# TANZANIA MENTORS ACTION



# TMA INTERNSHIP POLICY AND PROCEDURE MANUAL

*Revised Version 2023*

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**Introduction and background**

Tanzania Mentors Association (TMA) is a Non-Governmental Organization established on 21$^{st}$ May 2013 with Registration number 00NGO/R2/000156 TMA HQ is based in Dodoma, with a sub-office in Dar es Salaam.

Currently TMA has established networks in 188 Districts/Local Government Authorities in all 26 regions of Tanzania. TMA envisions a society that upholds excellence in service delivery in all spheres of life and strives to accomplish its mission of empowering leaders and service providers to deliver quality services by promoting accountability and demand driven services through mentorship with a workforce of 48 permanent staff, consultants, and Mentors.

To date, about 34,674,292 corona virus cases has been detected globally and 1,231,026 deaths have been recorded. This pandemic disease has affected big way economic activities as some countries have established a lockdown approach to combat the disease. In Tanzania, 509 cases have been confirmed and 21 deaths were recorded and at least 183 were recovered.

Unlike other countries, Tanzania did not institute a lockdown approach to combat the pandemic but instead, the country's leadership emphasized prayers, the use of local herbs, and taking strong sanitation measures that must minimize coronavirus cases in Tanzania.

This TMA Corona (Covid19) policy includes the measures we are actively taking to mitigate the spread of coronavirus. TMA staff and visitors are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. We all must respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) policy is in line with the WHO pandemic policy, the Tanzania National Covid 19 policy and is also susceptible to changes with the introduction of additional governmental guidelines. If so, we will update our staff and visitor as soon as possible by email.

This policy should be implemented with effect from 1$^{st}$ September 2020.

**Our mission**

> To empower leaders, service providers and citizens across all levels of governance to deliver demand driven quality services by promoting both downward and upward accountability through various methods including mentorship.

**TMA Core values**

| Excellence | We are committed to providing services that are distinctive and of high quality. |
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| Innovation | We are innovative in our designs and operations, using technology and modern ways of doing business to further satisfy the needs and expectations of the customer. |
| Integrity | We value responsible character with impeccable levels of integrity for all individual members, office bearers and staff of TMA, in and outside TMA programming. |
| Commitment | We are fully committed to all our pledges and engagements. |
| Respect | We accord due regard to the feelings, wishes, and rights of others. |
| Transparency | We are transparent to our members, staff and stakeholders in all we do. |
| Accountability | We are guided by the highest possible standards of internal and external accountability to all our stakeholders, and we comply with all statutory requirements. |
| Equality | We believe that all human beings are equal in dignity and before the law. |
| Gender Sensitive | We are sensitive to gender needs and understand that equality is not the same as equity. |
| Diversity | We cherish and respect diversity in terms of culture, religion, political opinion, social origin and style of doing things provided the said diversity does not infringe the law. |

**Policy Statement**

Protecting the health and well-being of our community and anyone affected by our work from

contracting and/or spreading the COVID-19 virus, is our top priority by this developed proactive plan to minimize the effect of COVID -19 within our workplace and community.

**Scope**

This corona virus policy applies to all our employees and stakeholders who physically work in our offices and our staff working in the regions and Local Government Authorities. We strongly recommend our remote working personnel to read through this action plan as well, to ensure we collectively and uniformly respond to this challenge. The policy can as well be used by foreigners or residents entering the country during this Covid 19 era.

**Purpose**
- To ensure a community is free from COVID-19.

- Protect yourself and others from COVID-19

As COVID-19 is spreading in our community, stay safe by taking some simple precautions, such as physical distancing, wearing a mask, keeping rooms well-ventilated, avoiding crowds, cleaning your hands, and coughing into a bent elbow or tissue. Follow local leaders' advice/instructions where you live and work.

How to keep yourself and others safe from COVID-19
- **Maintain at least a 1-meter distance between yourself and others** to reduce your risk of infection when they cough, sneeze, or speak. Maintain an even greater distance between yourself and others when indoors. The further away, the better.
- **Make wearing a mask a normal part of being around other people.**

How to wear a mask properly

Here are the basics of how to wear a mask:
- Clean your hands before you put your mask on, as well as before and after you take it off.
- Make sure it covers both your nose, mouth, and chin.

**Types of Masks**

Here are some specifics on what type of mask to wear and when, depending on how much virus is circulating where you live, where you go and who you are.

- Wear a fabric mask unless you're in a particular risk group. This is especially important when you can't stay physically distanced, particularly in crowded and poorly ventilated indoor settings.
- Wear a medical/surgical
- Wear an N-95 mask if you:
  1. Are over 60,
  2. Have underlying medical conditions,
  3. Are feeling unwell, and/or
  4. **Are** looking after an ill family member.

How to make your environment safer

1. **Avoid the 3Cs: spaces that are closed, crowded, or involve close contact.**
   - Outbreaks are likely to occur in restaurants, choir practices, fitness classes, nightclubs, offices, and places of worship where people have gathered, often in crowded indoor settings where they talk loudly, shout, breathe heavily or sing.
   - The risks of getting COVID-19 are higher in crowded and inadequately ventilated spaces where infected people spend long periods of time together in proximity. These environments are where the virus appears to spread by respiratory droplets or aerosols more efficiently, so taking precautions is even more important.

