



SOMALILAND
CHEETAH STAFF and VOLUNTEER GUIDE

CCF's MISSION STATEMENT

The mission of the Cheetah Conservation Fund is to be an internationally recognised center of excellence in research and education on cheetahs and their eco-systems, working with all stakeholders to achieve best practices in conservation and management of the world's cheetahs

August 2021

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Welcome Message

Dear Staff and Volunteer,

Welcome to Somaliland and thank you for choosing to join us and our Somaliland team to help save the wild cheetah. We really appreciate your commitment and contribution to support our ongoing efforts to counter illegal cheetah trade. Since the Cheetah Conservation Fund (CCF) was founded, Staff and Volunteers have been the backbone of our programs and are fully part of the success in our efforts to save the endangered cheetah.

When you travel from your home to Somaliland, you are bringing far more than a pair of willing hands. The fresh perspectives and enthusiasm of our team is a constant reminder for us that our work may be taking place in an isolated environment, but that others in the world are as committed as we are to conserve these unique predators.

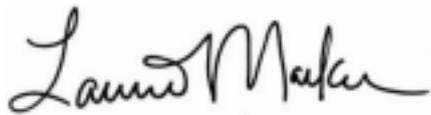
Our Staff and Volunteers also serve as ambassadors for the local community – your very presence helps Somalilanders realize that the world is interested in the cheetah's race for survival and shows that while some may see cheetahs as a problem, others will travel thousands of kilometres to see these amazing animals in the wild, bringing a much-needed boost to the local economy that helps improve key services such as medical and educational facilities. In this way, you help us achieve one of our key goals to turn communities into conservationists in their own right. This is my passion; that cheetahs and humans can live together and prosper.

While working with us, you will become part of the CCF team. I'm sure you will learn a lot about cheetahs and the illegal wildlife trade; one of the challenges that we face as conservationists. While it can be hard work, we've always been able to turn back to our goal – to help cheetahs in their race for survival.

Somaliland is a very unique country and can be challenging for visitors. However, we hope that you enjoy being part of this experience, working with our team and supporting our efforts to conserve the cheetah. We're really looking forward to working with you.

Thank you very much for deciding to give us your support!

Yoursincerely,

A handwritten signature in black ink that reads "Laurie Marker". The signature is fluid and cursive, with the first name "Laurie" and last name "Marker" clearly distinguishable.

Laurie Marker, PhD
Founder and Executive Director
Cheetah Conservation Fund

Somaliland Contact Details

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Jessica Sorrentino Somaliland Volunteer Coordinator	jess@cheetah.org

WhatsApp

We have a WhatsApp group that links all relevant people: Dr. Laurie Marker, the Project Manager, the Operations Manager and the Animal Care Manager as well as some former volunteers and veterinarians. Generally, someone will be available regardless of the time zone. If there is an emergency and no one is replying, please call—not text—Dr. Marker directly using WhatsApp, at +264-811247887. Please make sure you have WhatsApp on your phone, as you will be added to this group a week before your arrival. If you are a veterinarian and wish to remain in this group after your departure to lend your support and advice, please let Kitty and Laurie know.

Cheetah Conservation Fund: Values and Guiding Principles

Our **VALUES** are what we, as an organization, and we, as individuals, stand for and believe in. Our **GUIDING PRINCIPLES** guide the way we work—they govern our behavior and our decisions. We make all decisions, throughout the organization, with these **VALUES** and **GUIDING PRINCIPLES** as our guide points.

Passion

We exhibit passion in our mission and our work. We approach challenges with enthusiasm and perseverance. We are relentless in our efforts to accomplish our goals.

Conservation

We are a conservation organization. We adopt a conservation mindset for everything we do. We use our resources, such as time, money, food, water, electricity, and supplies, wisely and productively. We are resourceful and find creative solutions to challenging problems.

Pride

We are proud of the work we do and what we have accomplished. Every action we take, every job that we do, no matter how small, is critical to our mission. We take pride in our roles and responsibilities and see a job through from beginning to end. We are proud of our facilities and take individual ownership for keeping our grounds, buildings and equipment clean, organized and maintained.

Appreciation

Our organization is comprised of talented, intelligent and experienced individuals, without whom we could never accomplish our mission. We are indebted to those who support us with donations of money, time and resources. We are honored to have such passionate partners.

Initiative

Each of us takes initiative, as well as responsibility, to do what needs to be done so that we achieve our organization's goals. We never hesitate to go above and beyond our individual job duties so that CCF succeeds.

Teamwork

We know that, by working together, we will accomplish our mission. We communicate openly and directly, and we resolve our disagreements constructively. We value the contributions that each and every member makes to our team.

Education

We are educators. Through our words and actions, we teach others about our organization's mission. We take every opportunity with friends, relatives, visitors, donors and the community at large to communicate CCF's mission.

Safety

We work with animals, many of which are frightened or injured. We take every precaution to ensure the safety of our guests and staff. We take extreme measures to ensure our animals are safe, as well.

Somaliland Introduction

Located in the Horn of Africa, the Republic of Somaliland is a self-declared autonomous region of Somalia and is not internationally recognized, and functions apart from Somalia. However, although it is frequently associated with Somalia on travel advisories, it has its own government institutions and functions as a partly democratic country, having held peaceful presidential elections since 2003. Although poverty and drought are prevalent, the capital Hargeisa is considered remarkably safe for foreigners (<https://www.cnn.com/travel/article/hargeisa-somaliland-somalia-africa/index.html>).

Somaliland has been identified as the main transit route for cheetah cubs taken from the wild in the Horn of Africa region for the illegal pet trade in the Middle East, where exotic animals are in high demand as pets. It is estimated that 300 cheetah cubs are trafficked each year out of the Somaliland shores, across the Gulf of Aden, into Yemen for the illegal pet trade. CCF has been operating in Somaliland since 2011 in connection with this trade, working with the government and institutions to improve enforcement of the law and raise awareness. Since then, nearly 100 cheetah cubs have been confiscated and handed over to the CCF Somaliland team.

Until 2016, confiscated cheetahs had been transferred to wildlife rescue centers in neighboring countries. However, these transfers are no longer allowed. As a result, we must provide care to cheetahs and other animals confiscated by the authorities.

