INTERNATIONAL VOLUNTEER HQ
VOLUNTEER IN MOROCCO INFORMATION BOOKLET

This Information Booklet has been compiled to help you prepare for your imminent volunteering program with IVHQ in Morocco. It is difficult to describe what it is like to experience volunteer travel in Morocco – fascinating history and historical sites, customs and traditions dating back centuries, contrasting landscapes and volunteering with likeminded volunteers from all over the world. However, this booklet provides you with general information on what to expect in Morocco, local customs, basic safety tips, your volunteer program, your arrival in Morocco, what to bring and other essential information. Just remember if there is anything you want to know that is not answered in this booklet or on our website, feel free to contact us at any time.

Get ready for one of the most amazing experiences of your life.

شكرا (thank you in Arabic – pronounced Shukran)

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CONTACTS

**IVHQ Partner Organization – ILCS**

IVHQ’s partner organization in Morocco is ILCS (Institute for Leadership and Communication Studies). ILCS is a Moroccan based organization in Rabat, run by a combination of local and international staff. IVHQ has established an exclusive partnership with ILCS, which provides our volunteers with superior care, training and support before they travel to Morocco and whilst they are in country. The ILCS Program Coordinator in Morocco is Khalid el Bouti. Khalid will email you in the coming weeks to introduce himself and ILCS.

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**International Volunteer HQ**

The IVHQ Morocco Volunteer Travel Consultant is Jamie-lee Reynolds. Jamie-lee is well qualified to help you prepare for your trip and answer any questions you may have. Feel free to contact Jamie-lee anytime. She is your first point of contact before you get to Morocco and is here to answer any questions you may have. Once there, ILCS is the first response and we become secondary.

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Jamie-lee Reynolds
WELCOME TO THE INTERNATIONAL VOLUNTEER HQ TEAM!

Congratulations on taking the big step and committing to volunteer abroad with International Volunteer HQ. The next big question is what do you have to do now?

You will be at varying stages before you are about to go. However, regardless of where you are at there is a list of things that every IVHQ volunteer needs to do before they touch down and get their hands dirty. We’ve listed these in chronological order below.

1. **READ THIS BOOKLET** – There is a lot to take in so don’t try and read it all at once! This booklet has been designed by the team at IVHQ who have volunteered long before you and answers all the questions we wanted answered before we went volunteering. Over time we have amended it to answer questions volunteers have regularly asked. Therefore it should answer 99% of your questions before you go. However, just remember if you ever need a question answered that is not in the booklet, please ask us.

2. **SEND US YOUR INFORMATION** – In the welcome email there is a list of things we require from you at the latest one month before you are due to start. Please send this information to us at International Volunteer HQ and we will pass it onto our partner staff.

3. **BOOK FLIGHTS** – Book your flights as soon as possible as this will mean you often get cheaper fares.

4. **GET VACCINATED** – In this booklet we give you a list of things we suggest you get vaccinated for, however we still recommend seeing your local doctor (or better still a travel doctor) and getting their thoughts.

5. **TRAVEL INSURANCE** – Buy your travel insurance (mandatory when volunteering abroad with IVHQ) - [www.volunteerhq.org/ivhq-insurance.html](http://www.volunteerhq.org/ivhq-insurance.html)

6. **VISAS** – The majority of our volunteers do not require a visa for Morocco and are simply given an entrance stamp on arrival in Morocco. More details on this in the visa section of this booklet. Remember, as a volunteer tourist all you require is a tourist visa.

7. **CRIMINAL BACKGROUND CHECK** – To participate on the IVHQ volunteer program, all volunteers are required to provide a criminal background check to our program partner upon arrival at the program orientation. There are more details on this further in the booklet.

8. **PAY YOUR PROGRAM FEES** – One month before you are due to go (at the latest) you have to pay us your program fees. Feel free to pay these earlier but as long as you have them to us one month you are due to go we are happy :-) **Remember when paying this fee to add 5% to your program fees to cover bank fees, transaction fees and currency conversions fees.**

9. **GET PREPARED** – The better prepared you are for this experience the easier it will make things. Do some readings on the country and town you will be staying; if you are teaching and have never taught before learn some teaching methods; learn some of the local language to impress you host family or locals with your “flash” linguistics when you arrive.
10. PACK APPROPRIATELY – Try not to take too much! We give you a list in the back of this booklet of things to take to help with your packing. Despite the fact that you are going to a developing country, almost anything you forget can be bought in the local shops and supermarkets. Often volunteers like to take extra supplies for the people they are working with. This is great and while we encourage it, what is better is if you can purchase the things in your host country. Most things that can be bought in your home country can be bought there as well. This means not only are you investing in your host country, it also saves you on baggage.

11. GOT ANY QUESTIONS? – Despite doing our utmost to answer “almost everything” on the website and in our information booklet it is inevitable that some volunteers will have questions. If you do, we ask you to direct them to us (International Volunteer HQ) as opposed to the program staff in country. Their job is to look after you when you arrive and we prefer them to concentrate on that rather than answering emails form upcoming volunteers. ANY QUESTIONS – I AM THE PERSON TO ASK. SEND THEM MY WAY.

12. We will be in contact approximately one month before you are due to go just to make sure everything is ok (and also to get any extra details from you if you are a bit slow with them). Any questions before then, please ask.

REMEMBER TO RELAX. YOU ARE ABOUT TO EMBARK ON A ONCE IN A LIFE TIME EXPERIENCE THAT WILL BE EXTREMELY CHALLENGING, FRUSTRATING, EXHILIRATING, REWARDING AND UNFORGETTABLE. ENJOY IT. IF YOU ARE ANXIOUS OR WORRIED ABOUT ANYTHING JUST ASK US. THAT’S WHAT WE’RE HERE FOR.
HISTORY OF INTERNATIONAL VOLUNTEER HQ

International Volunteer HQ (IVHQ) was formed in early 2007, with the aim of making volunteer travel possible for everybody through affordable, safe, high quality projects in developing countries. In 2005 and 2006 after finishing his Master of Business in finance and sustainable logistics, the Executive Director – Daniel Radcliffe volunteered abroad. Naively, he was initially surprised to find there were no opportunities to volunteer abroad for ‘free’, unless he wanted to commit himself to 12 months in a service like the Peace Corps. However, after thinking about it (putting his logistics degree to good use 😊), he came to the conclusion, that this made sense, because if a community was really in NEED, then where would the money come from to pay for these volunteers’ food, accommodation and supervision. Despite this, he was still surprised at the cost of volunteering and the lack of any real affordable volunteering organizations.

On returning home to New Zealand in late 2006, IVHQ was born with the goal of providing safe, affordable and high quality placements in areas where there is a real NEED for volunteers. IVHQ provides affordable placements by partnering with organizations based in the country where volunteers wish to work. This is extremely effective for a number of reasons.

- Local organizations are in the best position to see where volunteers are really needed. The staff in these organizations are locals, have been raised in the area and know it inside and out. They can speak the local language, they know the local people and are in the best position to provide guidance, safe supervision and support to you the volunteer.

- Partnering with local organizations reduces costs making the projects more affordable for you the volunteer. This means more people are able to volunteer resulting in higher volunteer numbers meaning more is achieved.

- The entire project fee that you pay goes to our partner organization. While this fee is necessary to pay for your accommodation, meals, airport pick up and orientation among other things, it is better that it goes into the community and helps develop the area you will be working rather than getting stuck in a western country.

In a sense International Volunteer HQ (IVHQ) plays a link role between you the volunteer and the countries and organizations in these countries that require volunteers. An organization such as ours gets emails every day from organizations around the world requesting partnerships, yet one of the strengths of IVHQ is our selection process. It is a sad fact that there are many volunteer programs with sub-standard accommodation and services even though they charge a small fortune to volunteers to allow them to ‘help’. Every program that IVHQ offers has been personally inspected and selected by a director from our organization. We have been there and done that, long before you so we know exactly what you will experience.

IVHQ is experiencing unprecedented success signing up a large number of volunteers every week and is now one of the world’s largest volunteer travel organizations. This has meant the need for expansion and IVHQ is currently in the process of opening new programs in other developing countries. In the weeks and months leading up to your volunteer stint you will no doubt experience a myriad of emotions. If there is anything we can help you with or anything that is not answered in this information booklet just email and ask your IVHQ volunteer coordinator. We will only be too happy to help. We hope this finds you well and look forward to having you on the IVHQ volunteering team shortly.
MOROCCO COUNTRY INFORMATION

**General Morocco**

Morocco (the full Arabic name is Al Mamlakah al Maghribiyah which translates into "The Western Kingdom") is located on the North West coast of Africa and has ports in the North Atlantic Ocean as well as the Mediterranean Sea. It is the fourth most populous Arab country (after Algeria, Sudan and Egypt) and shares the largest part of its border with Algeria to the East and Mauritania to the South. Morocco is divided into sixteen regions. Each region is further divided into provinces and prefectures. Despite the fact many people identify Marrakech as the major centre of Morocco, the capital city is Rabat and its largest city is Casablanca. Marrakech is the major tourism hub for Morocco.

![Map of Morocco](image)

**Topography**

Morocco can be divided into three natural regions:

1. The fertile northern coastal plain along the Mediterranean, which also contains Er Rif, mountains varying in elevation up to about 2,400 m.

2. The rich plateaus and lowlands lying between the three parallel ranges of the rugged Atlas Mountains, which extend from the Atlantic coast in the southwest to Algeria and the Mediterranean in the northeast.

3. The semiarid area in southern and eastern Morocco, which merges into the Sahara Desert. The Atlas Mountains, with an average elevation of 3,350 m, contain some of the highest peaks of North Africa, including Mt. Toubkal (4,165 m) the highest of all. South of the Atlas are the Anti-Atlas Mountains, with volcanic Mt. Siroua (3,300 m) The Western Sahara is rocky, sandy, and sparsely populated, unsuited for agriculture but rich in phosphate deposits.
Morocco has the most extensive river system in North Africa. Moroccan rivers generally flow south or westward to the Atlantic or southeastward toward the Sahara; the Moulouya (Muluya), an exception, flows 560km northeast from the Atlas to the Mediterranean. Main rivers with outlets in the Atlantic are the Oumer, Rebia, Sebou (Sebu), Bou Regreg, Tensift, Draa, and Sous (Sus). The Ziz (Zis) and Rheris are the main rivers flowing southward into the Sahara.

**Climate**

Rabat has a mild and temperate climate, its weather ranging from cool in winter (December to February) to warm in summer (June to August). The average high in summer is 82°F (28°C) and winter temperatures drop to an average low of 46°F (8°C). The highest rainfall generally falls in November and December, with July and August being the driest months.

![Image Credit: VipersGarden](image.png)

**Demographics**

Through the 20th century, the population of Morocco doubled 8 times, most of this happened from the 1950's until the 1980's. Population growth has been stable since the 1990's, and is presently at 1.5% per year. Fertility rate is now at 2.5 children per mother, which in itself gives a moderate growth in population. Median age is also increasing, now having reached 25 years which is a reflection of living conditions in country slowly improving. Officially, the population of Morocco are Arab-Berbers, but in real life there is no unity of Arabs and Berbers. Arabs and Berbers are often considered to be of the same stock, or mixed, but in the modern society identities, culture and geography make them separate unities. Many Moroccan Arabs are ethnically pure Berbers, their shift into becoming Arabs has been through the changing identities and certain ways of life. Even in modern times, transformation from
Berber identity to Arab happens, but at an increasingly slower pace. Larger cities, with Marrakech as the exception, have been dominated by the Arabs, Berbers live largely in the countryside and in the mountains. Since the 1990’s there has been an increased emphasis on Berber identity.