2. **Meet people outside.** Outdoor gatherings are safer than indoor ones, particularly if indoor spaces are small and without outdoor air coming in.
   - Avoid crowded or indoor settings but if you can't, then take precautions:
   - Open a window. Increase the amount of 'natural ventilation' when indoors.
   - WHO has published Q&As on ventilation and air conditioning for both the general public and people who manage public spaces and buildings.
   - Wear a mask (see above for more details).

3. **Don't forget the basics of good hygiene**
   - Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. This eliminates germs including viruses that may be on your hands. follow the 20-second hand-washing rule).

- Avoid touching your eyes, nose, and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose, or mouth. From there, the virus can enter your body and infect you.
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately into a closed bin and wash your hands. By following good
- 'Respiratory hygiene', you protect the people around you from viruses, which cause colds, flu, and COVID-19.
- Clean and disinfect surfaces frequently especially those which are regularly touched, such as door handles, faucets, and phone screens.
- Open the windows regularly to ensure open ventilation.
- Please always maintain 1M distance from others.

4.  **What to do if you feel unwell**
- Know the full range of symptoms of COVID-19. The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include loss of taste or smell, aches and pains, headache, sore throat, nasal congestion, red eyes, diarrhea, or a skin rash. If you find yourself with the above symptoms, avoid close physical contact with your coworkers and take extra precautionary measures (such as requesting sick leave).
- If you have a positive COVID-19 diagnosis, you can return to the office only after you've fully recovered, with a doctor's note confirming your recovery.
- TMA will continue paying staff salaries for all staff confirmed positive with the covid 19 until they are fully recovered
- Stay home and self-isolate even if you have minor symptoms such as cough, headache, mild fever, until you recover. Call your health care provider or hotline for advice. Have someone bring you supplies. If you need to leave your house or have someone near you, wear a medical mask to avoid infecting others.
- If you have a fever, cough and difficulty breathing, seek medical attention immediately. Call by telephone first if you can and follow the directions of your local health authority.

- Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Local and national authorities and public health units are best placed to advise on what people in your area should be doing to protect themselves.

5. **Scenarios for TMA staff to Work from home**

- Employees that have requested sick leave due to Covid 19 may continue working from home until they are fully recovered
- If you are feeling ill, but you can work, you can continue working from home.
- If you have recently returned from areas with a high number of COVID-19 cases (based on CDC announcements), we'll ask you to work from home for 14 calendar days and return to the office only if you are fully asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.
- If you've been in close contact with someone infected by COVID-19, with high chance of being infected yourself, request work from home. You will also be asked not to come into physical contact with any colleagues during this time.
- If you're a parent and you must stay at home with your children, request to work from home. Follow up with your manager or departmental leader to make arrangements and set expectations.
- If you need to provide care to a family member infected by COVID-19, request work from home.
- You'll only be permitted to return to the office 14 calendar days after your family member has fully recovered, provided that you're asymptomatic or you have a doctor's note confirming you don't have the virus. You will also be asked not to come into physical contact with any colleagues during this time.

6. **How to manage COVID-19 risk when organizing meetings**

Event organizers need to think about how to combat COVID-19. Organizers of meetings and events need to think about the potential risk of COVID-19 because:

- There is a risk that people attending your meeting or event might unwittingly bring the COVID-19 virus to the meeting. Others might be unknowingly exposed to COVID-19.

- Although COVID-19 is a mild disease for most people, it can make some very ill. Around 1 in every 5 people who catch COVID-19 needs hospital treatment. Key considerations to prevent or reduce COVID-19 risks BEFORE the meeting or event

- Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.

- Develop and agree on a preparedness plan to prevent infection at your meeting or event. – Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference or online event? – Could the meeting or event be scaled down so that fewer people attend? – Verify information and communication channels in advance with key partners such as public health and healthcare authorities. – Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants.

- Have surgical masks available to offer to anyone who develops respiratory symptoms. – Actively monitor where COVID-19 is circulating.

- Advise participants in advance that if they have any symptoms or feel unwell, they should not attend. – Make sure all organizers, participants, caterers, and visitors at the event provide contact details: mobile telephone number, email, and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. Anyone who does not agree to this condition cannot attend the event or meeting.

- Develop and agree on a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise). This plan should include at least: – Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated – Have a plan for how they can be safely transferred from there to a health facility. – Know what to do if a meeting participant, staff member, or service provider tests positive for COVID-19 during or just after the meeting – Agree on the plan in advance with your partner healthcare provider or health department. DURING the meeting or event

- Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.

- Display dispensers of alcohol-based hand rub prominently around the venue.
- If there is space, arrange seats so that participants are at least 1 meter apart.
- Open windows and doors whenever possible to make sure the venue is well-ventilated.
- If anyone starts to feel unwell, follow your preparedness plan or call your hotline. o Depending on the situation in your area, or the recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.
- Thank all participants for their cooperation with the provisions in place.

**Declaration**

I………………………………………………………………… a Mentor/Employee/Member of Tanzania Mentors Action, confirm that I have read and understood the Coronavirus (COVID-19) Policy of TMA and do hereby accept to be bound by and adhere to it.

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Mentor/ Employee

For and on behalf of
**Tanzania Mentors Action**

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Chief Executive Officer