Facilities

CCF operates three safe houses for confiscated cheetahs and other animals in Hargeisa: The Cheetah House1, Cheetah House 2, and Safe House3 and CCF Staff house, and a training house. All are located one block from each other. These are not the ideal facilities as we are working to find better solutions and raise the necessary funding. In 2021 a new Cheetah Sanctuary will be built outside of Hargeisa in an area called Geeddeeblee.

Visitors are able to enter these facilities by invitation only and must sign in via the Visitor Book and sign a Visitor Liability Waiver. It is important that all visitors read and follow the signs and rules around the facilities, and they must be escorted at all times. As staff or as a volunteer, you need to make sure that these rules are met and help get the waivers signed. People entering the facilities must dip their shoes in a disinfectant footbath, to reduce the spread of possible diseases. Visitors are **NOT** allowed to take photos for use on Social media or to enter any of the cheetah enclosures, touch any animals or attempt to feed any of the animals. We ask all visitors to not eat, smoke or make any loud noises or sudden movements when inside the facilities.

CCF Staff House and The Cheetah Safe House

There is a 6-bedroom CCF Staff House where staff and volunteers stay, and an additional 5 bedroom house where training courses are conducted. Food is prepared daily by a cook, and laundry is washed as needed by the housekeeper. Staff are encouraged to take care of themselves as much as possible as cleaning dishes and housekeeping care. The Cheetah Safe House¹ is where the veterinary clinic is located and young cubs. There are two other Safe Houses where the older cats are kept.

DO NOT OPEN ANY DOORS WHERE ANIMALS ARE KEPT UNLESS INSTRUCTED TO DO SO.

If you Smoke:

- All indoor spaces are considered smoke free environments and therefore no smoking is allowed. • Please be very considerate to those around you, including the animals.
 - During the dry season sparks from cigarettes can be dangerous!! Be very careful if smoking. • Please dispose of all cigarette butts in rubbish bins and not on the ground. If an ashtray is being used, please ensure that it is emptied and cleaned when you are finished smoking.
- DO NOT flush cigarettes down the toilets; they will clog the septic system.

Working Hours

Your time will be demanding with little free time available. The following schedule reflects a typical volunteer day at CCF-Hargeisa, although it is subject to change depending on needs. You might have some down time, but in general will stay busy with animal care and administrative tasks. You may be required to put in longer hours to complete tasks, especially when taking care of very small cubs that need to be fed frequently or when we have a sick cheetah and sometimes work continues until late into the night.

6:00-7:30 a.m. Breakfast or coffee (on your own)

7:30 a.m. Keeper staff morning briefing meeting

7:35 a.m. - Noon Cleaning enclosures, feeding, training and enrichment

12:00 p.m. Lunch (at the cheetah staff house – this is the main meal of the day)

2:00 p.m.-6:00 p.m. Work continues. Tasks, projects, record keeping, evening feeding of animals, enrichment, preparing for the next day

6:00 p.m. Dinner (at the cheetah staff house on your own- food is prepared, staff must clean dishes)

As a staff or volunteer with CCF Somaliland, you are expected to assist in all aspects of the project's operations to include care, cleaning and feeding of cheetahs, medical assistance, paperwork, and record keeping, computer entry, scanning, compound maintenance and general housekeeping. Volunteers will work under the supervision of CCF staff members (locally and based abroad). Duties will include but are not limited to assisting with meat preparation, feeding of cheetahs, cleaning of enclosures, cleaning of common and clinical areas, maintenance of cheetah enclosures, office and paperwork, and other functions as required by the on-site CCF staff. For full list of specific duties, please refer to Appendix 1. Staff and Volunteers are required to wear sturdy closed-in shoes at the compound. No flip-flops, sandals or open shoes allowed. Volunteers are restricted from entering any cheetah enclosure until authorized by CCF staff and you have been approved.

On arrival, you will be shown around the facilities and your duties will be explained to you. This is your opportunity to ask any questions. A full checklist of procedures for when you arrive are explained in Appendix 2. You might be required to help with showing visitors around the facilities while at CCF Somaliland. It is important to educate the visitors about cheetah conservation and that our CCF Somaliland facilities are not a zoo but a 'Safe House' and the animals are confiscated from the illegal pet trade. More information about working with visitors can be found in Appendix 2. Remember in the time of COVID-19, masks must be worn and social distancing adhered to, as well as limited movement out of the CCF facilities and limited traveling into Hargeisa or socializing.

Important Documents

We have set up a share drive on Google Drive that contains:

- Protocols: Care, husbandry, capture/trapping, enclosures, necropsy/samples, quarantine •
- Daily records: all cheetahs' records should be placed here
- Inventories: In preparation (for medical and other supplies)
- Cheetah IDs: With images and information about each individual cheetah (in progress) •
- Cheetah-related articles/papers: (in progress)
- Staff and volunteer guides

PLEASE FAMILIARIZE YOURSELF WITH THESE DOCUMENTS, IN PARTICULAR THE PROTOCOLS FOR CHEETAH CARE, DAILY RECORDS AND CHEETAH IDs. If you have any suggestions to add or change anything on this drive, please contact Laurie and the Project Manager or the Veterinarian. Some of these protocols can be found in Appendix 4. **These documents might not always be up to date, please do help with updating them!**

All documents in that drive are the property of CCF and cannot be distributed without our permission. Feel free to explore the drive and make any suggestions for additions.

If you wish to correspond on cheetah related issues after your departure, we ask that you use your own e-mail but cc this address. This address may change or not be working, please ask.

Working with Animals

Prior to your arrival, you will be added to a Somaliland Cheetah WhatsApp group. This is a group where every day happenings are reported, and consists of some previous volunteers, CCF's Executive Director, Dr. Laurie Marker. Through this group, our veterinarians have access to cheetah veterinarians around the world if needed. You will be caring for cheetahs that were confiscated from the illegal trade. As such, they have gone through very traumatic conditions. Although cheetahs are not considered dangerous, although some of these cheetahs are tame, they are not pets; they can be unpredictable.