The dominating religion of Morocco is Islam, in the Sunni variant. Islam in Morocco is by definition headed by the king, as the royal family are sharifs; descendants of Muhammad, a claim that is widely accepted in Morocco as well as abroad. Practices from earlier religions still exist, even if they have taken a Muslim cloak. This is the case of the holy person cults. Holy persons are in many cases referred to as marabout, whereas shrines are generally labelled "sidi" for male saints, and "lalla" for female saints. In some cases the sidis and lallas refer not to historical persons, but are redressed gods of pre-Islamic religions, but in other cases the sidis and lallas are very much historical Muslim individuals.

Mystical cults, collectively called Sufism, remain an important part of religious life in Morocco. Sufi groups have been more than religious communities, serving as organizations reaching deep into everyday life and representing alternative social structures through times of instability and weak central governance. Islam in Morocco has long been confusing in the sense that conservative ideas has coexisted with liberal views on individual freedom, and women have been both restrained and strong. In recent years, Islamism has gained ground in Morocco, and its form of inflexible conservatism is quickly replacing the flexibility of traditional conservatism.

**Public Holidays**

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<td>New Year’s Day</td>
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<td>11 January</td>
<td>Independence Day</td>
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<tr>
<td>Varies</td>
<td>Aid al-Mawlid (Prophet’s Birthday)</td>
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<tr>
<td>Varies</td>
<td>Aid Al Fitr (End of Ramadan)</td>
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<td>1 May</td>
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<td>30 July</td>
<td>Throne Day</td>
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<td>20 August</td>
<td>Revolution Day</td>
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<td>21 August</td>
<td>King Mohammed’s Birthday</td>
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<tr>
<td>Varies</td>
<td>Eid al Adha (Feast of the Sacrifice)</td>
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<tr>
<td>Varies</td>
<td>Fatih Muharram (Islamic New Year)</td>
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<td>6 November</td>
<td>Green March Day</td>
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<tr>
<td>18 November</td>
<td>Independence Day</td>
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GENERAL MOROCCO TRAVEL INFORMATION

Visa

With only a few exceptions, visas are not required for tourism/voluntourism in Morocco (a list is provided below of countries that do not need to pre-arrange visas). Passports should be valid for at least six months and volunteers will be permitted a 90 day stay, stamped onto your passport. If you are planning on volunteering on one of our longer programs (longer than 3 months), then you will need to apply for an extension on your entry stamp through the local Moroccan immigration, once you have arrived in country. Local staff can assist you with this and will provide instructions on how to extend your entry visa once you arrive in country.

We recommend simply writing down on your immigration form as you enter Morocco that your purpose for travel is tourism or vacation (IVHQ trips fall under the category of volunteer tourism). All IVHQ volunteers travel to our programs on tourist stamps and there are no problems upon arrival at all providing you have a valid passport and tourist visa. If you write down work or volunteer work as your purpose, immigration often demand you pay extra and acquire a work (employment) visa which is not necessary for the volunteer work you will be doing (these visas are provided for long term (in excess of 6 months) volunteers).

Volunteers from the following countries are not required to arrange a visa prior to arriving in Morocco. Entry stamps are provided for these countries:

- Algeria
- Andorra
- Argentina
- Australia
- Austria
- Bahrain
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- Congo Popular Republic
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Great Britain
- Greece
- Guinea (Conakry)
- Hong Kong
- Hungary
- Iceland
- Indonesia
- Ireland
- Italy
- Ivory Coast
- Japan
- Kuwait
- Latvia
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Mali
- Malta
- Mexico
- Monaco
- Netherlands
- New Zealand
- Niger
- Norway
- Oman
- Peru
- Philippines
- Poland
- Puerto Rico
- Qatar
- Russian Federation
- Saudi Arabia
- Senegal
- Singapore (visitors can stay one month without visa)
- Slovakia
- Slovenia
- South Korea
- Spain
- Sweden
- Switzerland
- Tunisia
- Turkey
- United Arab Emirates
- United States of America
- Venezuela.

If your country is not on the list above you will need to pre-arrange a visa with the nearest Moroccan embassy.

General Travel Documents

It is highly recommended that you make two copies of all your important travel documents (passport, flight tickets, and travel insurance) before you leave home. Leave one copy with a friend or family member and take the spare copy with you. Bring your passport as well as an identification card (such as driver license or student ID card) for travelling as you may be asked to present this when making tour bookings or checking in for flight/bus trips.

Background Check Requirement

To participate on the IVHQ volunteer program, all volunteers are required to provide a criminal background check to our program partner upon arrival at the program orientation. A local, state or
national check are all sufficient and can be obtained by contacting the relevant police service before you depart. A background check is important to determine whether any serious criminal offence has been recorded against your name. Please ensure to allow enough time to obtain the check as they can take a few weeks to complete. Please contact us if you need any further details about the background check. Anyone with a criminal record or caution for other offenses should also contact us before proceeding further.

**Clothing and Culture**

Casual, modern clothing is OK and normal in Morocco. However, it is advisable to wear conservative clothes on your placement whilst volunteering and also around your host families. We also recommend that you wear clothes that cover most of your body (t-shirts are fine but no singlets/muscle tees or clothes that expose too much skin) and no tight clothing (particularly important for ladies). Volunteers love to go out dancing or socializing in the touristy areas on the weekends so bring something you like to wear out. Rabat is generally warm during the day and night all year round but it can get cold in the winter season especially in the evening and in the early mornings. During the day in Rabat it can be warm and the sun is very strong so a sun hat and sunscreen should be worn daily. Jeans and T-shirts will be ideal for most volunteer programs, but be prepared to get dirty so you may prefer not to bring your best clothes especially for volunteering!

**Money**

The Moroccan currency is the Dirham. US$1 is the equivalent of approximately 7 Moroccan Dirhams and there are exchange bureaus where you can change your money. ATMs accepting international debit and credit cards are widely available throughout Morocco, check with your issuing bank to find out if your debit card will be accepted internationally otherwise you will require a credit card to withdraw Dirhams. Our recommendation is to take a small amount of cash (such as US$200) for “emergencies” but ideally take a debit or credit card (such as MasterCard or Visa) and withdraw money from ATMs as needed. This is the easiest and most cost effective way of withdrawing money and much safer than carrying a large amount of cash with you to Morocco. You may also want to inform your bank that you will be traveling so that the bank does not limit or stop use of your card after seeing withdrawals and purchases in a foreign country.

**Communication**

Many parts of the country have good communications infrastructure. You will be able to easily send and receive emails and call internationally. Internet cafes are readily accessible throughout Rabat and Morocco as is Wi-Fi. You can also use a mobile phone. If you bring a mobile phone that is SIM card compatible you can get a SIM card and a Moroccan mobile number for approximately US$5 which is great for keeping in touch with other volunteers, local staff and of course loved ones at home. Both International and local/long distance calls can be made. NB: The country code of Morocco is +212. You will be guided more on this during orientation.

**Getting There and Away**

IVHQ prides itself on providing high quality volunteer trips abroad at incredibly affordable prices. However, our volunteers often discover, one of the biggest costs when preparing for their volunteer trip abroad, are their flights. To help overcome this, IVHQ has partnered with STA Travel to create flight itineraries especially for IVHQ volunteers.
Now that you have registered on the IVHQ Morocco program, you are able to request a quote for flights from the STA Travel team. Just complete the STA Flight Booking Form on the IVHQ website to request a quote from STA Travel - [www.volunteerhq.org/sta-flight-booking-form.html](http://www.volunteerhq.org/sta-flight-booking-form.html)

Morocco has several Airlines flying in and out of the country. Airlines include; Royal Air Maroc, Air France, Easy Jet, British Airways, Air Berlin, Emirates, Etihad, Iberia, Qatar, Delta Airlines, Turkish Airlines. Comprehensive travel agents in your home country will check all these options to find you the best deals.

**Transport**

A wide network of buses runs throughout the country connecting almost every town in Morocco, while taxis within cities are also cheap. In Rabat, volunteers can either travel by bus, taxi or tramway around the city and to placements. It is cheaper to travel by bus or by tramway than taxi, but often more crowded and slower. We recommend budgeting around US$2-3 per day for return travel to your placement by taxi. In some cases, volunteers can walk to their placements, but it is important to be prepared in case you do need to take a taxi, the tramway or catch a public bus.

**Shopping**

There are very good grocery stores, markets and shopping centers throughout Morocco in towns and major cities. You will be able to get everything that you need from toiletries to drinks to sanitary and other personal items you require. If you want to eat out sometimes, there are very good restaurants around and all these will be shown to you during orientation.

**Bargaining**

In a lot of stalls and street stalls virtually all prices are negotiable. The first asking price given will usually be much higher than you are expected to pay. You in turn make a low offer (sometimes as low as 10% of the initial price). Through a little friendly bargaining you arrive at a price suitable to both parties. Do not be overly concerned about whether you got the best deal possible; chances are a relatively high price in Morocco will be much lower than what you would pay at home. Also, you will often encounter "high-pressure" sales tactics, in which case, firm politeness is the best response. You neither want to want to be patronizing nor rude, just sincere. It may be a good idea to start out slow with relatively cheap items to get comfortable with the system.

**Laundry**

More than likely you will not lay eyes on a washing machine or dryer during your stay. You therefore have the following options: pay to have your clothes hand-washed by locals (people are more than happy for the opportunity to make some money for their children's school fees and they are very honest) or hand-wash your own clothes. Usually, drying is a matter of a few hours. You will probably employ both methods by the end of the trip. Neither option will be convenient at all times, so some people may need to increase their threshold for what they consider dirty. Bring some plastic bags for your dirty clothes and you can buy washing powder once you arrive in Morocco.
**Local Customs**

For the purpose of respecting cultural traditions and beliefs, women generally wear long skirts/dresses or trousers in public and avoid wearing anything considered "skimpy" or too revealing. Moroccans base their lives heavily on the traditional family values of politeness, modesty and respect. Pleasantries are very important and several minutes of greetings and handshaking will often take place when greeting and departing friends and associates. An offered gift or invitation to join a meal should always be accepted as to refuse may shame the person offering. Most importantly DO NOT take photos without permission. The local people in any country do not like to be treated like a zoo and while the large majority will be more than happy for you to take their photo it is imperative to ensure you ask first.

**Morocco Wall Plugs and Adapters**

Moroccan power points are a combination of the European 2 pin adapter (left photo) and the French 2 pin adapter (right photo). An adapter that fits either one of these two plug systems will be fine, as both are found throughout the home stays and accommodation in Morocco, however the European adapter (left) will fit all wall sockets.

![Wall Plugs and Adapters](image)

**What’s Happening in Morocco?**

Before volunteers travel to Morocco they often like to know what is happening in the country they are about to travel to. The following websites contain up to date news and information from Morocco.

- [www.morocconewsline.com](http://www.morocconewsline.com)
- [www.moroccoworldnews.com](http://www.moroccoworldnews.com)

**Facebook**

Facebook provides an excellent platform for our past, present and future volunteers to network with each other. As we cannot give out individual volunteer details, the IVHQ Facebook Group is the most effective vehicle for volunteers to connect with others on the same program as them and seek feedback and advice from past volunteers. It is not a requirement for IVHQ volunteers to join the Facebook Group, but it’s a great way to discover more about the culture and country you are about to encounter and to share your experience with others. We encourage you to join the group if you wish to contact other
volunteers and browse through the thousands of photos and videos from our programs. The IVHQ Facebook Page is also a highly active hub, facilitating discussions, sharing volunteer photos and images, and updates from IVHQ staff.

IVHQ Facebook Group - www.facebook.com/groups/volunteerhq

IVHQ Facebook Page - www.facebook.com/ivhqvolunteer

**Contact Information for Family and Friends**

It is natural for your family to want to contact you when you arrive in Morocco to hear you have arrived safely. As you will not be given your specific accommodation address until orientation (more information on this later in the booklet), we advise you to use the details of ILCS below. It is a great idea to email or call home as soon as you arrive, so everyone knows you arrived ok.

