

# FREQUENTLY ASKED QUESTIONS

# Congratulations on your decision to journey with us to the Mission at Natuvu Creek!

We are grateful for your willingness to come and serve the rural people of Fiji. You will find Fiji is an extremely interesting, laid back culture, inhabited by the nicest people in the world. Anticipate the beauty of the landscape and the simplicity of life that awaits you. We hope this document provides the answers to many of your questions. For additional questions, please contact:

Trip Coordinator Founder / Dental Coordinator

Janet Walker Marta Tooma
Janet@Natuvu.Org Marta@Natuvu.Org

949-462-0888 949-395-3795

Thank you for your decision to serve along with us! Vinaka Vakelevu!

### MNC (FIJI) CONTACT INFORMATION

#### Mission at Natuvu Creek

PO Box 477 Savusavu, Vanua Levu, Fiji info@natuvu.org 679-603-0770 Anibal Kalbermatter, MD (Resident Medical Director) Nani Kalbermatter, RN (Resident Nurse) Nani@Natuvu.org 679.833.7062

**LOCATION:** Situated on 750 acres and encompassing an extinct volcano that reaches an altitude of 1,200 feet at its peak, down through rain and bamboo forests, to the shores of Buca Bay, is the clinic and other facilities of the Mission at Natuvu Creek.

MNC lies on the eastern coast of Vanua Levu, Fiji's 2nd largest island, just two hours air travel from Nadi, Viti Levu, where the International Airport is located. You may fly to either Savusavu and travel by car for 1 hour and 45 minutes to the Mission or fly to Taveuni, Fiji's third largest Island and travel by taxi for 20 minutes and boat by 40 minutes to the Mission. Both flights are under 2 hours.



PROGRAM OFFICE: The Program Office on the 1st floor of the Medical Clinic at the front desk.

MAIL: Mail delivery is very unpredictable, especially during short trips because it is delivered to Savusavu and must be picked up there -1% hours each way -3 hours by bus. Mail from the states can take 2-3 weeks to arrive to Savusavu. You may purchase post cards and mail them home - they will most likely arrive after you return, but are fun for friends and family to receive.

INTERNET/CELL PHONES: The Mission has unlimited high speed WI-FI access for a that is included in the cost of your stay. You may want to purchase a Vodafone "Flashnet" at the airport for approx. \$49 FJD with 8 GB of data for use at the airports (while waiting for flights) or anywhere in Fiji outside of the Mission. There is a place to purchase a phone for use in Fiji right outside customs. Vodafone also offers a FREE SIM card to all tourists which can be used in unlocked phones.

**OPEN AIR DINING FACILITY AND POOL:** Between the clinic and the ocean is a beautiful thatch dining area with a modern commercial kitchen. Adjacent to the dining area is a swimming pool that is the perfect place to relax after a long day in the clinic.

**LODGING:** Located on the second floor of the Clinic with an outside staircase there are 4 suites with queen beds and one "family suite" with 2 bunk beds. Each suite has its own bathroom and the dorm rooms have their own bathrooms. We have two "Mission Homes" on the beach, with either individual queen suites with private bath, or rooms with shared baths.

**LAUNDRY:** We recommend bringing clothes that can be worn more than once without needing to be cleaned. An example of this type of clothing is light material such as board shorts for swimming. We do have laundry facilities for your use as much as you need. There is a minimal charge of \$5 FJD per load.

**HOUSE SECURITY**: Other than physical dangers inherent to tropical regions, there are historically no security dangers that surround the Mission. Please refer to the guidelines for directions on leaving the campus.

**FIRE SAFETY:** During the event of a fire emergency, you should make your their way towards the beach directly in front of the mission.

**POLICIES:** There are volunteer guidelines and rules that must be signed by each volunteer prior to takeoff. They are common sense reminders about interacting with others with a few additional rules adapted for the culture.

MEALS: Meals are served at the Cafeteria three times a day unless otherwise mentioned. Approximate breakfast time is from 7:30am to 8:30 am, following worship with the staff (optional) from 7:00 am to 7:30 am. Lunch is at 1:00pm and dinner is at 7:00pm. Vegetarian meals are prepared by the kitchen staff and include a healthy selection of local fruit and vegetables. Fish is served from time to time.