Here are some rules for you and the animals' wellbeing when working with the cheetahs under CCF's care:

Safety

1. **All volunteers must spend one week observing this protocol before being allowed to do anything on their own. Or being allowed into the enclosures to ensure the cheetahs are being feed and watered correctly.**
2. **VISITORS ARE NOT ALLOWED in the Safe Houses AT ANY TIME, unless pre-approved by Dr. Laurie or Susan.**
3. Wear closed shoes when working with the animals.
4. Dip feet in foot baths when entering all cheetah facilities.
5. **You are only allowed to enter an enclose if approved by CCF appropriate staff.** It is best to have two people together when entering an enclosure. Always enter cheetah enclosures with a stick or a broom. These are not meant to hurt the animals, but to set distance between you and them. The stick or broom is not to hit an animal, only to keep the cats at a distance.
6. **Make sure the gates are always securely closed behind you**, whether you are going in or out of an enclosure.
7. **Rough playing is not allowed**, even with small cubs. If a small cub tries to chase you or nip at you, try to distract it with a toy. If this does not work, give it a light flick on the nose. For older cheetahs, use the stick to put distance between yourself and the animal and leave the area.
8. Never sit on the ground when cheetahs are present (except very small cubs). If you need to get down, squat facing them, so you can get up quickly should a cheetah approach.
9. **Never let a cheetah jump on you!**
10. Never sit down or bend down completely when feeding cheetahs; place the food down when they are distracted. Do not wait for the cheetah to come to the bowl before leaving the enclosure but leave

Health

1. A cheetah's diet is very specific. You will be asked to abide by all rules as to meat and diet prep. The meat must be rubbed with Predator powder, a vitamin and calcium supplement. The amounts of meat and Predator powder are written on a memo at the Safe House. Predator powder/calcium powder is essential and must not be skipped.
2. The scat must be removed from the enclosure before feeding (see Scat Removal and Cage Cleaning Protocol in Appendix 3A and Protocol for Scat Collection and Observation of Clinical Symptoms in Case of Finding Abnormal Scat in Appendix 3B).
3. Cheetahs should always have clean water.
4. All the cheetahs' eating and drinking utensils must be thoroughly washed with soap and dipped in a bleach solution after each use. This is particularly important in the case of small cubs. Small cubs' utensils, e.g., bottles should be sterilized after each use by boiling them in water for 15 minutes.
5. When caring for both small cubs and older cheetahs, always feed the small cubs before feeding older cheetahs to prevent any pathogen transmission from adult carriers to cubs.
6. Check the whiteboard before feeding to see if any cheetah has a suspected infection; **these cheetah must be fed last.**
7. **AVOID CONTACT WITH STRAY AND DOMESTIC CATS.** They can carry diseases that are transmittable and can be deadly to cheetahs. Some of these diseases can be unintentionally carried on clothes, shoes and skin. If contact with them is inevitable, disinfect hands thoroughly and change clothes and shoes.
8. Handling or working with animals, including cheetahs, poses a risk of zoonotic diseases (diseases that can be transmitted from animals to people). The risk of cheetah to human disease transmission can be minimized by following certain basic rules:
 - Always wash hands properly after working with cheetahs or after handling their food or other objects which are in contact with the animals
 - Ensure there is sufficient liquid in the footbaths prior to feeding the cheetahs
 - Clothing used when working with cheetahs should not be used for other activities. avoid using the same clothes in the kitchen and when eating or drinking
 - In case of bites or scratches, immediately wash and disinfect the affected area thoroughly
 - Do not kiss the cheetahs

Record Keeping

- Daily records are kept for all cheetahs. These contain information about feedings, digestive and overall activity, medications, etc. and can be found on the shared Google drive. Please ensure that the records are kept up to date.
- Please report any irregularities (limping, bad digestion, hair loss, different behaviour, etc.) to the veterinarians, and the WhatsApp group. Be as specific as possible and add photos or video if these could help to illustrate a problem.
- The WhatsApp group is also used for daily updates. Please keep in touch every day even if there are no news to report.
- If any medical, cleaning or feeding supplies are running low, please notify the Operations Manager immediately. Do not wait until things are out to re-order. Plan ahead.
- Please refer to Appendix 4, Section 6 on Record Keeping for detailed information in how we maintain our records on the cheetah.

Emergencies:

- **For your own safety, inform us in advance if you suffer from any allergies or any other health problems.**
 - Report any accident or injury to the Managers and Veterinarian right away. In general, some first-aid supplies are available in both safe houses. Susan and Dr. Marker need to be informed the day of the accident. An Incident Report needs to be written and given to the Project manager to put in the file.
- Should you need emergency assistance you will be transported to the nearest medical facility and your emergency contact entered on your Volunteer Liability Waiver form will be notified.

Practicalities

Water, Laundry and Electricity

Water is not potable in Somaliland. Please drink only bottled water.

During

times of drought, water resources are very limited so **please take care not to**

waste water. Please take short showers. Avoid keeping water running unnecessarily when brushing teeth. There is a washing machine.

Clothes need

to be turned over to the housekeeper to do the washing. Bed linens should be

taken given to the housekeeper on the staff member's day off.



Electricity is supplied at 220 volts, 50Hz. The plug is a type G, UK 3-Prong plug. You should ensure that you obtain the correct adaptor before you fly. Items that run on 110 volts cannot be used without a suitable step up/down transformer or they will be damaged or destroyed. Also note that all outlets have an on/off switch. On is red, off is white. Please turn the switch off when not in use.

Avoid leaving lights or other electrical items switched on unnecessarily as this is not only expensive but bad for the environment.

Housing and Food

CCF provides breakfast, lunch and dinner at the Cheetah staff house.

Food in Somaliland is very basic: rice, spaghetti, vegetables and meat (goat, sheep, camel and chicken for the most part). If you are a vegetarian, there is always good food available, but please be aware that your diet might be limited. Vegans might have to take a trip to the supermarket. **The cost of any extra items is your responsibility.** It is recommended that you bring in granola or protein bars to eat as needed especially if you are vegetarian or vegan.

Some people might be affected by the change in diet. If you feel nauseated, try drinking some Coca Cola (Coke). That usually works for most people. If this doesn't settle your stomach, consider taking medication.

For Volunteers - CCF has two volunteer houses There is a fee payable to CCF to cover food and housing. On the rare occasion that the rooms are full, you may need to stay at one of the local hotels or apartments. Or if you stay at the Ambassador Hotel, it is approx.\$52 per night and includes breakfast. These costs will be your own expense. CCF will assist in finding an appropriate place depending on what your level of needs will be for housing.