Khalid el Bouti  
Morocco Program Coordinator  
Email: morocco@volunteerhq.org  
Office: +212 537 67 59 68  
Office: +212 537 67 59 63  
Khalid: +212 611 74 63 86

**Newspaper Article - Get Recognized for Your Work**

Making the decision to travel abroad and volunteer is never easy. Many people think of volunteering abroad as an option at some point during their lives but will not follow through with this. Deciding the trip is "too expensive" or "not right for them". However, by letting others know of the trip you are embarking on, you can highlight the work you will be doing and inspire others to volunteer abroad. You can even use the media coverage as a way to help you fund-raise for your trip! We encourage volunteers to contact their local newspapers/media sources. Our experience is most newspapers find the stories very interesting and will give you some good coverage.

If you are not comfortable contacting the newspaper or media source and wish us to notify them of your upcoming trip, please send us:

- The name of the newspaper or media source
- An email address to contact them on

We will send them an email telling them about your upcoming trip with your details and hopefully they will in turn contact you to write the story.

**Travelstormer and Trip Planning**

[Travelstormer](#) is a handy new website designed specifically to help brainstorm, collaborate and plan a group holiday. Whether you have volunteered on your own, or in a group, [Travelstormer](#) can help make sure you’ve ticked all the boxes before you embark on your amazing adventure with IVHQ.
It is also a great way to engage and interact with your fellow volunteers. All you need to do is get their email address from the IVHQ Facebook Group and invite them to join your trip on Travelstormer. From there you can use Travelstormer to:

- Brainstorm & discuss travel plans
- Store relevant travel information
- Book/discuss flights with fellow volunteer travelers
- Keep track of tasks
- Communicate with your fellow volunteers
- Track expenses and reconcile debts

We recommend using Travelstormer to make sure that when the wheels lift off on your once in a lifetime adventure you’re fully prepared for the journey ahead. The rest is up to you!

www.travelstormer.com
VOLUNTEER SAFETY

Travelling abroad is always an exciting yet nervous time. However, when you are immersing yourself right into the culture through volunteering and living amongst the local community, this apprehension can often be compounded. If you have not travelled much before, it is really hard to know what to expect and many volunteers (and their loved ones) are concerned for their safety and security. Although it would be foolish of us to try and “guarantee” anybody’s safety, we do everything in our power to ensure your volunteering trip is as safe and secure as possible.

As alluded to earlier in this information booklet, an organization such as ours gets requests every day from organizations around the world requesting partnerships, yet one of the strengths of IVHQ is our selection process. It is a sad fact that there are many volunteer programs with sub-standard accommodation and services even though they charge a small fortune to volunteers to allow them to ‘help’. Every program that IVHQ offers has been personally inspected and selected by a director from International Volunteer HQ. We have lived in the home stays, experienced the orientations, worked on the projects and built strong trusting relationships with our staff in each of our project countries. If we did not believe the placements were safe enough to send our own children on, we would not offer them.

In the unlikely event that something was to happen, volunteers have various layers of support that they can go through (and people who will help them in the case of an accident).

1. In Country Project Coordinator
2. Project Staff
3. Host families or Accommodation Managers
4. International Volunteer HQ Program Coordinator. Although we are located in New Zealand, we are here to help you.

Projects are monitored on an ongoing basis to gauge volunteers’ experiences and we are continually improving our placements and projects through this feedback. Security and safety of our programs is constantly being reviewed and if you have any concerns we encourage you to discuss these with the local staff at orientation. During orientation, project staff will also provide guidance in the area of safety and security. Listed below are some general safety tips.

- Do not wear much jewelry on the streets – especially gold neck chains or items that would be appealing to “would be thieves”.
- Handbags are always a temptation. However if you must carry one, keep it in front of you. A backpack is better.
- Be alert.
- Be cautious of street kids, beggars or crowds. Incidents of theft often occur when there are crowds and confusion to distract you.
- Always try to know where you are going before you attempt long journeys. Be especially careful at night.
- Use taxi drivers you know (keep a number) or which are connected to the place where you have been to. Our local staff will recommend some specific drivers during orientation. If you are unsure - ask local staff who to use.
- Try to keep in groups at night and never walk alone along dark, empty streets. If possible use transport from door to door after dark.
• The recognized tourist areas can be considered potentially high risk areas for pickpockets and thieves.
• Leave your valuables behind before a night out in the town, or going to the beach.
• For traffic safety, always keep looking to the left and right and walk slowly when crossing the road!
• Do not accept drinks from strangers
• Always keep an eye on your drinks when out socializing

**Security**

Morocco is a relatively safe country comparative to other developing nations. There are tourist police officers whose work is to take care of you, the visitor. There have however been a few incidences where one has been pick-pocked or mugged downtown. You are cautioned to make sure that you have your valuables kept safe, somewhere you can feel them at all times, especially when you are in crowded places. Our local staff will also guide you in orientation on areas to stay away from. Always remember that while Moroccans are generally a very friendly people, you are far richer and more fortunate than most local people you will meet, making you a tempting target for pickpockets and thieves. Most tourists in Morocco never experience any trouble and as long as you stay alert and use common sense you should not have any problems. Our local staff will guide you more on safety and security during orientation. If you are ever unsure of anything just ask the local staff, they are only too happy to help.

**Security Warnings**

The following governments publish useful travel advisories, highlighting entry requirements, medical facilities, areas with health and safety risks, civil unrest or other dangers, and are generally right up to date.

Canada – [www.voyage.gc.ca](http://www.voyage.gc.ca)
New Zealand – [www.mft.govt.nz](http://www.mft.govt.nz)
United States - [http://travel.state.gov](http://travel.state.gov)

**Responsible Drinking**

While in country on your volunteer trip, it is natural that yourself and other volunteers will often wish to socialize and go out together as a group. This is great and while we encourage this, it is important to recognize the risks and dangers that can occur, while out partying. 99% of any safety incidences IVHQ volunteers have experienced while on our programs, have occurred when volunteers have been out drinking and have been drunk.

For many of our volunteers, they are at an age where they enjoy socializing regularly (80% are aged between 18-30). For some of the younger volunteers, they have just legally been able to start drinking and for some (Americans under 21), it is still illegal to drink in their home country. All we ask is one thing - **please drink responsibly!** It can be exciting being in a new country - the nightlife is great, the people are different, you have new friends and it can be easy to get overexcited and lose control of how much you are drinking. When you are drunk you start to lose awareness of your surroundings and your judgment starts to deteriorate. This can be incredibly dangerous, especially as often our groups of volunteers clearly stand out as being foreigners in the bars and clubs. Always assign at least one person
in your group to remain sober and remember you are in a new environment and outside of the comfort zone of your home country. Enjoy your night but drink responsibly!

**Drug Use**

It goes without saying that the consumption of illegal and prescription drugs (if you do not have a prescription for the drugs), is forbidden on IVHQ programs. Our local staff will outline our rules regarding this during orientation, however if a volunteer is caught using illegal drugs they will be removed from the program immediately with no refund provided. To consider buying or taking illegal drugs is very stupid and the consequences if caught are extreme. We do not want our volunteers having their six week volunteer holiday, turning into life imprisonment in a third world jail! While, we have had no major issues with volunteers and consumption of drugs to date, it is important volunteers are aware of the consequences should they be silly enough to buy or consume any illegal substances.

**Travel Insurance**

It is mandatory to purchase travel insurance when participating on one of our volunteer trips abroad. It is inevitable that things will not go to plan when you are travelling and while IVHQ does everything it can to ensure your trip abroad goes smoothly and is a fantastic, memorable experience. It is very wise to ensure you have adequate travel insurance should you fall sick, bags go missing or something is stolen.

International Volunteer HQ has therefore partnered with World Nomads travel insurance to ensure volunteers have access to the best insurance deals designed specifically with volunteer travelers in mind. World Nomads are recommended by highly regarded travel experts Lonely Planet and are underwritten by insurance giants Allianz, IHI, BCS Insurance Group, BUPA, Mondial Assistance and Millstream. This insurance covers medical emergencies, emergency evacuation, trip cancellation, personal belongings and personal liability. World Nomads quotes are extremely competitive and they are one of the only insurance companies that allow travelers to claim whilst travelling or extend their policy if they decide to stay longer. Click on the link below to get more information (and an easy no obligation free quote) on travel insurance with our recommended partner.

[www.volunteerhq.org/ivhq-insurance.html](http://www.volunteerhq.org/ivhq-insurance.html)
MOROCCO VOLUNTEER PROGRAM
Each and every volunteer brings a different set of skills, knowledge and values to their program, therefore what role you will play in your volunteering placement will largely be decided when you reach the project after collaboration with both ILCS and the project staff. IVHQ appreciates the time and money you have chosen to invest in this project and we hope it is as rewarding and satisfying for you, as it is for the people you will be helping. The placement will not always be easy. It will challenge and test you but this is all part of the volunteering experience in a developing country.

While you are volunteering in Morocco, remember that you are a representative for your family and friends, your country, IVHQ, and ILCS but most importantly yourself. You are a guest in Morocco and it is important to keep in mind that the people, traditions, culture and general way of life are all much different to what you will have in your home country. Do not try to force your way of life upon the people you will be working and living with, but instead be open minded and embrace the other cultures and ways of living you will be exposed to whether they be Moroccan or from another culture through another volunteer. This will allow you to experience the real IVHQ Morocco volunteer travel experience. An experience that promises to be one of the most challenging and demanding, yet at the same time rewarding and fulfilling, that you will ever under take.

Program Overview
The IVHQ Morocco program places volunteers in a variety of projects including Teaching English or French, Childcare Work, Women Empowerment and a special program during the holy month of Ramadan. Before arriving in Morocco, volunteers should understand that resources are extremely limited in the institutions they will be working. Therefore, any supplies volunteers can bring, appropriate to their particular project, are always appreciated by the local people and staff. See the WHAT TO BRING section of this booklet for ideas of useful supplies.

Location of Volunteer Placements
IVHQ has volunteer placements in Rabat and surrounding areas. Volunteers also have the opportunity to work in the Atlas Mountains, Oasis, and the Moroccan desert. Rabat is the capital and third largest city in Morocco.

Start and Duration of Programs
The IVHQ Morocco program begins on the first and third Monday of each month, except during the month of Ramadan (over which time the Ramadan Program is held). Volunteers can choose to volunteer for durations ranging from one week to six months.

Requirements
Volunteers must be 18 years or older on the program start date and have at least a high school education. Volunteers who wish to participate on the Ramadan Program do not need to be practising Muslims, however they are required to observe Ramadan customs while in Morocco. All volunteers must provide a criminal background check to IVHQ partner staff on arrival in Morocco.
Language Requirements

Arabic and French are NOT prerequisites for the IVHQ Morocco program, however on certain placements the volunteer work will be restricted with limited Arabic and/or French. Teaching English volunteers must be fluent in English and Teaching French volunteers must be fluent in French. Volunteers on the Working with Women program must have an intermediate level of French or Arabic.

We recommend that volunteers take advantage of the very affordable Arabic and French lessons offered exclusively to IVHQ volunteers by our program staff in Morocco. These language courses are organized during your program orientation and are tailored to each volunteer’s current level of Arabic or French (program staff are also professional teachers, so volunteers find these lessons very effective and worthwhile). Past volunteers feel that taking these lessons can help you immensely with your day to day volunteer work and communicating with local people. The cost for small group classes are listed below. Volunteers interested in private classes can also arrange those directly with the local staff once in Morocco.