**REQUIRED TRAVEL DOCUMENTATION:** If you are a U.S. citizen, you will need a valid passport for entry into a foreign country and upon return to the United States. **Passports must be valid three** 

months beyond your intended departure date and have one to two blank pages remaining. We recommend six months expiration to be on the safe side. Allow sufficient time to have your application processed if you are applying for a new passport or renewing an expired passport. Visit www.travel.state.gov for more details. Visas are required for citizens of Kenya, Tanzania, Uganda, and Egypt. Travelers who are 17 years old or younger, when traveling with a sole parent, should carry a notarized letter of permission to leave the country signed by the absent parent. If you are not a U.S. citizen, please check with the embassy of the country you are visiting for information on documentation requirements.

ARRIVING IN FIJI: After your 11 hour flight from Los Angeles, you must go through customs with a filled out arrival form. Please use the line to the left of the customs counter for domestic connecting flight passengers. After retrieving checked baggage, you will proceed through the agriculture check. Then, go straight to the domestic flight counter adjacent to the arrival terminal. Go outside the airport to the curb and follow the sidewalk to the right where there is the departure terminal. The second flight will take 1 hour 15 minutes to Taveuni or Savusavu and from there taxi's will meet you and take you to the final leg of the trip which is a 20 minute drive and 40 minute boat ride to the Mission from Tayeuni or a 1 hour 45 minute drive from Savusavu.

**RETURNING TO THE U.S.:** The same travel mediums will be used for your return home to the U.S.

#### **INTERNATIONAL AIRPORTS:**

Los Angeles International Airport-Los Angeles, CA 90045 Nadi International Airport-Nadi Fiji

WEATHER: Fiji is located in the tropical band of the South Pacific, so Fiji weather comprises a tropical maritime climate without extremes in temperature. Temperature ranges are very moderate, with only slight changes from one day to another and from one season to another. The hot summer season falls in January, February and March and generally is not more than 5 degrees hotter than the cool 'winter' season of July and August and September. The summer season is also the more humid time of the year, so can feel hotter in spite of the minimal temperature degree difference. The wet 'summer' season is November to April and one can expect a greater number of tropical downpours at this time compared with other months of the year. For more details on Fiji's climate and weather forecasts visit the Fiji Meteorological Service Online at http://www.met.gov.fj

Fiji Summer (Jan, Feb, March): Average Air Temperatures: 23 - 30°C 73 - 86°F

Average Water Temperatures: 27 - 29°C 80 - 84°F

Fiji Winter (July, Aug, Sept): Average Air Temperature: 20 - 26°C 68 - 79°F

Average Water Temperatures: 25 - 27°C 77 - 80°F

**ELECTRICITY:** The electrical current in Fiji is 240 volts AC 50 Hz. Fiji has three pin power outlets identical to Australia and New Zealand. If your applications are 110v check for a 110/240v switch; if there is none you will need a converter. These can be purchased at the Nadi airport or locally if you forget. The Mission has Australian outlets that could burn out older American made electronics. (Except computers, which have built in transformers). We have some American outlets, but they only work during limited generator hours. A



\$10 investment in a converter that can be purchased at any travel store or store that carries travel goods (even Walmart!) is well worth the investment.

POWER: The Mission is truly "off the grid" and run by diesel powered generators and batteries. From 8:30 am to 1:00 pm and often from 7:00 pm to 9:00 pm the generator will be on and charging the batteries. All outlets and electronics can be used during those hours – including washing machines and dryers, blenders, irons, etc. While on batteries, we ask you to please consider using only necessary lights and electronics. All larger electronics and machinery must be turned off so as not to damage the battery system. During these hours only the 240 volt outlets will work. Thank you for your consideration. Please ask if you are unsure about what can be used while we are using the battery system.

TIME ZONES: When it is 9:00 am in Fiji, it is: 1:00 pm Los Angles the previous day or 4:00 pm New York the previous day. When your country is on daylight savings add one hour to the above time. Between November and February, Fiji time moves forward one hour with daylight savings time.



