



IMPACT MOROCCO ORIENTATION MANUAL

**“People who are crazy
enough to think they can
change the world, are the
ones who do.” - Steve
Jobs**

WELCOME

CONGRATULATIONS and welcome to the **IMPACT** team! The information contained in this manual is Intended to prepare you for your upcoming trip with The 1040 Initiative. It is very difficult, even impossible, for 1040i to convey everything you will experience during this trip. Some of your experiences will be unique to you as an individual. However, we will try our best to guide you along the way and provide you with the information you need to get ready for a trip of a lifetime.

An excellent source of information for travel tips and advice prior to your trip includes reading travel books and consulting with individuals who have been on prior 1040i teams. We recommend you read a book written by Sarah A. Lanier called “**Foreign to Familiar: A Guide to Understanding Hot and Cold Climate Cultures**”. (available online)

There are many things that you will need to do before leaving the country. This manual will tell you what you need and you will receive emails reminding you of specific deadlines for some of the information required.

FIRST THINGS FIRST

TEAM MEMBER POLICY

1. As a team member you are representing 1040i, therefore everything you say and do is a reflection on how our organization is perceived in the host country. Any negativity or culturally insensitive behaviors could impact 1040i and its' future in this country.
2. There are negative cultural implications to tobacco and alcohol use. Please refrain from both while in Africa.

EXPENSES

- \$2,500 payable to 1040i by May 15th for your airfare, traveler's insurance and in-country food, transportation and lodging.
- Additional Expenses: \$110 - Passport fees if you do not already have one or need to get it renewed. Your passport must be valid for at least 6 months after the project.
- Spending money (Most people send \$100 - \$200) for souvenirs, etc. You will need to decide how much local currency you would like to have when you arrive. There is an exchange bureau available in Taroudant. This is entirely up to you. You might want some for the occasional "special needs" that come up.

PASSPORT

If you do not have your passport, it is advised that you move immediately to expedite it. You will need your passport in order to obtain your airline ticket.

AIRLINE TICKETS

The purchase of your airline ticket and traveler's insurance is included in the fee paid to 1040i. If you wish to alter the dates of your travel to layover in another country, please contact us as soon as possible.

FIRST THINGS FIRST

WHAT TO BRING

Below is a suggested list of basic items to pack.

- Chap stick
- Lotion - the weather will be extremely dry
- Pepto-Bismol - to sooth stomach before eating
- Toiletries - soap, shampoo (pack in ziplock bags for protection).
- Hand sanitizer (liquid and/or wipes) - key to prevent sickness is to prevent germs going into the mouth
- Water bottle - size depends on your consumption. You will need to drink a lot. Some people prefer to carry a camelbak.
- Small battery fan (recommended) - bring your own batteries
- Sun screen - Sunglasses
- Good walking shoes
- Slacks (Men), skirt (women) in case of attending an important event.
- Women do not wear shorts, V-neck tops or tank tops. Modest dress is very important.

IN YOUR CARRY-ON

- At least 2 changes of clothes
- Personal medications
- Passport

Should your luggage not make it to Agadir, we will not be able to wait for it. We may be able to send someone back for it at a later date. We will share clothes if we have to.

MOROCCO

BAGGAGE ALLOWANCE

You will only be allowed 1 checked bag. For updated information check with your airlines prior to departure it may also be different on the return than on the departure. With new baggage allowances airlines will vary in what they allow. When checking in at the airport let them know that your final destination is Agadir and make sure your bags are checked all the way through to your final destination. (Unless you are laying over some where else.) Keep baggage tags receipts handy, you will need these to get out of the airport in Agadir. Please keep in mind that you may be asked to use part of one of your checked bags to carry some supplies for the project.

DEBARKMENT CARD

You will be required to fill out a debarkment card upon entering the country. We will send this information ahead of time so you will know how to fill this out.

TIPS BEFORE YOU LEAVE

- Make copies of your passport, credit cards, driver's license, and airline tickets. Leave them with someone you trust who has a fax machine. This will help you replace your documents in case they are lost or stolen.
- Photocopy your travel arrangements and leave them with a friend or relative, so you can be reached in case of an emergency.
- Register your trip with the US Department of State. In the event something happens in country the US will know you are there. (<http://travel.state.gov>)

EMERGENCY CONTACT PERSON & NUMBER IN COUNTRY

US phones work in Morocco. Contact your service provider for details on international packages.

TRAVEL TIPS

TRAVEL & MEDICAL INSURANCE

This will be purchased along with your airfare through 1040i. In the event something should happen to you and you need to be medically evacuated this insurance is very important.

ARRIVAL INTO AGADIR

Hopefully there will be team members who have experienced this situation. When you deplane, you will follow the crowd to the police check control. Line up in a line. It would probably be good for you to split up among the different lines.

You will need your passport along with the disembarkation card (We will be sending an example in a separate email) to present to the police. Do not give your passport to anyone who might approach you to offer help.

You will likely be asked questions at some point during your arrival. Simply state you are there on vacation as a tourist.

Once you collect your luggage, **you will need to show your baggage tag receipts** to compare them with what is on your luggage. From there you will approach custom agents. Once you clear customs, you will proceed out of the “secured” area and into the parking lot. We will go to the vehicles and load up the luggage. Everyone will need to be vigilant and watch that nothing is stolen while we load up the luggage. Once the luggage is loaded, we will get in the vehicles and make the 1 hour trip to our hotel.