Alcohol policy

Somaliland is a Muslim country and you will not find alcoholic beverages sold or served anywhere. However, you can bring 1 litre of the beverage of your choice in your suitcase (suggest to buy at the Addis airport when in Transit to Somaliland and put in your carryon). Please bear in mind:

- Unlimited consumption of alcohol will not be tolerated.
 - Hangovers on workdays will not be tolerated.
 - The use of any drug(s) except by prescription is strictly prohibited (including the use of Chat) •
- No drinking and driving allowed.

Internet, Telephones & Mail

There is internet at both houses, however it is strongly recommended that you buy an internet SIM card when you arrive in Somaliland, so you have data and communicate when there is no Wi-Fi available (CCF staff will assist you with this). You will need to make sure your phone is unlocked before using a Somaliland SIM card. **TeleSom SIM** cards (there is another one as well **but only get TeleSom**) are available at the airport just after you exit from

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immigration formalities on arrival. While the SIM card is free, you will need to purchase recharge coupons, which are offered at US\$2 each, generally in groups of five for US\$10. This should be enough for a month's stay. Additional recharge coupons can be purchased in town. Any unused recharged vouchers and SIM card can be used for the next volunteer, so please consider leaving when you depart. Please ask about Wi-Fi portable hub. Always return the device to the house where it belongs if you use it.

Wi-Fi is expensive. Please be mindful and use it moderately for web browsing, checking personal emails and instant messaging. Streaming video is not allowed.

WhatsApp is a need, as it is our only way to communicate with the international cheetah team and will also allow you to communicate with friends and family who also have the app without charging international SMS or international calling prices and can be used on Wi-Fi or by using small amounts of data. Please make sure you have this app on your phone. It is free to download and is recommended to download before you leave home.

Regular postal/letter services in Somaliland are not recommended, and the only courier service available in Somaliland is DHL. Advise family to correspond electronically.

Laptops and other Electronic Devices

It is advised to bring your own laptop or notepad. It may also be useful for you to bring a USB memory stick, flash drive, external hard drive or similar storage device.

CCF cannot assume any responsibility for non-CCF supplied equipment breaking or malfunctioning. You should ensure that your personal travel insurance covers any such eventualities. Please be aware that during the dry season Hargeisa is a dry, windy, dusty city, which can wreak havoc on electronic items. It's helpful to bring a sleeve or case where you can store your laptop to minimize exposure to dust, especially when travelling. Theft is not a concern at Guenther's house or his office, but always lock up when you leave your room or lock your passport, camera, music player and other precious belongings in your suitcase; make sure you have a lock on your baggage. Do not leave anything in vehicles.

Product of your Work

The nature of our work in Somaliland is very sensitive, as it involves tracking illegal activities and the cheetahs we house have been confiscated from the illegal trade. CCF staff and Volunteers are privy to behind-the-scenes information and as such all CCF information should be treated with caution and thought. All information, data and images gathered during your stay with us becomes the intellectual property of CCF and may not be used in any way for non-CCF purposes without prior written consent. If you need or want to keep copies of your work product please obtain consent in writing from CCF.

Photos and Video

CCF would like to have good photos, video or stories shared by all volunteers – please send photos, videos or blogs to Heather@cheetah.org, Susan@cheetah.org and Director@cheetah.org or to Dr. Marker's WhatsApp, +264 81247887. However, we have certain restrictions for posting pictures of cheetahs on social media. We ask that you send to our CCF team first to use in social media and then share from our CCF site. Photos taken at CCF Safe Houses are the property of CCF and will be credited to you as a photographer. The primary question one should ask before sharing anything happening behind-the-scenes during your stay is "would this be appropriate for CCF's main social media or website page?" If the answer is no then the content should not be posted to personal pages. In general, we request the following:

1. Photos or videos of the safe houses from the outside are not allowed for safety reasons.
2. Photos or videos of people touching cheetahs are not allowed.
3. Please do not post photos or videos of people next to cheetahs unless:
 - Being treated by a veterinary professional (e.g. medical procedures)

- Being fed

Keep in mind that: - Social media is one of the main causes for people thinking of cheetahs as pets.

- We do not want to give the general public the wrong impression about our work. We are a scientific conservation organization and do not want to share a message of us being a “cheetah pet place” - We fight the illegal wildlife trade of cheetahs. Staff, Interns or Volunteers posting pictures with cheetahs (even when not touching cheetahs) conveys the wrong message.
- CCF’s safe houses are where confiscated animals are living and we don’t want people to know much about these areas. They are off limits and not a zoo, but a safe house from Illegal Wildlife Trade.

A good rule of thumb would be to check with Susan or Laurie for approval before posting any photos, videos, or using any materials obtained during your time with us. We will appreciate having regular updates from you and receiving your photos regularly.

Safety

All your work will take place within a two-block radius in a safe neighbourhood. However, we do not advise walking alone in the dark. If you need to walk between the houses at night, please call someone to walk with you. **Going out to the town on your own is not advisable** or easy, although taxis are available in Hargeisa. **All taxi drivers CCF staff and volunteers use need to be vetted by the Operations manager first.** Leaving the capital will not be required as part of your stay, but you might be invited to visit the site of our future wildlife rescue centre if your duties allow it. You will not go alone, and a Special Protection Unit (SPU) will be accompanying your party, as required by the government. Dress appropriately especially women (jeans, long pants) and closed shoes as the site is out in the countryside. **Any travel outside of CCF business is at your own expense.**

Health Precautions

Protective Clothing:

- **As a Muslim country, women are required to wear clothes that cover the full body (long pants or long skirts). Elbow-length sleeves are OK.**
- **Women are also required to cover their head when being outside the houses, please wear a scarf.**
- During the rainy seasons, you are advised to wear long pants and shirts with long sleeves to protect yourself from mosquito bites.
- You should wear closed shoes during most of your activities during your stay with us.
- Use sunscreen and wear a hat when spending time outdoors, as the sun in this area is intense.

Dehydration:

- Prolonged exposure to a hot dry climate can cause severe dehydration. **Drink plenty of water; do not wait until you are thirsty.**
- Always have water with you.
- If you feel hot and dizzy, stop working and seek shade, drink water and douse yourself to cool down.
- Stay in the shade till your body temperature returns to normal.
- Use moisturizers on lips and skin.