Small Group Classes - 1 week
- 2 hours/day US$136 Total Price for entire course
- 3 hours/day US$176 Total price for entire course (includes 1 private hour)
- 4 hours/day US$214 Total Price for entire course

Small Group Classes - 4 weeks
- 2 hours/day US$419 Total Price for entire course
- 3 hours/day US$582 Total price for entire course (includes 1 private hour)
- 4 hours/day US$775 Total Price for entire course

Placement Descriptions

Childcare

Childcare volunteers work with special needs children and children from disadvantaged neighborhoods through organizing and engaging in activities to entertain the children and enable them to develop cognitive abilities. Volunteers design activities for the children each day and these activities include physical development activities (music and movement, toys and games) language and literature, arts and craft (painting and drawing), and theatre. The aim is for volunteers to provide these underprivileged children with new enriching and exciting activities.

Teaching English or French

Although the Moroccan Government is working hard to improve literacy and promote professional development through the National Initiative for Human Development (NIHD), a large percentage of Moroccan children and teenagers are not given the chance to acquire marketable skills. These young Moroccans are aware that speaking a second language will enable them to further their education and integrate well into the job market. Volunteers work with underprivileged children, providing training in
English, French and information technology. Volunteer tasks include running small workshops, assisting local teachers and organizing educational games and activities. Volunteers can also assist in summer camps. When applying volunteers will need to choose either Teaching English or Teaching French; if you can teach both languages please outline this on your application form. NB Volunteers do not need to be qualified or experienced teachers.

**Working with Women**

Many women in the cities and villages of Morocco suffer from poverty, illiteracy and unemployment, affecting their social environment and in turn their children’s education. Since the establishment of the NIHD (National Initiative for Human Development) in 2005, the Moroccan government has been working hard to improve education, health, culture and the promotion of income generating activities for women. The IVHQ Working with Women program aims to enable local Moroccan women to improve their literacy levels and assist with professional development. Volunteers work in local organizations located in Rabat, or in rural Moroccan villages, working with local women and young girls. Volunteers will focus primarily on education and teaching during their time in Morocco. However, other tasks can include sewing, teaching art, arranging sport and activities, providing training in French and/or English, computer training and offering academic support for girls in Dar Attaliba (House of Female Students). Volunteers with the relevant skills can also provide training in finance, management, and income generating trade activities in schools, high schools and universities and providing support to female victims of domestic violence. Finally, volunteers with a background in education can provide training to local teaching staff in best practice education and gender equality. These additional volunteer tasks are dependent on volunteer duration (longer term will have more opportunity for to get involved in these activities providing they have relevant training).

Please note that volunteers who wish to participate in the Working with Women project should have at least an intermediate level of Arabic and/or French. We recommend this to ensure volunteers have a successful placement as many of the women who volunteers work with do not speak English.

**Ramadan Program**

Morocco’s most prevalent religion is Islam and over 98% of the population are practising Muslims. Ramadan occurs in the ninth month of the Islamic calendar and Muslims worldwide observe this as a month of fasting. While fasting from dawn until sunset, Muslims refrain from consuming food and drinking liquids. The Ramadan Program provides a great opportunity for volunteers to experience Ramadan in a Muslim culture, while helping socially disadvantaged families and brightening the daily life of the children in poor neighbourhoods through providing food (Al Iftar) at the end of each day. Volunteers will also have the opportunity over this time to organize workshops on ethics and values, and teach languages. Volunteers who wish to participate on the Ramadan Program do not need to be practising Muslims, however they are required to observe Ramadan customs while in Morocco.

NB: Volunteers are placed in the project which needs the most assistance on the time of their arrival. The exact details of their project are given to volunteers during orientation, prior to their project visit.
Accommodation and Food

Volunteers are accommodated in either a home stay or a volunteer house, where they will live with a local family or other volunteers. These families receive money from your program fee for support, food and board. It is exciting to stay with a family, as this is an opportunity to learn the Moroccan way of life, meet local people, eat local food, speak the local language (Darija: the Moroccan Arabic dialect) and engage in local customs and traditions. Living is comfortable at all home stays and volunteer house. Volunteers can expect to share a room with one or two other volunteers; however in some home stays volunteers have their own rooms. Moroccan food is tasty, diverse and volunteers can expect to experience a myriad of flavours and meals during their home stay experience. If volunteers wish to eat out, there are a large numbers of restaurants and diners to suit all tastes and budgets. If you have special dietary requirements, please let us know ahead of time so that we can make arrangements for you. However, we need to stress the point that you should not expect to eat as you normally do at home. We will do our best to see that you are well taken care of, and as a volunteer, there is a need to be flexible.
WHAT ARE THE SPECIFICS OF MY PLACEMENT?

Placing a volunteer into an accurate project or placement, requires our program staff to consider a number of factors such as

- The program you have applied for.
- Your skills, interests and qualifications.
- The projects and work that are currently available.
- The projects and institutions most in need of volunteers.
- Demographics of the volunteer.
- Your satisfaction with the placement.

Therefore the actual institution or place where a volunteer will work is not finalized until the volunteer arrives in country and meets with program staff. Before the volunteer arrives in country, the project staff will draw up a potential placement for you. Once you arrive, program staff will discuss this placement and introduce you to it (after meeting you in person they may change their mind and decide you are more suitably placed somewhere else). If at any stage you are unhappy with the placement please contact the program coordinator or program staff to let them know this, so they can find out what the problem is and if necessary, place you in a different institution of project.

International Volunteer HQ does not decide what specific project you will be working on. This is all done by our in-country program staff. As they are the locals and live in the place where you will be working, they are in the best position to see where the most need for volunteers is and where you will be most efficiently used. Unless it is extremely urgent please try to refrain from emailing the in-country program coordinator and finding out about your specific placement until you arrive. Often the placements are not drawn up until 3 or 4 days before you are due to arrive (because of the fact the program staff must assess at that time where volunteers are required against your preferences and chosen programs) and even then this placement can change, if upon meeting you program staff think you will be better utilized somewhere else. However, if you require these details urgently for whatever reason, please feel free to ask. It is important to note though that as aforementioned these placements are not drawn up until close to the time you are due to start. Any questions regarding this, please do not hesitate to ask.

Accommodation is also organized much closer to the time and this is also done entirely by our in-country program partner. Once again the reasons are very similar to above in that not until much closer to the time you are due to start will our staff know where you will be working, and in turn what accommodation options are available close to that placement.
PROGRAM ITINERARY

Arriving
Programs begin on the first and third Monday of each month; however it is recommended that volunteers arrive before this date (we ask volunteers to arrive on the Sunday before their program is due to start) so you can acclimatize to the time difference before orientation. Accommodation is provided from the night before your program starts (for example if your program starts on the 15th of June your accommodation is paid for from the 14th). If you arrive earlier this is fine but you will be expected to pay for the extra accommodation costs. Orientation is held at ILCS office in Rabat. Once you have booked your flights to Morocco ensure you email your flight details to IVHQ to ensure you are picked up at the airport.

Arriving by Flight
The large majority of our volunteers arrive by air. You will be met at Rabat Airport by a staff member from ILCS. The staff member will be standing in the arrivals area with a sign with your name on it. NB: As soon as your flights are booked you must notify your IVHQ travel consultant with your flight details so we can arrange for you to be picked up (Flight number and airline is very important in case your flight is delayed, our staff know what time it is due to be arriving).

Arriving Overland
If you are arriving overland you will need to ensure to arrive between 10am and 6:30pm. Once you arrive in Morocco, we get you to call your ILCS Program Coordinator (Khalid) on +212 611 74 63 86 to arrange your pick up from your hostel/hotel or from the bus station when you arrive. He will arrange for a driver to come and pick you up in most cases but arriving overland can be difficult to accommodate if we do not receive a few days’ notice of your arrival and buses are notoriously late. The alternative option is to get a taxi to the ILCS office and from there you will be greeted and transported to your home stay. NB: It is very important that even if overland is the way you are arriving into Rabat that you notify IVHQ of this so we can note it down on your profile.

Once Picked Up
Once you have been picked up you will be taken to our offices in Rabat for “check-in” and then back to your accommodation in Rabat and explained the procedure for the next few days in regards to meeting other staff, volunteers and your orientation.

Orientation
Orientation will begin on the first morning of your volunteer placement. Orientation will be conducted by the team at ILCS and cover everything you need to know for your volunteering placement in Morocco – Introduction to Morocco, Moroccan Customs, Language Training Details, Rules and Expectations, Health & Safety, Travel Opportunities in Morocco, Introduction to your project and placement. The orientation will also give you a chance to meet other volunteers and swap contact details for weekend travel and socializing. Once orientation is complete, volunteers will be transported to their home stay and introduced to all relevant parties – home stay family members and program placement staff.
**Volunteer Week**

First Day: On the first day of your volunteering placement, you will be escorted to the project by either a member of your home stay family or ILCS and introduced to the staff at the project you will be working with.

Weekdays: While our programs are flexible and can be fitted to your requirements, a typical day is as follows;

9.00AM - Breakfast with the host family.
10.00AM - Volunteer leaves home and travels to the project. Volunteers are given a duty roster and a day plan by the project staff. There is usually a tea break and lunch break. Work hours vary and are dependent on the project.
2.00PM-5.00PM - End of your work day. Volunteers are free to visit local sites or go shopping.
EVENING - Dinner with the host family.

NB: Volunteers taking Arabic or French language courses volunteer for half the day and spend the other half of the day taking language lessons.

Weekends: During the weekend, volunteers have spare time and usually just relax or take the opportunity to explore other parts of Rabat and Morocco. Long weekends can be taken to travel further afield to destinations, such as Marrakech, Merzouga (Dunes), Tinghir (Ksabah), Fes, Meknes (imperial cities), Volubilis (Roman), Tanger, and south of Europe (Gibraltar, Andalusia, Portugal, south of Spain).

Program Durations and Leaving the Program

The International Volunteer HQ programs run in weeks, whereby one month is equivalent to 4 weeks, 2 months is equivalent to 8 weeks and so forth. Therefore if you have signed up for 1 month, your accommodation is paid for 4 weeks (27 nights) from the night before orientation starts. If you have signed up for 2 months, your accommodation and meals are covered for 8 weeks from the night before orientation starts (55 nights). This is important to note when you are booking flights home to leave the program or booking onward travel at the end of your stay. **Housing is covered through Friday night with a scheduled Saturday departure.**

Due to the ongoing nature of our programs (volunteers constantly coming and going), when you leave is entirely up to you and what fits in best with your plans. It is fine to leave a few days early if flights work out best that way or if you wish to stay a little longer then you can usually discuss with the local staff and they will work out how much you need to pay (to them directly). Try to give them ample notice if you wish to stay longer though as accommodation is generally booked for incoming volunteers.
Volunteering Abroad

Why Volunteer?

There are two ways to look at volunteering abroad:

- One is that it is a rewarding and positive arrangement for all parties involved; that people benefit from your skills, knowledge and efforts, and in return, you benefit from the fact you are committing yourself to a good and worthwhile cause for little material gains.

- On the other hand there is the view that volunteering is a mutually parasitic exchange for both the volunteer and the community they are in. You are willing to give yourself as a cheap source of labour for a certain amount of time and in exchange, you’ll get some amazing life and job experiences whilst being able to travel to a country and immerse yourself right into the culture and local community relatively cheaply.

People generally decide to go abroad and volunteer for one or more of the following reasons:

- To take a gap year before going to university
- To take time off during your studies
- To drop yourself in the “deep end” in a totally unknown culture and land
- To change your direction in life.
- To seek a new and different experience after graduation.
- To give something back

Volunteering is an extremely rewarding and challenging way to travel and see the world. We can guarantee now that during your volunteer experience abroad, regardless of whether it is for 2 weeks or 6 months, you will experience a myriad of emotions such as elation, disappointment, sadness, helplessness, joy and satisfaction. Ask anyone that has volunteered before and they will rate their volunteer stints abroad as highlights in their life for a variety of reasons; the total immersion in a different culture, the eye opening and sad experiences leaving them with a feeling of helplessness, the joy of helping someone achieve a goal and the friendships forged in unknown lands. Regardless of your motivation to volunteer in order to get the most out of your experience it is important to set clear goals before you arrive.