TELECOMMUNICATIONS: The international country IDD code for Fiji is 679. There are no area codes. When dialing any part of Fiji from overseas: Access code (679) plus the Fiji subscriber number. Vodafone Fiji Limited, a subsidiary of Telecom Fiji Ltd, operates a GSM digital mobile communication service. It has roaming agreements with Australian (GSM) operators namely Telstra, OPTUS and Vodafone Pty, and New Zealand operator - BellSouth plus UK operator Vodafone Ltd UK. All mobile customers are advised to check with their network operators for their roaming status before traveling to Fiji. To find out if you can roam in Fiji with your GSM handset, visit the Vodafone website http://www.vodafonefiji.com for the latest information.

**HEALTH:** Fiji is free from malaria, yellow fever and major tropical diseases that are endemic to most tropical countries. We do recommend you drink only bottled water away from the Mission or 5 star hotels. Please use bug spray liberally as Dengue Fever, while remote, does exist. The Mission is free of standing water where the mosquitos tend to breed, but villages and the jungle are happy breeding grounds. To date we have had only a few minor cases of dengue fever with hundreds of visitors.

WATER: STAY HYDRATED! With the heat, humidity and activity, it's easy to become dehydrated. Drink plenty of water (the Mission water filtration system gives us safe and delicious water. Away from the Mission, drink bottled water). Bring a good sized refillable water bottle and keep it filled!

**DENGUE FEVER:** Through public education and a clean-up campaign, which reduced the number of vector mosquitoes, Dengue Fever is well controlled, affecting mostly locals. The symptoms of "break bone fever" are nausea, headaches, sore throat, pain in the joints, chills, and a rash. There's no

vaccine. If affected, you must wait for the fever to subside after five to 15 days. Drink lots of water but don't take aspirin (which can cause complications). While the chances of contracting Dengue Fever are highly unlikely, please bring bug repellent. The Mission sells natural lemongrass bug repellent for \$25FJD/\$12.50 USD for an 8 oz. bottle.

**VACCINATIONS:** Yellow Fever and Cholera vaccinations are only required if coming from an infected area as designated by the World Health Organization. Yellow Fever vaccination certificate is required for travelers over 1 year of age coming from an infected area.

PHYSICAL REQUIREMENTS: You must be in good physical and mental health. Any physical condition requiring special attention, diet, or treatment must be considered before confirming your trip to MNC. While we cannot cater to individual dietary restrictions we want to be aware of any lifethreatening options and are happy to make sure you know what is in every meal.

**SPECIAL NEEDS TRAVELERS:** It is strongly recommended people requiring assistance be accompanied by a companion who is capable of and totally responsible for providing assistance.

**MEDICAL INSURANCE:** Medical services are free of charge in Fiji so no Medical Insurance is necessary while in Fiji. Proof of Medical Insurance should still be carried for the out of the ordinary situation.

MEDICAL SERVICES: While at the Mission we will strive to take great care of you should you need medical care, but please know we are an outpatient clinic only and so advise caution while on adventures!

TYPICAL LUGGAGE ALLOWANCE: The airlines allow up to one bag (50 lbs.) per passenger for check-in and one total dimensions of the bag must not exceed 115cm (45in) and one carry on of 7kg (15 lbs.). We strive to get an extra allowance of 7kg for our volunteers as many are bringing supplies, but cannot guarantee it. PLEASE PACK LIGHTLY.

FIRST AID TYPE OF MEDICATIONS (for your suitcase): There are no nearby stores for picking up a 'few things' especially items such as: Antibiotic ointment (Neosporin/Bacitracin) and Antiseptic (Hydrogen peroxide/Betadine) in case you get cut by the coral. Cortisone ointment, Antihistamine, Imodium/Pepto-Bismol, Bug Spray/Lotion are all very hard to buy in Fiji. We appreciate you bringing these and then donating any unused items to the clinic upon departure.

ATTIRE: Bring a light, tropical wardrobe, keeping in mind that modesty is appreciated at the mission. Modest (1 piece) bathing suits, shorts of a modest length or capris, lightweight pants, T-shirts and tank tops (non-spaghetti strap), etc. Please bring appropriate attire for church services on Saturday. No t-shirts with offensive slogans. Please bring scrubs if you are working in the clinic. You will discover "sulus" (known also throughout the Pacific as pareau, lavalava or sarong) soon after you arrive. The wrap-around "sulu" is Fiji's most distinctive and versatile form of dress. There are at least ten different ways in which it can be used, even for evening wear.

A recommended packing list is attached at the end of this document for your convenience. **THINGS NOT TO BRING:** Hair Dryers or Straighteners, Irons.