Injuries and accidents:

- **For your own safety, inform us in advance if you suffer from any allergies or any other health problems.**
- Report any accident or injury to the Managers and Veterinarian immediately. In general, some first-aid supplies are available in both safe houses.
- Should you need further medical assistance you will be transported to the nearest medical facility, located only a few minutes’ drive from the houses (Hargeisa International Hospital).
- Always have all your documentation and medications with you or easily accessible.

Cultural Considerations

As mentioned before, Somaliland is a Muslim country. The national language is Somali, although English is spoken.

You might interact with persons of widely different academic, professional, and cultural backgrounds. CCF considers discrimination of any form (e.g. gender, cultural, religious, sexual, racial and ethnic) to be an extremely serious matter. Discrimination is considered to include (but is not necessarily limited to) making derogatory remarks, taking decisions based on considerations other than merit and harassment of any sort. Those proven to behave in a discriminatory manner face summary dismissal from CCF.

Given that the culture in Somaliland is likely to be different than you're used to, Volunteers should not expect things to always go smoothly or according to plan (TIA: This Is Africa!). Approaches and interactions with people both at CCF facilities and elsewhere will be different than you're used to. You may feel a bit like a fish out of water – new experiences, new people who are constantly around you, new things to do and learn. Culture shock is common, and even if mild, can affect a person's happiness or normal state of mind. Frustration can build up if things don't work as planned and this can become overwhelming.

Be prepared for a period of adjustment, as you may feel out of sorts for the first few days. You may have travelled across several time zones and be suffering from jetlag. You may be sensitive to the food and water as they are different here. Bugs and insects are a common occurrence, as are wind, dust and dirt. And although you will be in a capital city, hyenas can sometimes be heard at night, along with stray dogs or cats. If you have difficulty sleeping, you may want to bring earplugs.

The Volunteer who will get the most out of his/her experience in Somaliland is the one that can relax and be flexible. Appreciate the differences in culture and take the time to learn new ways and enjoy the unique opportunity of simply being here. You will have unforgettable memories of your stay if you remain open to the adventure and novelty of the place. This will be your home away from home, so enjoy it. Kitty, Joe and Dr. Laurie are available to talk to help you through your process.

Preparing for Your Trip

Weather and Climate

Somaliland's capital, Hargeisa, lies at 9°33'N 44°03'E. The cooler months are November through March with temperatures ranging between 15° and 26° C; the hotter are July through September (26°-32° C). Spring rains occur between April and June, and autumn rains between October and November. It can be very windy and dusty during the dry months. Humidity ranges widely and can reach 85% at times.

Volunteers should be reasonably fit without allergies to insect bites or in need of frequent medical care. There are doctors and hospitals in Hargeisa, although they are not state of the art. For serious injuries or diseases, medical evacuation to another country might be necessary. Please ensure that you have adequate medical insurance to cover any such eventuality.

Insects are prevalent, particularly in the rainy seasons, so it is advisable to bring bug spray and antihistamines. If you have allergies to bee stings, bring a special kit.

Travelling to Somaliland

Each Intern/Volunteer is responsible for making their own travel arrangements to and from Hargeisa. Please forward your travel details, including flight numbers and arrival times to, Susan (Susan@cheetah.org); and Dr. Marker (director@cheetah.org) and the Project Manager (slmanager@cheetah.org) as soon as possible. The Cheetah Safe House is only about five minutes from the airport and one of CCF's staff will make arrangements to pick you up at the airport.

Visa

As of March 2019, Intern/Volunteers that come to Somaliland from certain countries do not need to apply for a visa. Please refer to Appendix 4 for a document describing the new immigration rules, including a list of countries and categories. As this are new rules, please print this document to show to immigration in case you are required to present a visa. In case of problems upon arrival please ask somebody to call the Operations Manager (063 3544588) or CCF 063 625 3691, the Project Manager (063 7159006) or the Ministry of Foreign Affairs CCF contact, Nora at 063 3617061.

If you do not fall under the visa exemption categories, please refer to Appendix 5 to apply for a visa. If you fail to apply for a visa and attempt to enter the country, you risk refusal of entry and being returned to your home country at your own expense. If you are unsure, please contact Susan or Dr. Marker.

Whether or not you need to apply for a visa in advance, please **make sure your passport is valid for at least six months from the date of your arrival in Somaliland.** If it is not, you will need to renew it prior to your trip, allowing enough time for the renewal process.

Health

The Hargeisa International Hospital is a few minutes from the houses. However, if you have serious allergies or illnesses that require constant medical attention, Somaliland may not be the place for you. In addition, we might not be able to provide specialist diets, e.g. diabetic, vegan, low fat or low sodium, and vegetarians will have to adapt. First aid and other over-the-counter medical items are readily available at pharmacies in town; however, it is advisable to bring with you any medical items that you might need.

Chemoprophylaxis, Vaccinations and Immunizations

There is low risk for malaria in Hargeisa, although some travellers choose to take malaria prophylaxis. Keep in mind that apart from malaria, mosquitoes also carry other serious diseases such as dengue fever. Zika is not a risk in Somaliland according to the US Centres for Disease Control. We recommend that you bring an effective mosquito/insect repellent if you are visiting during the rainy season.

In general, whether you're traveling or staying home, you should always make sure all your immunizations are up to date, including tetanus, polio and diphtheria (now given as an all-in-one vaccine), and hepatitis A. Yellow Fever is not considered a risk in Somaliland, and therefore vaccination would only be suggested if you have spent time in a yellow-fever country such as Ethiopia prior to entering Somaliland.

You should have pre-exposure rabies vaccination, as you will be working with animals, although we have not seen any cases of rabies. Rabies can be transmitted by infected animals. During the time we have been working in Somaliland we have not seen any cases of rabies; however, if you are concerned about rabies and plan to get immunized, do so well in advance of your trip since the process requires 3 injections over a 28-day period for long-term coverage. Once infected, rabies is a fatal disease. If you have not been immunized against rabies and come into contact with a rabid animal, you need to have treatment within 24 hours. Even if you have been immunized against rabies and come into contact with a rabid animal, you will still need to undergo further treatment within 24 hours.

You should talk to your doctor or your local health department for advice on prophylactics for malaria and other immunizations.