Getting the Most Out Of Your Volunteer Experience

Before volunteering, it is important to clarify your motives. You may be drawn to volunteer work by a desire to help impoverished people. You may be interested in learning about another culture and society. You may wish to be part of a process of positive social change. You may wish to use it as a base for living cheaply in a foreign land whilst getting to travel. Or you may wish to gain experience which will help you find employment. Each of these motivations will direct you to distinct options for volunteering. By volunteering abroad you have the opportunity, which you might not necessarily get otherwise, to learn new skills that will significantly enhance your career prospects when you return home. You may choose an activity to supplement future study or career plans (for example, if you want to study...
medicine, you can volunteer in a hospital). Alternatively, you may choose activities that give you a well-rounded experience or something unusual and adventurous or you may wish to choose any activity that also gives you a chance to explore a different culture at first hand.

- Make sure your program matches your interests and strengths.
- Make sure you will be able to contribute when volunteering. For example if working on an HIV/Aids education program, do your homework before you leave.
- Set clear goals that you wish to achieve while you are away before you leave.
- Once you arrive, reassess these goals – are they still realistic and/or achievable?

Like most things in life, you get out what you put in. If you are not motivated, not willing to show and use your own initiative and do not work well in an unfamiliar cultural and surroundings, you will not enjoy volunteering abroad. While our staff will place you in projects, they will not always be there to “hold your hand” and therefore it is extremely important to be able to provide your own direction and show initiative.

It is important to go abroad with an open mind. Accept that what is right back in your culture and community is not always right in the community you will be working. Most importantly be prepared to teach and give but also to receive and learn.

**Will I Make A Difference?**

The answer to this question is entirely up to you. One thing to remember before you go is that volunteering is never easy. You will have difficult moments and days that make you question your effectiveness. As aforementioned, in order to be an effective volunteer, you must have self-direction, be able to show initiative, patience and most importantly be motivated. You must also be realistic. Volunteering for a period of two weeks, you are never going to “change the world”, however simply because you are volunteering for a short period of time, does not mean you cannot make a positive difference in the community and institution in which you are working. Making the most of the time you can give, is another important facet to being an effective volunteer. While longer term volunteers are in a much better position to make a real difference within a community, it is incredible what a volunteer with only two weeks can do.

One of the real strengths of volunteer programs such as IVHQ’s is that they are a great vehicle for raising awareness. Many volunteers travel to a developing country and although they only have a short period of time actually volunteering, their experiences, the people they meet and the contacts they make allow them to go back into their own communities and continue to help. There are endless ways this can be done whether it is simply through sponsoring a child you meet, fundraising for a project you worked on or even starting an NPO to raise awareness and affect positive change in developing communities (this has been done before – see [http://kccslumproject.wordpress.com](http://kccslumproject.wordpress.com) for more information on the organization and project started by Marcus and his team of IVHQ volunteers in Kenya). Basically, the onus is on you. You’ve made the commitment to travel and work on this program – make the most of it.
PLACEMENT ACTIVITY IDEAS

Childcare Ideas

While some of the work in orphanages is structured and required on a daily basis such as teaching, cleaning and cooking, there are a lot of times when volunteers need to show initiative to ensure the children are occupied and learning/having fun with the volunteers.

Crayon and dye

Draw a picture with crayons first and then paint over with dye or watered down paints. Crayons are resistant to dye so it is quite a good activity to amaze the children if you do your drawing using only a white crayon as they will think you have not drawn anything until you paint over it with dye and then they will see the picture.

Masks

Cut out funny faces or animal shaped masks from card for the children to decorate. If there is no string or card to enable the students to wear them tape a strong piece of card at the chin of the mask for the children to hold them by (an ice block stick is ideal). These could be used in pretend play activities as well as in music or storytelling.

Butterfly prints

Take a piece of paper and fold in half. Unfold so the children can see the fold line. The children are only allowed to paint on one side of the folder paper. Using thick paint works best for this. When they have painted their picture on one side they fold the paper again with the same fold and open it to see a symmetrical picture. If possible try to get them to do a face or butterfly - the trick to this is if they paint one eye the other one will be printed for them - you will find a lot of 4 eyed, 2 nosed people until they work out what they have to do.

What’s in the bag?

Have a number of small items, such as a key, pen, crayon, toy, string in a bag that can’t be seen through. Without pulling the item out of the bag feel one and describe it to the class to see if they can guess what is in it. Whoever guesses it gets to have a turn at picking the next item to describe to the class. If the items are quite difficult to describe have session on how to describe items before you play this game. Spread some things out in front of the children and talk about which ones are hard, soft, sharp, smooth, long etc. Ask them what words they would use to describe them. Say you are going to take one away and get them to guess which one is missing. Describe one while they can see all of them and see if they can guess which one you are describing.

Set up a nature table

You could bring a few interesting pieces to put on it to get it started such as a magnifying glass and magnets for the children to use. Once you have been in the area for a while you may start to notice some items that could be brought in such as feathers, empty insect shells/skins, interesting rocks, seeds etc. The children can talk about them with you or may like to investigate them on their own with the magnifying glass.
Growing plants
If you are able to take some seeds (they will have to be declared and is best checked out in your own country before you travel) or can get some locally then get the children growing their own plants. Teach them about the care required to look after the plants each day and see what end results are - if a success they could take them home as gifts for someone or be used to make a garden at the preschool.

Music
Share songs and rhymes that you know. The children will have ones that they know and can sing also. Try singing Old Macdonald, Who stole the cookie? Alice the Camel, Wheels on the bus. Nursery rhymes like, Twinkle twinkle little star, Mary had a little lamb, Humpty Dumpty, Incey wincey spider. Or action songs like Heads and shoulders, knees and toes; 5 little ducks went out one day/Over the hills and far away/Mother duck said 'quack quack quack quack'/But only 4 little ducks come back......; If you're happy and you know it.....

Relays
These are small teams (about 4 - 5 in each depending on numbers), lined up behind each other all set out in a set area where it is clear where to start, where to run to. When the first person has done it they tag the next person in their line to go and when a team is finished they sit down to show they are finished. Relays could be: 1. Running; 2. Skipping; 3. Hopping; 4. Walking backwards; 5. Side step; 6. Jumping etc.

Targets
Using containers (or circles drawn in the dirt) and objects such as balls, small bean bags, small stones try to throw the object to land in the area given. Make it more challenging by increasing the distance to throw. Try different types of throwing - over arm, underarm etc. Skittles is another form of target game: rolling balls to knock over empty water bottles. You will need to have a level rolling area to do this unless you adapt it so the ball is thrown.

Ball Skills
If there are balls available there are ball skills that could be done with the children such as:
1. Rolling to each other, stopping and rolling back.
2. Catching and passing chest passes.
3. Catching and bouncing it to each other.
4. Dribbling (with hand) to a set area and back.
5. Dribbling (with feet) to a set area and back.
6. Throwing into a goal (a bucket or a drawn circle on the ground).
7. Using sticks such as in hockey to dribble a ball to a goal and shoot it.

Once children have some basic ball skills expand this activity to playing team sports such as soccer, rugby, netball, and basketball.

Start ball skills with large balls as they are easier to handle. As the students progress you can move to smaller balls.
**Teaching**

Many of our teaching volunteers have no teaching experience of formal teaching qualifications. While you will have teachers at your school to help you and school syllabus to follow, below are some more general teaching ideas and activities to help you (and also try and make the learning fun!)

**Writing ideas**

**Pictures tell a 1000 words**

Have an interesting picture to share with the class. This could be an art piece, a photo, something from a newspaper or magazine. Talk about the picture and explain that they are going to use this to write a story about. Discuss who or what is in it, what might be happening, what do they think might happen next, what do they think might have been happening before the picture. Make up a story together from all the ideas that are discussed. Bring out a new picture for the students to base their own writing on. You could have a couple of options so have the option to choose one they feel they can get more ideas about.

**Make a big book**

This can be fictional or not. Get students to write a story to use. You will need to break it up at appropriate points and write it onto large sheets of strong paper. Get the students to illustrate them.

**Advertising**

In the case of advertising for the newspaper these can be fictional and will cover the areas of presenting information. Allow the children to brainstorm what things could be advertised in a paper - food items, household goods, cars, holidays, events etc. Model the basics of what would need to be mentioned in the ad - costs, where to get it from, what it is - details of product, picture of product etc. Presenting the ad for effectiveness will require you to discuss how it will stand out and attract the attention of people reading the paper. Make writing clear and concise. Important information being larger or a different style of writing to the rest. Spacing the information and picture to enhance it - make it look interesting so people will want to read it.

**Letter writing**

Writing letters to give factual information such as applying for a job or to find out information. Look at the language that is appropriate to use and the setting out of the letter itself as well as the content. How to write a personal letter is quite a different skill. Perhaps you can set up a class as a similar age for the students to write to so that the letters will actually fulfill a purpose. The language they would use when talking informally to a friend is quite different to that of trying to get a job from someone and this should be reflected in this different style of letter writing. Many students are taught this differently depending on what country you were brought up in so you should really talk to staff about this aspect of writing the letter.

**Spelling**

There should be a spelling process in place and mostly you will find it is a case of rote learning. Doing examples of how spelling works and giving lists for students to learn during the week will help to
develop their spelling. Testing the students regularly (every week on their lists or a more general list for the whole class every few weeks) will give you an idea of progress made but also show them that they are not just learning words for the sake of learning. There are plenty of spelling activities that can make learning how to spell more fun but there is no reason to completely change a teaching style if it works well for the students and gets the results required.

One way of teaching students to help learn words independently is the following:

**LOOK** - the student looks carefully at the word
**SAY** - out loud a few times while still looking at it
**COVER** - with hand and try to picture it in your mind
**WRITE** - on a spare piece of paper what you can remember
**CHECK** - to see if you spelt it correctly and if not start the process again.

**Traditional spelling bee... champion speller**

Throughout the time that you are there you can have a champion speller competition going in which to try to improve the spelling of students with a little competition. Not all students will want to participate and shouldn’t be made to as bad spellers will not become better by being embarrassed when they make too many mistakes. Ask 2 students to begin - average spellers in the class. They need to come up the front of the class to participate. It is the best out of 5 spelling words. You can do this by saying the word and the students write it on the board. Some form of divider should be used so they can’t see each other’s answers. Once a winner has been determined they can be challenged by another student. The ultimate champion speller will not be able to be beaten by anyone.

**Reading**

There are some main reading activities that should be going on in the classroom at the primary level but you will be restricted by materials and reading texts so you will need to make do with the limitations and use your imagination to help develop individual reading ability.

**Spot the difference**

More to help in developing the listening to of texts, read a short paragraph from a book and then reread with some changes you have made to it. The students need to pick out the differences in the text.

**Close reading**

Write a piece of text on the board which has some words missing. The students copy out the text and fill in the word they believe would fill the space. When going over the answers it is important to note that there may be situations where there is more than one correct answer. For younger students you may have a selection of words that they can choose from to fill in the gaps.

**Reading for information**

You could make up a mock timetable for a bus or use a calendar to introduce the idea of reading as a tool for information that they will use in life. Reading a map is also a skill that can be taught if you have access to one.
Mathematics

'Number' is the biggest area of maths that you are likely to cover at some time while teaching. With the younger children it might be as simple as doing counting work and basic addition with single digits. As the students get older they will be doing more complicated addition and subtraction as well as multiplication and division work. Estimating, addition of whole number, fractions, decimals, all come under the heading of 'number.' You could set up a time at the beginning of each lesson to practice basic facts at the appropriate level, single digit work for the younger students and more complex ones for the older students. Having competitions with their multiplications or division can be a way to get them into 'maths mode'.

