day?	Habari ya leo?	Comment ca-va?
Good/Fine	Nzuri	Bien
Very good/fine	Nzuri sana	Très bien
Goodbye	Baadaye/ Kwa heri	Au revoir
Goodnight	Lala salama	Bon nuit
What is your name?	Jina lako nani?	Comment t'appel?
My name is...	Jina langu ni...	Je m'appelle...
Yes	Ndiyo	Oui
No	Hapana	Non
Thank you	Asante	Merci
Thank you very much	Asante sana	Merci beaucoup
You're welcome	Karibu	De rien
Excuse me	Samahani	Excusez-moi
Sorry	Pole	Désolé
Please	Tafadhali	S'il vous plait