HIV/AIDS

The human immunodeficiency virus (HIV) and acquired immunodeficiency syndrome (AIDS) is a disease that suppresses the body's immune system for which there is no known cure. Although HIV prevalence in

Somaliland is lower than in other parts of Africa, it is an important issue to consider for any traveller. HIV/AIDS can be transmitted via sexual intercourse, blood transfusion or injection, or sharing needles with HIV/AIDS infected drug users. You can take steps to avoid these risk situations by practicing safe sex, not sharing needles and wearing gloves when handling blood or applying first aid.

Travel and Medical Insurance

We ask that you purchase travel insurance for your stay in Somaliland. The protection provided by medical evacuation coverage is both comprehensive and inexpensive. Ask your travel agent or health insurance provider for advice.

Money

Somaliland's currency is the Schillings (approx. 10,000 Sch. per 1 USD). However, US Dollars are the preferred currency. **The money you bring in has to be in good condition with no tears in the bills. Any money with tears is rejected.** Try to take small denominations (US\$5, US\$10). It is very hard to get small bills in Somaliland, so bringing in 10's, 5's and 1's. The bank will not give the smaller bills and many places don't have much change. It's just convenient to have the correct change.

Volunteers will need money for hotel rooms, lunch and dinners, sodas, special food items as well as on personal purchases, such as gifts or souvenirs (there aren't any local products, but scarves are nice to take back as gifts), or if you plan to travel elsewhere. There are two ATM machines at the nearby Ambassador Hotel, although they don't always work. **Credit cards are not accepted for purchases. So, bring US dollars.**

Dress Code and Clothing

Please be respectful of local customs. Somaliland is a Muslim country and women are expected to wear clothing that covers their full body. Elbow-length shirts are acceptable. The head/hair must be covered outside the CCF compounds.

If you are working with animals, it can be messy, so please wear clothing that you don't mind soiling or ruining and closed shoes. You may want to bring a pair of work gloves.

Items for your Packing List:

- Passport + 1 photocopy (place in a different bag/passport in case you lose your passport)
- Sunglasses & prescription glasses (if applicable)
- Printed visa
- Laptop and carrying case
- Airline ticket
- Water bottle (refillable)
- Copy of travel insurance
- Padlock(s) for your luggage
- Cash (US Dollar)
- Scarves to cover your head (ladies)
- Washcloths and/or bandanas
- Items/supplies for the cheetahs (if provided)
- Small backpack (for daily use)
- Toiletries
- Nail brush / old toothbrush (for meat prep day)

- Correct power adaptor plug (Type G, 220volt)
- Prescription medication, special allergy kit & copy of your prescription (if applicable)
- Work gloves (optional)
- Alarm clock (or your mobile phone)
- USB memory stick
- Jeans/long pants (and skirts if desired)
- Mosquito/insect repellent (during rainy season)
- Sunscreen (high factor)
- Long or half-sleeved shirts/tops

Before you Leave Checklist:

Have you done the following before leaving home for Somaliland?

- E-mailed and What's App your final flight itinerary and arrival details
- E-mailed your volunteer liability waiver form (Appendix 6)
- Checked that your passport is valid for at least 6 months after entry into Somaliland • If required based on immigration rules (Appendix 4), obtained a visa and have a copy of it to present to immigration upon arrival
- Updated your vaccinations (start rabies immunization process at least two months in advance) • Brought US Dollars(cash)
- Bought travel and medical insurance
- Left details of how your family and friends can reach you
- Packed a scarf and some extra clothing in your carry-on in case your luggage gets lost • Packed all your medication and a copy of your prescription
- Packed extra eye glasses/contact lenses/cleaning solutions (if applicable)
- Read your Volunteer Guide and asked any questions in advance
- Made a photocopy of your airline ticket, passport, insurance and vaccination documents in case they get lost (keep in a separate, different location)

Baggage

Check with your airline for luggage allowance information. Make sure you have all your essential needs as not everything can be easily purchased in Hargeisa. Essentials, as well as valuable items e.g. computing and photographic equipment, jewellery (not encouraged), music players, etc. should be carried as hand luggage. For ladies, have a scarf in your hand luggage to cover your head as soon as you land in Somaliland. Also consider packing a change of clothes in your hand luggage, if you can fit it in, in case your luggage does not make the connection (we have not experienced this issue thus far on flights to Hargeisa).

Before you leave for Somaliland:

Make sure you have returned your completed and signed Volunteer Liability Waiver Form.

Traveling through Ethiopia

Most flights to Hargeisa go through Dubai or Addis Ababa. Dubai is a fairly easy airport to navigate. However, if you are traveling through Addis Ababa's Bole International Airport, here are a few useful tips:

- a) If you arrive on an international flight, you will have to transfer from the international terminal for flights to Hargeisa.
- b) If you have a long layover in Addis, we recommend staying in the international terminal, which has better and more varied services. Most shops and restaurants take only cash.
- c) If you stay at the international terminal during your layover, allow no less than 1 hour prior to your connecting flight to Hargeisa to get to the gate.
- d) Once at the terminal, you will have to clear security prior to entering the gates area. e) Make sure you have the correct gate number. The signs don't always display the right gate numbers.

If your travel back home is also through Addis Ababa, the same considerations apply in the reverse order.

We do not advise "hacker" fares, i.e., separate tickets, as your luggage might not be checked all the way through Hargeisa and you might have to go through immigration and customs in Addis, which involves paying for an Ethiopian visa (US\$50). If you purchase a "hacker" fare, make sure you have at least 3 hours to transfer.

Arriving in Somaliland

Ladies, please cover your head in the airplane as soon as you land in Hargeisa!

What follows might seem a bit complicated, but it is the normal procedure. If you are not required to obtain a visa in advance, it will be issued at the airport but remember to print the document under Appendix 4 with new immigration rules.

You can get your Visa when you arrive. The VISA is **\$US60**, please let them know how long you will be staying and ask for a few days to a week longer, if you are a long-time volunteer. They usually only give one month and then you will need to get an extension before your VISA runs out.

If you must obtain a visa prior to arrival, you must print the visa you received by email and show it to an immigration person. Explain that a driver is outside with your original visa. If you have been given the name of the person that will pick you up, give that name to the immigration official. He will go outside and ask the people waiting for arriving travellers. He will bring back the original and allow you entry into the country. If for any reason this doesn't work, ask the officer to call the Operations Manager, Hamsa 063 3544588, or CCF at 063 625 3691 or the Project Manager 063 7159006. They are usually very accommodating.