Measurement

Length, volume, time, weight etc. Different forms of measuring different items, learning to read the time, using measurement in everyday situations.

Statistics

Graph work: line, bar, pie etc. Being able to collect data, present it and analyze data from graphs presented.

Geometry

Looking at shapes and geometrical properties, spatial awareness, symmetry.

Algebra

Patterns and relationships, symbols etc.

General Classroom Activities

The following are simple games to introduce to your class that can be incorporated into some curriculums but can also be used when you are stuck for ideas to fill in the last 5 - 10 minutes of class or your plan has not gone as expected and you need to occupy the children while you organize something.

Noughts and Crosses (tic tac toe)

Divide the class into 2 groups. One team will be noughts, the other crosses. Have a noughts and crosses board drawn up on the board. Choose one group to ask a general knowledge question to. You could also make it questions related to the work they have been doing or basic facts or spelling words. If the group gets it correct then they get to put up a symbol (nought or cross) for their team. If they are wrong you ask the other team if they know the answer. If they get it correct they get to put up their symbol. If they also get it wrong a new round is started. The person in the team that answered the question correctly gets to draw the symbol where they want. You continue until one team wins the game or it becomes stale. The team gets a point for each game they win.

Chinese whispers

This should really only be done with a class of less than 30 so you don't have students waiting. Students stand in a circle. You whisper into the ear of one of the students a simple sentence. In turn they whisper
it to the person next to them and so on until it comes to the last person. The last person says out loud what they were told. The challenge is to get the same sentence said out loud as it started. The students are not allowed to repeat what was said - once they have been told even if they did not hear it properly they have to repeat what words they did hear.

**Fruit salad**

The students sit in a circle. Pick 4 fruit names and go around the circle giving each student one of the names so that there will be several students with the same fruit name. Have one student stand in the middle of the circle and remove their chair/space from the circle. They call out the name of a fruit and the students that were given that name have to get out of their seats/space and get to another one. You cannot return to your own seat. The one left in the middle gets to call out the name of a fruit now. Once they know how to play this well, introduce the idea of fruit salad so that if this is called out everyone must find a new seat.
WHERE DO MY FEES GO?

Giving up not only your time but also your money to volunteer is a huge commitment for anybody. A lot of people struggle to understand the concept of paying to volunteer abroad, and although International Volunteer HQ does its utmost to ensure we provide the most affordable fees possible, it is important you understand where your fees are going. Transparency is important to IVHQ.

Registration Fee

The registration fee (US$220) that you initially paid to confirm your place on this program is kept by International Volunteer HQ. These are the only fees that we take and are used to cover our administration costs, staff salaries and travel to inspect programs and ensure they are up to our standards. However, far and away our largest cost is marketing where thousands and thousands dollars are spent every week to ensure we have sufficient volunteers for our programs. In return for the registration fee we provide you with 24/7 support from the moment you sign up, a place on one of our volunteer programs, a huge information booklet, opportunity to win money back through competitions, ongoing program improvement, organization of your placement and airport pick up and most importantly an IVHQ program coordinator to answer any questions you may have before you leave. Our in country program coordinator’s do a great job of looking after you the volunteer once you arrive, however admittedly a lot of the time their computer skills are not great and therefore it is essential for you to have someone such as an International Volunteer HQ program coordinator who will reply to any queries you have quickly and efficiently when you need to know something.

Program Fee

The entirety of the program fee (this varies from volunteer to volunteer depending on how long you are staying for) is paid to ILCS. This fee covers expenses such as local staff wages, administration costs, airport pick up, program supervision, program placement, orientation, accommodation and meals. During orientation we ask our in country program staff to show you where your program fees are spent. However, if this is not done satisfactorily, we encourage you to ask our in country program coordinator to break down these fees for you, as we want total transparency with our costs.

International Volunteer HQ was established to provide the most AFFORDABLE, high quality volunteering programs possible. Although our fees are far, far better than any other international volunteering organization, we realize the importance of you understanding where your money has been spent and therefore want to be totally clear with this. If you have any queries, please do not hesitate to ask.
PROGRAM FEE
IVHQ will collect the project fee for ILCS then forward it onto them along with the other volunteer's fees in one lump sum. This is good for you because you will not have to carry a large amount of cash with you to Morocco. Paying through IVHQ, the program fee must be paid at least thirty (30) days before the start of your project placement. For example if you are starting on July 1st you must have your fee paid by June 1st. This fee is non-refundable and goes straight from IVHQ to ILCS in Morocco. The fee pays for your airport pick-up, accommodation (from the night before orientation till the end of your placement), 3 meals per day, ILCS staff salaries, bank transfer fees, orientation expenses, administrative costs and donations towards projects volunteers work on.

Payment of Program Fee via IVHQ
There are two ways to pay your project fee – online payment through our secure PayPal system and cheque (check). PayPal and cheque (check) payments require an extra 5% transaction fee to be added to cover incurred costs in processing the payment (bank fees, PayPal fees and currency conversion fees).

1.) Online (Credit Card)
You can use our secure PayPal credit card system. Please note that you will need to include an extra 5% to cover the credit card costs.
www.volunteerhq.org/programfee.html

2.) Cheque (Check)
Cheques or Bank Drafts must be in your issuing bank’s currency. If your issuing bank's currency is not US dollars, use www.xe.com/ucc to calculate the equivalent to the US dollar amount in your currency. Please note that you will need to add an extra 5% to cover the check transaction costs. Once again please ensure that you email us to inform us when you have sent a cheque so we can look out for it and also write your name and program on the back of the cheque. Cheques should be made out to International Volunteer HQ and posted to:

International Volunteer HQ
PO Box 8273
New Plymouth
Taranaki
NEW ZEALAND
FUNDRAISING

Despite IVHQ doing our utmost to make our trips affordable, we realize that the total cost can still be expensive by the time that flights, insurance and all fees are paid. Every volunteer traveler is different and while some volunteers have ample access to funds for their volunteer trip, there are many that do not and will need to fundraise to get sufficient funds to finance their trip.

Here is how IVHQ can help you:

- IVHQ has an exclusive partnership with a fundraising company which allows IVHQ volunteers access to professional fundraising services, if volunteers need assistance raising the money for their trip. Click on the link below to get started.
  - www.volunteerhq.org/volunteer-fundraising-scholarships.html

- IVHQ has an “A-Z of Fundraising” Booklet that is free for all registered volunteers. Simply email your program coordinator Jamie and request this and she will email it back to you (it is a PDF document).

- Jamie can also provide you with a verification letter that you can use to help legitimize your fundraising efforts and helps when approaching individuals or companies that do not know you.

Grants and Scholarships

International Volunteer HQ does not offer any grants for volunteers, however, if you are at university or college still, some institutions offer grants which are worth looking into. General travel grants are also available for people wishing to do volunteer work abroad however, these vary widely depending on your home country and the type of volunteer work you will doing. We recommend a simple Google search to see what is available in your country. The following websites are also a great resource for finding funding:

GoAbroad Scholarship Database - www.goabroad.com/scholarships-abroad

GoOverseas Volunteer Scholarship - www.go-volunteerabroad.com/volunteer-abroad-scholarship
HEALTH

General Health and Immunizations

It is expected that participants have their own health insurance. As an organization, we are not able to cater for your health needs. However before you go to Morocco, it is important that you get immunized against some illnesses (please see our list below of required and recommended immunizations). Also, please carry with you preventive agents like mosquito repellents, as well as other medicines for headaches and stomach aches. On the off chance that you fall sick and need doctor’s attention, ILCS will take you to the hospital. There are good and reputable hospitals around where you can be treated. We recommend you consult a travel doctor before you travel, as they will also be able to advise you on what vaccinations you require.

Immunizations – Recommended
Polio
Hepatitis A
Diphtheria/Tetanus
Typhoid
Hepatitis B
EXTRA LEARNING

Books about Morocco
Lonely Planet Morocco (Country Travel Guide) – James Bainbridge, Alison Bing
Morocco (Eye Witness Travel Guides) – DK Publishing, Richard Williams, Carole French
Fodor’s Morocco – Fodor’s
The Rough Guide to Morocco 9 – Daniel Jacobs, Daniel Lund, Kate Hawkings, Hamish Brown

Websites about Morocco
Visit Morocco – www.visitmorocco.com
Morocco Channel – www.morocco.com
Lonely Planet – www.lonelyplanet.com

Movies about Morocco
Casablanca (1942)
Road to Morocco (1942)
Dreaming in Morocco (2007)
WHAT TO BRING

Personal Belongings

- Medical Kit ideally including the following; aspirin or a similar pain reliever, antihistamine for relief from allergy or bites, diarrhea ‘stoppers’ such as Diastop, scissors and tweezers, band aids, antiseptic for cuts and grazes, sunscreen, lip balm and insect repellant.
- Personal sanitary items such as tooth brush, tooth paste, contact lenses and other toiletries.
- Sleeping bag
- Mobile phone if you already have one. You can buy a SIM card for around US$5 (and make local calls, send texts or receive international calls).
- Laptop if you have one as a convenience to use WI FI in the main office
- Appropriate footwear such as trainers and a ‘good’ set of shoes.
- Clothing – Keep in mind the temperature and environment you will be working in. Light, cotton clothing that covers your whole body is ideal for sun and insect bites. However also pack a set of warmer clothes for winter time at night in Rabat.
- A set of good clothes. It is most likely you will attend some official function or church service during your stay so it’s good to come prepared rather than spending your first few days at the tailor (although clothes are very cheap here)!
- Books
- All personal medication. Most medication is cheaply available here, however, we advise bringing a few months’ supply for anything you take regularly.
- Music and other entertainment for long travel and ‘down time’.
- Photographs. Showing your family, friends and regular things like your house/apartment, car, school/work environment – your new host family and friends will be most interested to view your life in your home countries.
- Copies of important travel documents such as passport, criminal background check, travel insurance, visas, plane tickets and passport photos.
- Playing cards
- Swiss army knife (do not carry in hand luggage on the plane)
- A small padlock for securing bags and valuables.
- Day pack for taking your lunch, drink and materials to your project.
- Sun hat and glasses
- Cameras
- Flashlight
- Towels
- Travel guide (many volunteers find Lonely Planet to be very helpful for preparation and once they are in the country)
- This Information Booklet
- Journal and pens to keep a diary
- A small gift for your host family. While your host family receives money for your board and meals, a small gift can help to create a good rapport between the volunteer and host family. It is really important to remember that this should not be expensive and please do not spend hours agonizing over it. Something small that represents you or where you come from will be fine. If you’re stuck for ideas wait till you arrive in country and maybe buy them something they need.
Volunteer Supplies

For all programs, it is imperative to remember that any money raised to help your project when you arrive in Morocco will be very well received. Often it is hard for volunteers to take too many supplies due to limitations on baggage weight but remember that Morocco has some very developed shopping centers where supplies can be bought once you have arrived in the country. This is our recommended and preferred way to contribute to the program. Not only does it mean you do not have to cart the supplies on the plane with you, it means any money you spend will be invested back into the Moroccan economy. Below we have listed some supplies that are very helpful on the teaching and orphanage programs. Medical supplies are also appreciated and our local staff will always find a use for them at local clinics and hospitals.

- Vitamins/Calcium tablets
- Antibiotics, antiseptics
- Medical family guides
- Any books and/or research on health care relevant to Morocco
- First aid materials
- Hankies
- Children’s clothing
- Balloons
- Bubble Solution
- Face Paint
- Music player and some children's music
- Musical instruments
- Stickers, stamps and certificates
- Group games such as bingo, snakes and ladders, twister etc.
- Coloured drawing paper
- Pencils/Pens/Markers/Crayons
- Books (any type)
- Posters
- Coloured pavement chalk
- Chalk
ARABIC/FRENCH

Moroccan Arabic is the official language of Morocco. Although this varies from other forms of Arabic, most Moroccans can understand conventional Arabic. At least half of the population can also speak French, which serves as the primary language of commerce and government in Morocco. English speakers are rare, however since English teaching was introduced to public schools in 2002, the uptake among educated youth has increased. During orientation you will be provided with more information on the Arabic and French lessons made available exclusively to IVHQ and ILCS volunteers (at great prices), but to help you practice beforehand, we have provided some basic Arabic and French words and phrases for you.