FOOD & SNACKS

We will be providing a good breakfast and supper and occasionally lunch. The project is of the nature that we will not always be able to prepare noon meals. So, it is suggested that you bring some snack foods with you. Crackers, candy bars, peanut butter crackers, beef jerky, etc. make great snacks

SLEEPING CONDITIONS

We will make arrangements at a hotel or local bed and breakfast type facility.

MOROCCO

COMMUNICATON

Once we are on site, a Facebook post will be made recapping the day's events.

Cell phone coverage is pretty good from Taroudant. If you choose to use your personal phone, make sure you ask your carrier for details about international coverage, etc.. There typically is not an international package for this country, therefore you are charged a very expensive per minute rate.

THINGS YOU MIGHT FIND USEFUL

You will need to bring a power adaptor if you wish to charge any electronic devices.

- Some people get prescriptions from their doctor for various things, i.e. ambien, phenergan, cipro,
- Pace yourself, drink lots of water, start & finish strong.
- Don't forget why you are there, everything else is secondary.
- Remember: It's Not About Me!

CULTURAL TIPS

Remember that you are a guest in the country you are visiting. Please be considerate and respectful of the customs and culture of the country that you are in even if they are not your own or you do not understand them or agree with them. Your words and actions may impact your experience, as well as the way future people traveling with The 1040 Initiative will be treated.

You may, very understandably, experience culture shock. You may be experiencing how it feels to be in the minority for the first time. You will hear a strange language, see new sights, hear new sounds, smell different smells, eat different foods, and feel frightened and powerless at times. Don't panic. This sensation will lessen with each passing day.

Attitude is everything! Try to overlook the less-than-pleasant parts of the country that you are in and focus on the many good aspects of the country. You will have a more pleasant experience this way.

When sharing your thoughts and feelings with people in the country you are serving in remember that communicating cross culturally is a wonderful, albeit challenging, adventure. Keep in mind that many words can possibly be misinterpreted by others. Speak carefully, and avoid idioms that can easily be misunderstood.

Humor often does not translate well. The safest stance is to avoid those subjects with potential for controversy regardless of what country you are in: sex, religion, politics and money.

CULTURAL TIPS

When discussing possible concerns or help, please do not say, “We will see,” or “I’ll see what I can do about it.” In their culture that means “yes” you will do what ever it is your discussing. They will not forget the conversation so be mindful of your dialog.

Do not talk about them “coming to the states”. Your intentions may be good, but culturally they believe you will send for them and they do ask us about it on follow up trips. No matter how close you get to an Moroccan do not talk to them about what life would be like for them in the states or that they could live with you or that you will help them. This all means you WILL do it!!

To help avoid misunderstandings, think before you speak. Before asking questions, put yourself in the other person’s shoes. How would you like being asked that same question by an international traveler visiting the U.S.?

Patience is a virtue, particularly when dealing with any culture different from the one we have come from. Because different countries have different operation procedures, be very careful to avoid losing your temper if you are feeling impatient or frustrated. This could cause difficulty for you, as well as the 1040i team.

Good manners are the same in any country. Treat people politely and chances are they will do the same. “Thank you” is a phrase you cannot use enough.

Different cultures do not adhere to the same “time” frames that we do in the US. Things tend to move a little slower in other countries and they do not put as much emphasis on what “time” they will eat, leave for appointments or for work. Be patient and know you will get to where you need to go and will eat, but on “Africa” time, not US time.

The success of your trip will rely in large part on keeping your expectations realistic. You are traveling in a foreign country, not in the U.S. Things we take for granted in the U.S. may not be easily accessible in the country you are visiting. There are bound to be differences in customs, accommodations, food, traffic, air quality, toilets, the list goes on and on. Keep an open mind and a flexible attitude. You’ll be back in the U.S. soon enough, and then you’ll realize that you miss things about the country you were in.

MOROCCO

- Talk to Mike or Sabrina before giving out your personal contact information. This could potentially create more problems than it helps.
- Carry hand sanitizer, but consider the offensive of using after every contact
- Everyone loves photos but remember the Moroccans are people not a side show. Be considerate you are a guest. Ask permission before taking pictures.
- Presenting item with left hand, waving or handshaking is culturally offensive.
- A gift that is offered should be accepted with gratitude. A Lobi saying is “you are never too poor to give or rich to receive.” You will insult them by rejecting the gift, i.e. Your gift isn’t worth taking..
- If someone presents their wrist instead of an open hand shake they are saying that their hand is unclean. Shake their wrist.

TEAM MEMBER FUNDRAISING POLICY

Individual team members are encouraged to send support letters to raise monetary support for their trip. Support gifts should be sent to 1040i. Your trip coordinator will obtain updates for your support gifts and will keep you informed as to how much has come in. These amounts will be made available to you to pay for trip related expenses such as airfare and on-ground expenses. There are some instances in which support received exceeds total reasonable trip expenses. In this instance, the team member can either choose to have 1040i maintain these funds for their future project trips or they may choose to allow the funds to be used to offset other project costs. Under no circumstances will excess funds be distributed back to the team member, as that would be in violation of the IRS guidelines.

SHARING YOUR EXPERIENCE

If this is your first trip, odds are you will be completely overwhelmed by your experience and will find it very difficult to share your time in Africa with those who have not gone before. Several people have found it helpful to journal their time in Morocco and use that as a guide to share with their family and friends.

A previous team member shares his time in Africa this way. He chose to take their family devotion times each night to read his journal to them and then expound on what else may have happened. He usually shows them some pictures along with it. It has been more meaningful to them instead of trying to tell them all about it in one sitting. They have had some awesome teaching moments through this.