Once your passport has been stamped and your visa accepted, you will be directed to the Ministry of Finance window, where you will need to pay an entry fee of US\$60. This must be paid in cash in US Dollars. Change is given also in US Dollars. You will be given a receipt which you will have to present at the exit door immediately to your right. Once you leave that area, your luggage will be waiting. Do not accept help for your luggage if you don't need it. It is not free. The people who want to help ask for between \$US 5 and \$US10 to help get your luggage to the car.

If you plan on buying a SIM card, ask the Operations Manager to get this for you once you are out of the airport. You can buy at the airport if you want to as the counter to buy it is immediately to your left as you exit the area where you paid your fee, on the left. As mentioned before, the SIM card is free but you will need to buy recharge cards (**use TeloSom only**). These are usually offered in groups of five for US\$10 (five coupons of US\$2 each), which are good for calls and data and should be enough for a month's stay. If you have any recharge cards left prior to your departure, please consider leaving them for the next volunteer.

Carrying Items for CCF

On occasions Volunteers will be kindly requested to carry supplies that are not easily accessible in Somaliland. Such items might include medications or supplies for the cheetahs. If you carry such items, please pack them in your suitcase and not a separate box to avoid any customs inspection. Generally, you won't be asked to declare anything upon arrival, but should any questions arise, please ask an airport employee to contact the Operations Manager or Project Manager.

Please check in advance with your airline as to allowed weights and request additional weight allowance if needed. If you are able to bring some of those items with you, it would be greatly appreciated.

After Your Trip

We really want to hear about your experience. We expect for you to write a blog that we can publish on our web site, www.cheetah.org about your experience. Also, if you have any comments that you think can improve our work in Somaliland, please don't hesitate to let us know. CCF Somaliland is a new operation with limited resources, and we are doing everything we can to make it better both for people who work there and for the animals. Please send your blog and your comments to director@cheetah.org.

CCF RULES TO REMEMBER AND LIVE BY

1. **Water is scarce** during the dry season. Please take only quick showers and notify the Project Manager immediately if you see any water leaks.
2. Like water, **other resources should be used sparingly**. Please utilize all food at meals and don't take more than you're going to eat. If doing office work, use both sides of paper when printing and be sure to recycle.
3. **All cheetahs under our care are wild and all cheetah pens are off-limits to anyone who is not authorized to go in.**
4. **All gates and locks on animal pens need to be checked and double-checked. Mistakes can be dangerous to humans or to the animals we are caring for.**
5. **Please keep your surroundings clean.** We all clean after ourselves, in our dormitories, common rooms, office, kitchen or anywhere else.
6. Tasks assigned to Volunteers are important, regardless of whether they have to do with cheetahs, files or databases. If you are unable to perform a task for any reason, kindly let the Animal Care Manager or Project Manager know.
7. **All volunteers must observe protocol of how to feed and water the cheetahs for one week before being allowed into enclosures.**
8. 'Clean' cats must be fed first to minimise cross-contamination of potential infections 9. If there are notes of a **suspected infection; those cats must be fed last.** (SH3 Bagheer Adult group must be cleaned last). Avoid going into other enclosures afterwards unless you have changed shoes and disinfected
10. **Keepers working Sections Tandem- MUST** communicate to each other where they are working or finished working
11. **Keepers of both sections-** Work together to complete husbandry/projects when possible
12. **For best practices** wear gloves to collect scat and bones
13. **Training and Enrichment** should be done with morning husbandry (Most cats will participate in sessions easier after feeding). Enrichment and more training can occur in the afternoon
14. **A visual Body/Health check** to each individual **MUST** be conducted. If a problem is found the Vet, AC Manager or Senior Keeper must be contacted immediately
15. **For added safety with free- contact cheetahs,** take a broom into the enclosure
16. **Perimeter checks must be done DAILY**
 - a. Repair any bent or broken mesh, remove broken metal ties and other hazardous items. Alert the Manager of any major/emergency repairs needed
17. **Before entering/feeding,** the Cheetahs should be separated into the shifts using the guillotines & internal doors on the outside of the enclosure. **Avoid** having a Cheetah in the section directly in front of the 'External People Gate' before feeding.

Never:

- **Leave Padlocks Unlocked**
- **Leave a Cat Trapped Inside Night-room/Shift**
- **Leave Without Providing Cats Full Access To Enclosure** (*unless otherwise noted*)
- **Leave Without Providing Water**
- **Leave Area Without Thorough Lock Checks**
- **Pick Up Or Handle Cheetah Without Permission**
- **Ignore Major Faults to Integrity of Enclosure**
- **Ignore Major Hazards To The Cheetah**
- **Purposely Put Yourself or the Cat In Danger**
- **Fail to Notify a Manager or Veterinarian of Injured Cat/Behavior change /Vomit/Diarrhea Found in Enclosure**

Standard Operating Procedures and other protocols will be shared with the staff and volunteers upon arrival.

Specific Duties required by volunteers

Feeding of Cheetahs (Cubs may be fed three times daily or more)

- Meat preparation (Supervised by CCF Staff)
- Cleaning of enclosures to prepare for feeding
- Assisting with cheetah feeding
- Watering/Cleaning of Bowls

Cleaning

- Clean and sort dishes (animal and human)
- Kitchen area cleaned as needed (Sweep, mop, dusting)
- Refrigerators cleaned daily
- Bathroom cleaned as needed
- Clinic cleaned as needed and sanitized as needed
- Medical and meat refrigerator cleaned daily
- Washing of clinic linen as needed
- Trash removal daily.
- Change fly-traps as needed

Enclosure Monitoring

- Fill water bowls as needed
 - Ensure enclosure inner doors are secured open and unable to swing
 - Remove scat from the enclosure promptly. If diarrhoea is observed, notify CCF immediately
- Ensure enclosure doors are secured and LOCKED. Padlocks or Carabiners in place

Cheetahs

- Perform enrichment activities with cheetahs
- Supervise cheetah exercise
- Monitoring cheetah behaviour if needed