Basic Moroccan Arabic Phrases

Hello salam سلام
Goodbye beslama بسلامة
Good morning sbah el kheyr الخير صباح
Good night tesbah ala kheyr خير على تصبح
Nice to meet you tasharafna تشرفنا
How are you? kif halek? كيف حالك؟
Fine, thank you labas, barak llāḥū fīk لاباس بارك الله فيك
Thank you shokran شكرًا
You're welcome al 'afw المغفر
Good mezyan مزيان
Bad khayeb خايب
I want/I like bgheet بغيت
I like it 'ajbani عاجباني
I don't like it ma'ajbaneesh عاجبانيش ما
Yes n'aam نعم
No la لا
Excuse me smehlia سمح لي
Help me 'awenni عونني
How much? beshhal hadik؟ بحال شحال؟

Moroccan Arabic Numbers

Zero seefr صفر
One wahed واحد
Two jooj جوج
Three tlata ثلاثه
Four reb'a ربعة
Five khemsa خمسة
Six setta ستة
Seven seb'a سبعه
Eight tmenya ثمانيه
Nine tes'ood تسعه
Ten 'eshra عشره
Basic French Phrases

Hello  Bonjour (madame/monsieur)
Goodbye  Au revoir
Good morning  Bon matin
Good evening  Bonsoir
Good night  Bonne nuit
How are you?  Comment allez-vous?
Very well, thank you  Très bien, merci
Thank you  Merci (madame/monsieur)
You're welcome  Il n'y a pas de quoi
I want  Je voudrais
I like it  Ça me plaît
I don't like it  Ça ne me plait pas
Yes  Oui
No  Non
OK  Ça va/d'accord
Excuse me  Excusez-moi
Can you help me?  Est-ce que vous pouvez m'aider?
How much?  Combien?

French Numbers

Zero  Zéro
One  Un
Two  Deux
Three  Trois
Four  Quatre
Five  Cinq
Six  Six
Seven  Sept
Eight  Huit
Nine  Neuf
Ten  Dix
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MOROCCAN EMBASSIES ABROAD

Australia
Embassy of Morocco in Canberra, Australia
17 Terrigal Crescent, O’Malley, ACT 2606
Phone: (+61-2) 6290 0755 or (+61-2) 6290 0766
Fax: (+61-02) 6290 0744
Email: sifmacan@moroccoembassy.org.au
Website: www.moroccoembassy.org.au

Brazil
Embassy of the Kingdom of Morocco in Brasilia, Brazil
SEN, Avenida das Nações, Lote 02, 70432 900 Brasilia
Phone: (+55-61) 2262288, 3214487
Fax: (+55-61) 3210745
Email: sifamarbr@tba.com.br
Website: www.embmarrocos.org.br

Canada
Embassy of the Kingdom of Morocco in Ottawa, Canada
38 Range Road, Ottawa, Ontario, KIN 8J4
Phone: (+1-613) 236 7391 or (+1-613) 236 7392
Fax: (+1-613) 236 6164
Email: sifamaot@bellnet.ca
Website: www.ambamaroc.ca

China
Embassy of the Kingdom of Morocco in Beijing, China
No. 16, San Li Tun Lu, Chaoyang District, Beijing 100600
Phone: (+86-10) 6532 1489
Phone: (+86-10) 6532 1497
Fax: (+86-10) 6532 1453
Email: embmor@public.bta.net.cn
Website: www.moroccoembassy.cn

Finland
Embassy of Morocco in Helsinki, Finland
Runeberginkatu 4C - 001, Helsinki
Phone: (+358-9) 612 2480
Fax: (+358-9) 635 160
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France
Embassy of the Kingdom of Morocco in Paris, France
3-5, Rue Le Tasse, 75116 Paris
Phone: (+33-1) 452 06935 or (+33-1) 452 09000
Fax: (+33-1) 452 02258
Email: sifamaparis@wanadoo.fr

Germany
Embassy of the Kingdom of Morocco in Berlin, Germany
Niederwallstr. 39, 10117 Berlin
Phone: (+49-30) 2061 240
Fax: (+49-30) 2061 2420
Email: botschaft-berlin@maec.gov.ma
Website: www.maec.gov.ma/berlin

Ireland
Embassy of Morocco in Dublin, Ireland
39 Raglan Road, Ballsbridge, Dublin 4
Phone: (+353-1) 660 9449 or (+353-1) 660 9319
Fax: (+353-1) 660 9468
Email: sifamndub@indigo.ie
Website: http://moroccan.embassydublin.com

Italy
Embassy of Morocco in Rome, Italy
Via Lazzaro Spallanzani, 8/10 00161 Roma
Phone: (+39-06) 440 2524 – 587 or (+39-6) 440 2524
Fax: (+39-06) 440 2695
Email: sifamaroma@ambasciatadelmarocco.it
Website: www.ambasciatadelmarocco.it

Mexico
Embassy of Morocco in Mexico City, Mexico
Paseo de las Palmas No. 2020, Lomas de Chapultepec, Delegación Miguel Hidalgo, 11000 México, D.F.
Phone: (+52-55) 5245 1786 or (+52-55) 5245 1790
Fax: (+52-55) 5245 1791
Email: info@marruecos.org.mx, sifamex@prodigy.net.mx
Website: www.marruecos.org.mx

Netherlands
Embassy of Morocco in The Hague, Netherlands
Oranjestraat 9, 2514 JB, The Hague
Phone: (+31-70) 346 9617
Telefax: (+31-70) 356 2829
E-mail: sifamalahaye@hotmail.fr
New Zealand
Moroccan Consulate in Auckland, New Zealand
1 Garfield Street, Parnell, Auckland
Phone: (+64-9) 520 3626
Fax: (+64-9) 524 6929
Email: morocco@ewpa.co.nz

Poland
Embassy of Morocco in Warsaw, Poland
ul. Starościńska 1 m. 11-12, 02-516 Warszawa
Phone: (+48-22) 849 6341
Fax: (+48-22) 848 1840
Email: info@moroccoembassy.org.pl
Website: www.moroccoembassy.org.pl

Portugal
Moroccan Embassy in Lisbon, Portugal
Rua Alto do Duque, nº 21, 1400-099 Lisboa
Tel.: (+351-21) 213 020842
Fax: (+351-21) 213 020935
Email: cifmar@emb-marrocos.pt
Website: www.emb-marrocos.pt

Romania
Str. Dionisie Lupu Nr.78, Sector 1, 010459, Bucureșți
Phone: (+40-21) 317 4124
Fax: (+40-21) 317 4144
E-mail: ambamarbuc@ambasadamaroc.ro
Website: www.ambasadamaroc.ro

Russia
Embassy of Morocco in Moscow, Russian Federation
Boulevard Bolchaia, Nikitskaya No 51 121069, Moscow
Phone: (+7-495) 291 1762
Fax: +7-495) 291 1642
Email: sifmamos@xrus.ru

Spain
Embassy of Morocco in Madrid, Spain
Calle Serrano, 179, 28002 Madrid
Phone: (+34-91) 563 1090
Fax: (+34-91) 561 7887
Email: correo@embajada-marruecos.es
Website: www.embajada-marruecos.es
Sweden
Embassy of Morocco in Stockholm, Sweden
Kungsholmstorg 16, 2nd floor, 112 21 Stockholm
Telephone: (+46) 8 545 51130
Fax: (+46) 8 545 51139
E-mail: morocco@telia.com
Website: www.marockosambassad.net

Thailand
Sathorn City Tower, 12th floor, 175 South Sathorn Rd, Sathorn, Bangkok 10120
Phone: (+66-2) 679 5604
Fax: (+66-2) 679 5603
Email: ambmaroc@truemail.co.th
Website: www.moroccoembassybangkok.org

United Kingdom
Embassy of the Kingdom of Morocco in London, United Kingdom
49 Queen's Gate Gardens, London SW7 5NE
Phone: (+44-20) 7581 5001
Fax: (+44-20) 7225 3862
Email: ambalondres@maec.gov.ma
Website: www.moroccanembassylondon.org.uk

United States
Embassy of the Kingdom of Morocco in Washington DC, United States of America
1601 21st Street NW, Washington, District of Columbia 20009
Phone: (+1) 202 462 7979 or (+1) 202 457 0012
Fax: (+1) 202 462 76 43
Website: http://dcusa.themoroccanembassy.com
Email: embassy@moroccous.com
FAQS (FREQUENTLY ASKED QUESTIONS)

How do I know that IVHQ is a legitimate international volunteer placement organization?
International Volunteer HQ is a registered New Zealand organization and our incorporation number is 1936998. We are also registered and verified by a number of international volunteer travel portals. Furthermore we have a page on Facebook that you can access by clicking here (you will need a Facebook account, which if you don't have you can create easily and free of charge). This page links volunteers (past, present and future). If you wish to talk to a staff member from IVHQ feel free to ring us anytime on +6467587949. If you wish to travel and visit us, you can as well. Based in Taranaki, New Zealand we have now shifted offices with accommodation options available for volunteers from out of town (almost all of our volunteers!!!).

Why volunteer with IVHQ?
IVHQ was set up to provide affordable, quality and flexible volunteering projects for people wishing to volunteer abroad. The organization is built on ten strong foundations that we try to provide every volunteer with – AFFORDABILITY, FLEXIBILITY, QUALITY, SUPPORT, SAFETY, FRIENDSHIP, NEED, LOYALTY, EXPERIENCE and ENJOYMENT.

Why volunteer abroad?
Volunteering is based on the concept of giving through the donation of your time, your skills, your energy and often just simply your presence to help others in need. However, while volunteers have a tremendous effect on the people they work with, you will very rarely find a volunteer who feels they have given more than they have received. The lessons and benefits that a volunteer receives while volunteering are endless and can include increased self confidence and social awareness, development of life skills, personal growth, friendship and building of independence. Furthermore, volunteering can help to enhance career prospects. Not only do volunteers increase their skill base, work experience and international contacts through volunteering, employees often look favorably upon those that are willing to go outside of their comfort zone and give up their time to assist other.

Why pay to volunteer?
As a volunteer you are giving up your time and your skills to help those in need, therefore many people fail to see why they should also have to PAY to volunteer. The program fees you pay go directly to an NGO in the country you will be volunteering in and are used to pay for expenses associated with your stay such as food, accommodation, transport, orientation and staff salaries to ensure your volunteering stay in the host country goes as smoothly as possible. All our partner organizations are funded almost entirely by volunteer fees and therefore in order for the program to continue it is imperative we charge volunteers for their board, meals and transport. While in the perfect world, these costs would be funded by a large NGO such as UNICEF, every organization has priorities and cannot be everywhere at once. To see exactly what you receive for your fees click here - www.volunteerhq.org/affordable-volunteer-fees.html

Why are the IVHQ fees so much more affordable than other volunteering organizations?
IVHQ was established to provide people worldwide with genuinely high quality and yet affordable volunteer travel opportunities. Our registration fee and program fees have been designed to keep the quality of the volunteer programs high, yet at the same time ensure we do not include any unnecessary
costs or middle men which often inflate the fees of other organizations. The entirety of the program fee you pay reaches the country in which you work, leaving only the registration fee to cover costs outside of the country such as marketing, quality control, in country visits and pre-departure administration and support from your dedicated IVHQ program coordinator (to help you prepare before you go). Many other organizations take thousands of dollars, much of which never make it to the country in which you are travelling to. We do not "skimp" on the quality of our programs, rather we work on a transparent financial system, whereby we can operate at a sustainable level, provided we have high numbers of volunteer travelers going through our programs.