MISSION CANTEEN: To serve our visitors, the local community, and to raise funds for the clinic, the Mission store offers toiletries and other basic necessities; produce, staples, and snack foods; crafts from the local communities (such as woven baskets, purses, and mats); and Mission souvenirs including t-shirts, hats, etc.

PERSONAL FINANCES: It is not necessary to have large amounts of cash while staying at the Mission. There is not much to buy within walking distance of the Mission with the exception of small snacks or soda. The Mission does have a credit card machine and can take payment for any extra activities you may enjoy or if you would like to give a gift to the staff which will go toward their Christmas Fund. The amount of money you bring should depend on the souvenirs you want to bring back. T-shirts, machetes and sulus run up to \$25 USD each and can be bought at least two places during your trip. Many vendors will take a credit card and if you are diving or staying somewhere else along the way credit cards are readily accepted.

**CULTURAL ACTIVITIES/LOCAL ADVENTURES:** Cultural Activities you may experience with Siwa – our adventure coordinator – include a hike to the Cannibal caves, the top of the volcano, visiting a village, kayaking, snorkeling, machete'ing or a traditional Lovo Feast.

CHURCHES: The Seventh-Day Adventist Church at Vatuvonu Elementary School, Vunikura Catholic Church, and the Loa Methodist Church are all within walking distance.

DINING OUT: There are no restaurants in our immediate area, but if you travel to Taveuni or Savusavu during your visit, a lunch "out" is a great way to enjoy the local cuisine with the locals and other tourists. Extra boat/van costs will be incurred.

**SHOPPING:** There are a few villages you may visit that offer their arts and crafts for purchase. The day of the return flight usually allows for some time to get all of your shopping needs taken care of around the town of Nadi or at the airport.

**TIPPING:** is not encouraged in Fiji – especially at the Mission. Please do not under any circumstances tip or give gifts to individuals without the Medical Director's permission. You may, however, give a gratuity that will go toward the staff Christmas Fund and shared by all staff members.

ETIQUETTE IN A FIJIAN VILLAGE: When visiting a village it is customary to present a gift of yaqona, which is also known as kava. It is presented to the Turaga ni Koro, the executive head of the village. The presentation is usually in his house and will generally be attended by some of the older men who happen to be in the vicinity at the time and can quickly turn into a social occasion. Pounded into powder, the yaqona will be mixed with water and served.

# **IMPORTANT TIPS ABOUT VISITING VILLAGES:**

- Dress modestly and respectfully. Remove hats in village.
- Always remove your shoes before entering any house or other building.
- Stay with your assigned host. If other villagers ask you to eat or accompany them, politely note you are with your host. Remember, Fijians will, out of custom, always ask you to eat with them or share whatever they have.
- Speak softly. Raised voices are interpreted as expressing anger.

• Show respect, but be cautious with praise. If you show too much liking for an object, then the Fijians will feel obliged to give it to you as a gift, whether they can afford to or not.

You will find some villages more traditional than others, especially those distant from towns and urban centers. Remember, Fijians are not judgmental of other people and will rarely express a negative opinion. However, you will find that the more you respect their customs, the warmer your village welcome will be.

SAY IT IN FIJIAN: Almost everyone in Fiji speaks English - as it is the official language, but the Fijian language is preserved and widely spoken in many different dialects. Almost everyone is bilingual and many Fijian terms are included in everyday English usage. It is handy to know some of the more common words and phrases, and the Fijians will be delighted to know you picked up some of their language. Fijian pronunciation is similar to English, but with a few changes to the phonetic alphabet. Below is a brief guide, which will bring you close to the correct pronunciations. The best way to learn, since there are many subtleties, is to have a Fijian instruct you and then listen closely. Our staff will love helping you learn their dialects and language.

PRONUNCIATION: "a" is "ah" as in father, but shorter. The correct pronunciation of Nadi, is closer to "Nahn-di" than "Nan-di". "b" is "mb" as in bamboo. you'll hear "bula" or "hello" many times. You may notice the slight humming "m", almost silent at the beginning. When something precedes the "b", then the "m" sound becomes more pronounced. The formal "hello", Ni Sa Bula, is pronounced "ni sahm" boola". "c" is "th" as in "this". So "moce" meaning goodbye is pronounced "moe-they". "d" is "nd" as in candy. "g" is "ng" as in singer. "i" is"i" as in sit or "ee" as in routine. "o" is "ngg" as in finger. The island of Beqa is pronounced "Mbeng-gah". "u" is"oo" as in bamboo or "u" as in put.

