

New Hope Uganda Information for Team Leaders

Before Coming to Uganda

Thank you for being willing to lead a team. Most teams meet three to six times before coming to Uganda. It is important that you give EACH team member a copy of the team travel information and make sure that they read it. If your team has not read it, it quickly becomes obvious to the staff here from the type of questions being asked. Please have them fill out the skills assessment form and the health information form BEFORE you come to Uganda. You can send these back to the team coordinator electronically.

The earlier you get the skills assessment forms sent to Uganda the more time you give the team coordinator to start planning for your team. New Hope Uganda tries to use the skills and abilities you bring to us. If you want your team to do a project all together and to disregard these skills please let us know. It might be helpful for you to know that on team evaluations from previous years, team members have complained for example, that they were a secondary teacher and never allowed to go into the schools, or that they were a nurse and were never able to set foot in the clinic. The reason for this is that team leaders did not return the skills assessments to us so we had no idea how best to have the people on the team help us.

Please take time to get to know each other as a team before you come and please spend some time praying together.

One year before bringing a team to Uganda:

Dates or approximate dates should be booked with the team coordinator at New Hope. It is also recommended that you reserve airplane tickets if you want to get a missionary rate. You can reserve them without paying for them at this time.

Six months before bringing a team to Uganda: You should reconfirm your dates and let the team coordinator know if there have been any changes to your flight arrival and departure times. If you haven't booked tickets yet you need to do that.

4 months before bringing a team to Uganda:

You should have a good idea of who the people on your team might be and the approximate team number. Remember to follow the guidelines for this in the team travel information. If you will need accommodation in Uganda either the day you fly in or the day you fly out this would also be a good time to work with the team coordinator or your travel agent to make reservations. If your team wants to go on safari the team coordinator also needs to know at this point and needs to know the names of the people wanting to go on safari and any rooming requests.

3 months before bringing a team to Uganda:

The team coordinator should be sent a confirmed list of your team members if you have not done this already. As soon as the confirmed list is sent and also any desires about going on safari the team coordinator will send you your team costs. The policy at New Hope is that teams are expected to pay all costs for transport,

safari, accommodation, meals, etc while they are at New Hope. Skills assessment forms should also be sent to the team coordinator at this point.

2 months before bringing a team to Uganda:

The money for your team should be sent to the appropriate address. If it is not paid in full six weeks before your arrival date in Uganda your team may be cancelled. It is also very helpful for the team coordinator to know if any of the people on your team are currently sponsoring a child. This gives them time to go to the sponsorship office and to try and make arrangements for that child to eat a meal with their sponsor and to make sure they get quality time together.

6 weeks before bringing a team to Uganda :

You should have a good idea of what your team will be doing in Uganda. The team coordinator tries to make a schedule and send them to the team leader in advance of a team coming. Teams that have not returned skills assessment forms on time will not receive a schedule until the team coordinator has had a chance to look over the skills assessment forms.

Upon Arrival in Uganda:

When you arrive at the airport and team members are getting their visas, please double check their passports to make sure each person gets a stamp. We have had groups where one person has missed a stamp. Without the proper stamp and visa you will not be able to exit Uganda properly. It is worth taking a look at everyone's passport before leaving the arrival area of the airport, rather than getting out to New Hope and realizing something was missed.

If you have lost luggage, please fill out the necessary paperwork with Entebbe Airport Handling Service, usually called ENHAS for short. Please, please ask from the official helping you for two or three contact phone numbers. It can be quite difficult to retrieve a bag when you do not have the correct paperwork so don't just walk out, please ask for some type of paperwork. If you need to give the officials there a contact phone number please use 0773-928403. This is the personal phone number of Caleb Mitchell, the current team coordinator.

I would suggest that you appoint someone else other than yourself to be in charge of loading the luggage into the vehicles. If you are missing a bag, you as a team leader might be working on that while the rest of the team could be loading their luggage. Please appoint someone on your team to double check all of the luggage to make sure it is yours and not someone else's. There are more and more teams coming to Uganda all the time and it is easy to grab something belonging to someone else thinking it is yours. Don't just assume a blue Rubbermaid type tote belongs to your team, take the few extra minutes to verify and thus save an extra day of a staff member who will have to make a trip to Entebbe to return the luggage.

When you arrive in Uganda the staff picking you up will take you a place to exchange money or to use an ATM. There will also be a western style bathroom, a grocery store with a pharmacy where you can buy medicine in case you get malaria and a place to order a snack, have a late breakfast or early lunch. If your team would like to do craft shopping in town the day they arrive this is fine, just let the team coordinator know before you come so that the New Hope guesthouse knows whether or not to expect you for lunch.

LEADING Your Team While in Uganda

You as the team leader are responsible for your team while you are in Uganda and at New Hope. It is recommended that you spend some time each day having a team devotion, praying together and giving your team the chance to share what God has been teaching them. Some teams like to do this in the morning, some teams like to do this in the evening. It is up to you as the team leader, but please take some time. Different teams have done different things to share and record their experiences. One team kept a team journal and assigned a different team member to write in it after every meal. Another team assigned a different person to update a team blog every day.

Some people have much fear and greatly struggle being out of their environment. They may need extra care and attention from you. Please keep an eye on your team and care for them .

Sometimes people on a team will be sick but don't want to admit it because they are in Uganda for such a short time. Traveling and changing time zones can be hard on the body. Keep an eye on the general health of your team. Pay attention to see if people are eating, drinking water and sleeping okay. If someone is sick please seek help from the team coordinator and one of the New Hope nurses.