Arrival Checklist

What to do when staff and volunteers arrive

- Staff and Volunteer phone instructions. **Ask CCF to help you as you must check that you have credit.**
- Go over House Rules
- Safety issues. What to do in the event of an emergency. Staff and Volunteers must know where to find emergency contact numbers etc.
- All volunteers must observe the protocol of scat removal and cage cleaning **for one week** before being allowed into the enclosures.
- The Staff and volunteer duties list especially that volunteers need to be proactive and suggest or ask for jobs.
- Discuss events/procedures in the coming week on the calendar and dry erase board daily schedule at the Staff House
- Tour of the clinic knowing where things are, inventory of medicines etc.
- Go on a guided tour of the Safe House. Outdoor kitchen with volunteer fridge, water dispenser toilet etc. Meat Prep area. All enclosures with a short history of cats and any ailments etc. • Safe House Rules in general. No smoking. No open shoes. Keep the compound tidy and pick up litter/nails/glass/wire etc.
- Don't walk alone outside. Don't go running in the area.
- Don't let unknown visitors in (refer to whoever is manager).
- Clothing rules in and outside the compound etc. No revealing clothing. Wearing inappropriate clothing is disrespectful and can cause unwanted trouble for you and

CCF-Hargeisa.

- Overall Project plan. Stage One Safe House and veterinary clinic. Stage Two 2 compounds with bigger enclosures. Final Stage Three – Develop a Cheetah Sanctuary at Geed Deeble, one hour out of Hargeisa.
- Project partners: MoERD, Veterinary Universities and international zoos, others.

What to do when there are Visitors

- Safe Houses are not zoos or tourist attractions.
- Safe House rules. Refer to the printed sheet in each Safe House. **No posting on photos on social media. Please make sure that visitors are told that.**
- Overall Project plan. Safe House 1 and veterinary clinic. 2 Safe House 2 and 3 compounds with bigger enclosures. Final Develop a Cheetah Sanctuary at Geed Deeble, one hour out of Hargeisa.
- Project partners: MoERD, Veterinary Universities and international zoos, others. • Explain the problem and need for an emergency safe house. Refer to posters mounted on the wall for general info on CCF and programmes
- How visitors can help (donations, time, supplies etc)
- Guided tour of Safe House. Short history of some cats, run area, quarantine pens (8 &9) • During COVID-19 – no one will be allowed in the Safe Houses or the Staff House without prior approval and without masks – these compounds are under strict quarantine. Masks must be worn, and social distancing is critical.



We are looking forward to welcoming you in Hargeisa soon!

Somaliland Immigration Rules

JAMHUURIYADA SOMALILAND
C. SOCDAAKA &
ILALADA XUDUDAHA

REPUBLIC OF SOMALILAND
IMMIGRATION &
BORDER CONTROL



COMMISSIONER OFFICE

REF:TCS/F1/136/2019 DATE: 10, MAR 2019

Note: This circular renews, supersedes and replaces the related circular issued by the Department of Immigration on 02 May, 2017.

To: Airlines operating in Somaliland

To: Immigration Ports of Entry

Cc: Diplomatic Missions of Somaliland

Cc: Minister of Interior of Somaliland

Cc: Minister of Foreign Affairs and International Co-operation of Somaliland

Cc: Minister of Planning of Somaliland

Cc: Minister of Commerce of Somaliland

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Re: Circular of Immigration Department of Somaliland

The Department of Immigration, Ministry of Interior Republic of Somali and, would like to inform all travelers to Somaliland about changes regarding the requirements of visa process and applications.

In line with the Government's National Development Plan and an overall policy of promoting Foreign Direct Investment and the

Tourism Sector. the Ministry of Interior, while taking into account the security needs of the country would like to implement the following changes to improve service delivery and ensure compliance with international standard and practices through the Somaliland Immigration Department.

Applicants or travelers belonging to the following Category A will be able to obtain an entry visa on arrival at all Somaliland Ports of entry.

Category A:

1. Diplomatic Passport Holders.
 2. UN passport holders.
 3. National Service Passport holders.
 4. Travelers from Multilateral Agencies. such as EU, AU, World Bank, US Aid, IGAD etc.
 5. All International NGO's those are registered with the ministry of planning.
 6. Members of Official Foreign Delegations invited by Somaliland Government.
 7. Business investors invited by the Somaliland Ministry of Commerce.
- B. Somali ethnic origin with Foreign Travel Documents.

web: www.slmmigration.com

Address: Hargeisa Somaliland, Shabab
Ara Un: 523961 Telephone: +
252634222737/42288
Email: commlssioer@slmmigration.com

9. Travelers from the following Countries can obtain visas on arrival. a)

European

Countries (UK)

- b) Canada
- c) USA
- d) Brazil
- e) China
- f) Russia

g) Turkey

h) Egypt

Category B:

i) South Africa

j) Morocco

k) Tunisia

l) Members of Gulf Cooperation Council (GCC) such as Saudi, UAE, Bahrain, Qatar, Oman, Kuwait.

m) IGAD Region Countries.

All other applicants regardless of their nationality are required the visa for the respective Business. Tourist. Health. Education. Transit visa and etc. to apply in advance of their arrival at Department of Immigration Head Quarter through their local agents or their respective Somaliland Diplomatic Mission offices in their countries of residence.

The applicants that is not allowed visas on arrival can be obtainable from Somaliland Diplomatic Mission offices such as (London.UAE. Nairobi. Addis Ababa, Djibouti, etc.). in addition. Visa forms will be obtainable through the Department of immigration website.

www.slimmigration.com

Sincerely



Mohamed

Commissioner of Somaliland Immigration



Osman Alin

Page 2

Address: Hargiessa Somalia, S
haba Abare a U n e: 52 3 9 6 1
Telephone: +25 2 6 3 42 2 2 73 7 /4 22 8 8 1 4

Email: commlssloner@slimmigration.com **web:** www.slimmigration.com

Visa Application Form

To apply for a visa, please note:

1. Complete and sign the visa application form (see next page).
2. Scan or take a picture of your passport (open the passport on the page that contains your photo and scan both adjacent pages).
3. Return the completed visa application and copy of your passport as PDF attachments to an email to kajunkit12@gmail.com and susan@cheetah.org, at least two weeks in advance.

About one week before your arrival at CCF, we will e-mail you a scanned copy of your visa so it is important that you check your e-mails regularly before leaving for Somaliland. You must print the visa as you will need to present it to the immigration officer when you enter Somaliland. Please read "Arriving in Somaliland" section carefully.

Please refer to the attached liability waiver that must be signed on or before arrival at CCF Somaliland