While some programs that charge thousands of dollars will only have two or three volunteers in each country at one time, due to the fact we have thousands of volunteers going through our programs annually, we can operate on a system of economies of scale which allows us to keep costs low and quality high. Each country we run programs in has at least 150 volunteers participating on them annually with some programs having over 600 volunteers! Most programs average somewhere between 250 and 450 volunteers each year. By guaranteeing our local in country teams high numbers of volunteer travelers, we can ensure IVHQ volunteers are offered discount fees. The benefits of this are not limited to low fees but also great social interaction with other volunteers from a diverse range of cultures. Not only are our programs incredibly affordable, but their popularity means you have the peace of mind of knowing that you will always have a ton of volunteers to socialize, work and travel with.

**Can we volunteer as a group?**
Yes. International Volunteer HQ accepts group booking and can even organize special projects and discount rates, please email us to find out more about a specific country.

**Can I volunteer with a friend(s) or partner?**
Yes. International Volunteer HQ can ensure you are placed in the same accommodation and project as a friend or partner. All we ask is that when you apply you make a note on the application form with your friend's name stating you wish to be placed together.

**Do I need specific skills or qualifications to volunteer?**
Generally the only requirement for volunteers is to be fluent in English. However, in most of the medical and health placements, volunteers must be qualified or training in a relevant medical field (documentation be presented to partner organization on arrival in host country).

**Can I donate money through IVHQ to developing countries?**
IVHQ is focused solely on providing the most affordable, quality and flexible volunteering opportunities available and therefore we try to stay away from playing the role of intermediary in donations. If you are about to volunteer you will find many worthy causes when you arrive in your host country that you can donate the money to directly. If you are not volunteering a very worthwhile charitable organization that always needs more funding is KCC. Donate directly to them by clicking on the link to their website - http://kccslumproject.wordpress.com/

**Can people from outside of New Zealand volunteer with IVHQ?**
Yes, although IVHQ is based in New Zealand, we are an international volunteer placement organization and therefore accommodate people from all nationalities. 99% of our volunteer travelers come from outside New Zealand.

**Which countries do volunteers come from?**
Volunteers come from a variety of countries (we have between 3000 and 6000 volunteers annually) but we find the majority come from countries such as the United States, Canada, United Kingdom, Australia, New Zealand, China, Mexico, Ireland, France and Japan.

**Will I be working with other volunteers?**
Some of our programs are flexible and if you wish to be placed by yourself you can, however in most cases you will be working and living with other volunteers.

**Is travel insurance included in the program costs?**
In order to keep costs as low as possible for the volunteer we do not include travel insurance in our fees as we have found that generally volunteers can acquire it cheaper by getting it privately. Travel insurance is mandatory to volunteer abroad on an IVHQ volunteer program. While IVHQ does everything it can to ensure your trip abroad, goes smoothly and is a fantastic, memorable experience, it is very wise to ensure you have adequate travel insurance should you fall sick, bags go missing or something is stolen.

International Volunteer HQ has therefore partnered with World Nomads travel insurance to ensure volunteers have access to the best insurance deals designed specifically with volunteer travelers in mind. World Nomads are recommended by highly regarded travel experts Lonely Planet and are underwritten by insurance giants Allianz, IHI, BCS Insurance Group, BUPA, Mondial Assistance and Millstream. This insurance covers medical emergencies, emergency evacuation, trip cancellation, personal belongings and personal liability. World Nomads quotes are extremely competitive and they are one of the only insurance companies that allow travelers to claim whilst travelling or extend their policy if they decide to stay longer. Click on the link below to get more information (and an easy no obligation free quote) on travel insurance with our recommended partner.

[www.volunteerhq.org/ivhq-insurance.html](http://www.volunteerhq.org/ivhq-insurance.html)

**Will IVHQ provide a reference or act as a referee for me once I finish volunteering?**
Yes, your IVHQ volunteer travel consultant will provide you with a reference on completion of your volunteering stint. Furthermore, they are usually more than happy to act as a referee after consultation with our local staff in your host country.

**Do I need to be able to speak the local language?**
The answer to this varies from country to country but for the most part is no. Only on our Latin American programs do you require some Spanish/Portuguese (at varying levels for different programs). For all other programs, the only language you require is English. In a lot of cases our partner organization will provide you with a basic language course to assist you in your day to day activities and you will pick up a lot of phrases and terms over your volunteering period.

**Can IVHQ help with fundraising?**
Yes. IVHQ has an exclusive partnership with a fundraising company which allows IVHQ volunteers access to professional fundraising services, if volunteers need assistance raising the money for their trip. We also have the IVHQ A - Z of Fundraising which you can request from your program coordinator, free of charge. Furthermore, we can also provide you with a verification letter that verifies you are volunteering...
and gives potential donors some information about what you are doing to help you raise money. [www.volunteerhq.org/volunteer-fundraising-scholarships.html](http://www.volunteerhq.org/volunteer-fundraising-scholarships.html)

**Can I take time out from volunteering to go sightseeing?**
Yes! We believe it is extremely important to "soak up" as much of a country as you can while you are there. Volunteer travelers will often spend thousands of dollars on their airfares and while we believe our trips are the most authentic way to experience a country (living and working with local people), tourist activities and in country travel will only enhance your experience. Our partner organizations are very flexible and often encourage you to take time out from volunteer work to travel and explore your host country. Our partner organizations also have partner tourist organizations and contacts to make this easier for you.

Any questions that you have that are not answered in this booklet do not hesitate to contact the team at either IVHQ or ILCS.
INTERNATIONAL VOLUNTEER HQ TERMS AND CONDITIONS

Please read the International Volunteer HQ Limited's (IVHQ’s) Terms and Conditions carefully before participating on our program. By clicking on the box besides the words 'I have read and agree to the IVHQ legal terms and conditions' and agreeing to them in the online booking application form when you submitted your application form, you agree to the following terms and conditions.

Travel

The volunteer is solely responsible for arranging and paying for their own travel, specifically including all airfares or other transport costs to and from the host country as well as any local transport costs. It is the responsibility of the volunteer to carry all necessary documents when travelling abroad. While IVHQ may advise the volunteer on required travel documentation, IVHQ are not responsible for any supporting documents necessary for the volunteer's travel needs or other purposes.

Insurance

IVHQ does not provide the volunteer with insurance of any kind. Travel insurance is mandatory for each volunteer, and the volunteer will purchase this prior to departing on the trip. The volunteer is solely responsible for evaluating and determining the type, extent and levels of any insurance coverage they need or desire for their planned volunteer travel period. However, it must cover their entire travel period.

Refund Policy

Compared to similar companies that provide comparable comprehensive volunteer service opportunities, IVHQ’s registration and program fees are significantly less than the fees charged by other such companies and volunteers are encouraged to compare IVHQ’s fees to the fees charged by other similar companies. As a consequence, IVHQ operates on a much smaller profit margin and is therefore unable to provide and does not provide a total refund policy.

Registration Fees

Details of our registration fees are set out on our website. The registration fee is refundable up to sixty days before the start of the volunteer’s placement in the host country. All refunds will be made less the costs incurred in processing the refund such as bank and transaction fees and an IVHQ processing fee (US$20). If the volunteer changes their start date, the date used for refund purposes will be the earliest dates the volunteer has indicated they wish to start, unless IVHQ agrees otherwise.

Requests for registration fee refunds must be posted to IVHQ (hard copy is required) with the signature of the volunteer and received by IVHQ sixty days before the start of volunteer’s placement. Phone calls and e-mails are unacceptable. Once the volunteer’s refund request had been received by IVHQ, the volunteer will be notified immediately via email. If the volunteer does not receive such an email, the assumption should be made that the request has not been received.
If a volunteer registers and requests a verification email, they cannot then receive a refund for their registration fee should they withdraw from the program. Only 10% of registrations for that period in each country can be refunded.

IVHQ reserves the right to revise the registration fee at any time. All registration fee revisions will be made via the IVHQ website with seven days advanced notice given before they take effect. Registration fee revisions are not applicable to volunteers who have already submitted their online booking before the revisions are due to take effect. A volunteer’s placement on a program cannot be confirmed until registration fee has been paid in full.

**Program Fees**

Details of the program fees are set out on our website. Because Program fees are paid to our partner organizations (either directly or through IVHQ and not to IVHQ) they are not refundable by IVHQ. Program fees paid through IVHQ by means of online payment, bank or wire transfer will need to have transaction costs covered by the volunteer. All program fee revisions will be made via the IVHQ website with seven days advanced notice given before they take effect. Program fee revisions are not applicable to volunteers who have already paid their registration fee before the revisions take effect. Program fees are due 60 days prior to the beginning of the volunteer’s program placement. Failure to make this payment can result in a loss of volunteer placement with no refund of registration fee.

Registration fees and program fees are not transferrable to other persons.

**Personal Risks**

The volunteer acknowledges and accepts the responsibilities and risks associated with their agreement to travel to, temporarily live in and provide volunteer services in a developing country. Such travel and volunteer work can be often hazardous and involves a certain degree of risk, inherently dangerous activities and personal perils to the volunteer, both foreseen and unforeseen, all of which are fully accepted by and solely assumed by the volunteer. Therefore, IVHQ including any and all of its employees, managers, directors, shareholders, host families and host country partner organizations are not liable, to the maximum extent of the law, for any loss or harm the volunteer or associates may suffer, including but not limited to loss caused directly or indirectly by:

- Personal injury; Emotional injury; Death; Illness or disease; Damage to or loss of property; Hostage situations; or War or terrorism.

**Change of Dates and Duration**

Once registered and before they begin their trip with IVHQ, the volunteer is entitled to change their start date and duration once, at no additional cost. If they need to change their start date or duration a second time they will be required to pay an administration fee of US$50 for each change they make.

**Indemnity**
The volunteer agrees to indemnify IVHQ against any and all liability which IVHQ incurs arising directly or indirectly out of, or in connection (in any way) with, the volunteer’s travel to, living in and providing services in the volunteer’s nominated country.

**Drug and Alcohol Use**

The volunteer must abide by the rules put in place by IVHQ’s partner organization, volunteer placement institution and host family in regards to alcohol consumption. Drug use (unless prescribed by a doctor) is strictly prohibited and will result in instant dismissal from the program with no refund.

**Miscellaneous**

The volunteer agrees to comply with the partner organization's code of conduct.

IVHQ reserves the right to use feedback and images provided by volunteers for website materials such as testimonials.

IVHQ provides a service connecting volunteers to partner organizations. You agree that IVHQ is not liable for any actions or omissions of any partner organization.

To the full extent permissible at law, all representations, terms, warranties, guarantees, or conditions whether implied by statute, common law or custom of the trade or otherwise, including, but not limited to, implied warranties and guarantees, are excluded.

Notwithstanding anything else contained in any agreement, the liability of IVHQ to the volunteer shall not in aggregate exceed the amount of the registration fee paid by the volunteer.

The IVHQ website is presented solely for the purpose of promoting IVHQ services and those of IVHQ’s partner organizations. This site is controlled and operated by IVHQ from its offices in New Zealand. IVHQ makes no representation that materials in the site are appropriate or available for use in other locations. Those who choose to access this site from other locations do so on their own initiative and are responsible to the extent local law is applicable. IVHQ does not warrant or make any representations regarding the correctness, accuracy, reliability, or otherwise of the materials in this site or the result of their use.

IVHQ and its partner organizations reserve the right to remove the volunteer from the program.

**Force Majeure**

IVHQ has no liability for any lack of performance, unavailability or failure of the services or its website, or for any failure of IVHQ to comply with these terms and conditions, where the same arises from any cause reasonably beyond the control of IVHQ.

**Governing Law**

These terms are governed by the laws of New Zealand.