#### **COMMON WORDS AND PHRASES:**

English	Fijian
good morning	ni sa yadra (ni sah yan dra)
hello!	bula(mbula)
goodbye	ni sa moce (ni sa mothey)
please	yalo vinaka (yalo vee naka)
excuse me	tulou (too low)
yes thank	io (ee-o)
you	
no	vinaka (vee naka)
eat	seqa (senga)
village	kana (kana)
lady	koro marama turaga (tu rang
	ah)
mister	vaka lailai (vaka lie lie)
little	vaka levu (vaka ley vu)
plenty	vaka totolo (vaka toe toe lo)

English	Fijian
quickly	vale/bure (valey/mburey)
house	vale lailai (vale lie lie)
toilet	lako mai (la ko my)
come	lako tani (la ko tanee)
go	kauta mai (ka ou tah my)
bring one more	dua tale (ndua ta lay)
one	dua (ndua)
two	rua na cava oqo (na thava on go)
what is this drink	gunu (goo noo)
coconut	niu (new)
I want	au vinakata (aoo vina kahta)
church	vale ni lotu (vahle nee lohtoo)
shop	sitoa (seetoah)

#### **TRADITIONAL DRESS - SULUS:**

#### **For Women**

#### Halter -Neck

Place one corner over-shoulder and wrap around body to tie behind neck



# One Shoulder Style

Place one corner over shoulder and right around body to back tie corners



#### **For Men**

Wrap around body very tight, tuck one corner over and then the other one in and roll the cloth to hold firm. Make corners at front and tie firmly.



WE STRIVE TO COMMUNICATE THE LIFE CHANGING MESSAGE OF JESUS CHRIST BY PROVIDING COMPETENT, COMPASSIONATE HEALTH CARE ACCORDING TO THE PRINCIPLES OF GOOD HEALTH ARE REVEALED IN THE BIBLE.



#### **RECOMMENDED PACKING LIST:**

Please remember not to pack fluid/paste in a container larger than 3 oz. All items like that must be in a baggie or else they will be thrown away at the airport. Pack large plastic bags and several zip ties in your suitcase. During the boat rides the seas can get rough and everything gets wet!

Shorts, T-shirt, sandals/flip flops that can get wet, underwear, modest swim suit, PJ's, light
clothes for relaxing at night, windbreaker or light weight raincoat, socks, underwear
Backpack for weekend travel
Lightweight travel towel
Emergency envelope with copies of passport - contact information, etc. Always leave a copy
at home as well
Alarm clock
Money belt or passport pouch
Prescription medication - in original bottles, labeled, with a copy of your doctor's prescription
if at all possible. Please bring a few days extra in case your trip is extended due to bad
weather or you just want to stay longer!
Contact lens solutions
Canteen (water bottles or camelback type water carriers for hikes and trips),
Tooth brush/toothpaste
Shampoo`
Camera and charger
Small umbrella if desired
Sunglasses
Bug spray and bug bite cream – Avon Skin So Soft Bug Bug Guard works great and is non-toxic
Sunscreen (preferably ones that you have already used and know agree with you)
Garden Gloves for outdoor work
Flashlight – important it's dark at night and hard to walk without a flashlight!
Goggles and/or snorkeling gearwe have beautiful blue star fish right at the Mission
Snacks are fine, but please keep them in sealed Ziplocs or Tupperware to prevent ant
infestation of your room or preferably keep them in the kitchen.
E-books/ magazines/ iPod/IPad or DVDs if you want- no cable at MNC! The staff and local
friends love to watch DVD's so if you are able to bring family friendly videos to leave we
would be grateful. Classics and children's cartoon/education videos are wonderful as well.
Sturdy foot wear for construction trips and hiking, but otherwise, sandals or flip-flops are
great for day to day. Water shoes/sandals that grip for the water slides and hiking – suggest
closed toed shoes. Long pants and light long sleeved shirt so you don't get scratched, if you
plan on making time to hike the volcano! Appropriate attire for church services on Saturday.

THINGS NOT TO BRING: Hair Dryers or Straighteners, Irons.