The guest house at New Hope serves the needs of the whole ministry. As New Hope Uganda grows, the chances of you being the only group in the guest house decreases. At times in 2009 there have been three teams in the guesthouse at the same time. Please be friendly and welcoming of other visitors and encourage the members of your team to do the same. At meal time, please make sure everyone on your team does not go back for a second helping until all visitors have been served once.

In addition please be a considerate guest and realize that some of our children work with teams and in the guesthouse as part of their Investment Year training. The type of visitor you are leaves a testimony with them. For example one team would not put their dirty dishes in the place they were instructed to and the Investment Year students working in the kitchen would have to go looking for dishes and would find them all over the guesthouse and even outside. Their conclusion was that people from the West have servants who do everything for them and that they are very sloppy and just drop things where they are whenever they are done using them. You as the leader set the standard and can remind your team of these things. Teams are welcome to store excess baggage in the main area of the guesthouse and to sort things out from there but try to keep it in neat piles.

Please comply with any requests made of you from the New Hope staff. Once in a while if a family group is feeling like they have had too many visitors or if they are having some discipline issues, they may ask that a team not come to their family. Please comply with this request and respect them as a family. This is not the time to go investigating and offering to help and pray with them. Please try to think how you would feel if visitors came to watch you interact and discipline your own children. It is only occasionally that requests like this are made.

We want your stay at New Hope to be a good visit and we want to make sure you see all parts of our ministry. The team coordinator will try to make sure you get to the New Hope Vocational Institute, and if you are interested our Pastoral Training Center. We will try to take you to all parts of the Enterprise Farm.

If you have someone on your team who would be interested in sitting in on a class at the New Hope Institute of Childcare and Family please let the team coordinator know. The Principal or his assistant of the New Hope Institute of Childcare and Family do an excellent presentation on the theology of the Orphan and Widow. If you are interested in hearing this please inform the team coordinator.

While you are at New Hope the Team Coordinator will give you a cell phone that you can use while you are in Uganda. It will be preloaded with some airtime and if you need more you can buy it from one of our staff members. All cell phones in Uganda are pay as you go, similar to Tracphones in the US. Some teams have also found it helpful to bring one laptop computer that the whole team can share to use for emailing people. You do have to get and pay for an IP address from our IT staff but then you can use it anytime. New Hope is blessed to have a wireless network. Sometimes you have to move a bit to find a hotspot.

Before you leave the team coordinator will ask you to have your team to fill out an evaluation. Please again set the example in complying with this request and please be honest. Many positive changes that we have made in the guesthouse and the way we work with teams over the years have been the result of the teams giving us an honest evaluation.

Please realize that not all teams are going to get the opportunity to meet the Dangers. We apologize in advance for this but as said earlier, we get over 300 visitors a year and it is physically not possible anymore for Jay and Vicki to meet with each team. New Hope has 120 staff members. You are welcome to get to know any of them and invite them to have a meal with you, provided the Guest House has been informed well in advance and is prepared for an extra person or two for the meal.

About Safari and Craft Shopping:

New Hope Uganda now has a gift shop and has a fairly good selection of crafts available for sale. However some teams may still want to go to the big craft markets in Kampala before they leave Uganda. Please let the team coordinator know if you would desire to do this so that it can be arranged. Some teams do it the day they arrive in the country before coming out to Kasana and some teams go craft shopping in Kampala the day they leave or the day before they leave. It does depend on the time of your arrival or departure.

Teams going on safari at Murchison Falls National Park usually have a two day one night safari. On the first day of the safari you can expect to leave the Kasana Children's Center at 5 am or so and reach your lodge at 11 am or 12 pm. After lunch at your lodge you can go on a three hour boat ride to the bottom of the Murchison Falls. From the boat you can see many animals including crocodiles, hippos, elephants, water buffalo, and many varieties of birds. On the second day you can expect an early morning again with breakfast at 6:15 or 6:30 followed by a game drive at 7 am. The game drive is usually three to four hours. After the game drive you will cross the river and go to the top of the Murchison Falls where many of

our teams chose to have a picnic lunch. From there you will drive back to New Hope for a late dinner at around 7:30 pm.

There are two options for lodges at Murchison Falls. One, the Paraa Lodge is a five star hotel with a swimming pool. It is on the same side of the river as the area for the game drive giving you an advantage of getting an earlier start in the morning. The meals are very good and if they have enough guests they serve all meals buffet style, otherwise they have a menu with choices. Three meals are included in the cost of their rooms which are \$140 for a single room and \$220 for a double or twin room. The other option for accommodation is the Red Chili Hideaway. They have fewer options in general so more advance notice is needed if you want to try and stay there. They have three bandas with a self-contained bathroom which cost \$35 a night and two family bandas which cost \$60. This does not include any meals. They also have some tents available for people to stay in. Their meal prices vary depending on what you order but if you budget about \$5 for breakfast and \$8 - \$10 for other meals you would be close to what you might spend. When you stay at the Red Chili you do have to cross the river on a ferry in the morning so may be delayed a bit on starting your game drive.

There are other costs associated with going on safari such as transport, park entrance fees, meals and accommodation for the NHU staff and bus driver, boat ride, etc, which will be included in your fee.

If you are a team leader who has been to Uganda many times you may not want to go shopping or go on safari. Please realize though that there may be people on your team who will be in Uganda for the first time and who may want to do both. New Hope does not mind if only part of your team chooses to go on safari. You do need to decide this in advance of coming to Uganda though and stick with your decisions. It is not possible for us to get money back if people cancel once we have paid the lodges.

Recommended Reading:

The Long Road to Hope by Jennie Dangers

Sowing the Mustard Seed by Yoweri Museveni

When Helping Hurts by Steve Corbett & Brian Fikker

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