

Information for Teams
Traveling to
NHU's Kasana Children's Center



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This booklet contains some of the things you'll need for making your trip to Uganda productive and enjoyable. Please follow the recommendations as closely as possible. We have found that these recommendations and items will enhance your trip and save you some difficulty as well as make you a blessing rather than an obstacle for the Ugandans; New Hope Uganda (NHU) staff; your leaders and others on the team. This information is not exhaustive, so when in doubt ask!

Once you arrive at Kasana you will receive a more extensive orientation and tour.

To prepare for your team's time in Uganda and at Kasana, it would be wise to research the history of Uganda. It would also be wise for each team member to visit the NHU website at www.newhopeuganda.org to gain some more insight into the work here and to read the book *The Long Road to Hope* if time allows. The website has information on how to get a copy of the book.

Team leaders are to make sure that **EACH team member receives and reads this information**. After you have read this information, each team member **must** sign the Release of Responsibility form and the health record on the last page and send it to the team coordinator **six weeks before** arriving in Uganda. **A team's reservation is unconfirmed at New Hope until the team coordinator receives this completed form from EACH team member**. The team leader should collect these forms and make sure they are sent to Uganda well in advance.

Team Make-Up & Size

Teams can be a maximum of 18 people and minimum of six. The guest house has three rooms with three bunk beds in each. Therefore the make-up of your team must be either 12 men and 6 women or 6 men and 12 women maximum. Teams can't be larger than 18 people without permission from the team coordinator at New Hope Uganda. Permission must be obtained three months in advance of your arrival. The guesthouse has two additional rooms for visitors which are available for teams to use **only if we have no other scheduled visitors**. As New Hope gets more and more visitors every year, please do not assume these rooms will be available for your team to use without confirmation from the Team Coordinator. The members of your team must be at least 18 years old. Team members under the age of 18 must be accompanied by their parent or guardian.

Team Leadership

Teams must have a designated leader who will be responsible for communication with the NHU Team Coordinator. The team leader will also be responsible for the conduct of all team members while at NHU and should be prepared and able to correct team members if they are doing something inappropriate.

Projects, skills, and talents

Once the team members are finalized, each member must fill out a Skills Assessment form and email it to the New Hope Team Coordinator at teams@newhopeuganda.org. Letting NHU's Team coordinator know the skills of your team members and what they might wish to do while they are here helps with planning your activities while at Kasana as well as gives the staff a "heads up" about things that can be accomplished by your team when at the children's center.

Teams may be asked to do: classroom devotions, assembly/chapel for primary/secondary school, assist/or lead primary school game time (P.E.), arts & crafts for lower primary or preschool, make posters for teachers to use as visual aids, assist with letter writing, help clean or paint, or help in the primary classrooms with lessons.

New Hope Uganda assumes all teams are coming to serve and work. We will try to use the abilities and talents you bring to us, but we ask that you be flexible and willing to serve in whatever way we request. All of the staff at New Hope know that working here means going above and beyond their job description. Taking care of children does not stop and start at a specific time. Teams that have the most meaningful experiences here are the ones that come with an open heart to serve and who are willing to do whatever is asked of them.

Travel

Please communicate arrival and departure times clearly to the Team Coordinator as soon as flights are booked. Please send the team coordinator an actual copy of your itinerary. The flight schedule time of arrival and departure must be approved by the team coordinator or the N.A. Director. Why? Late night driving for our staff on Ugandan roads is dangerous for many reasons and you may be asked to spend the night in a hotel if you arrive when it is dark. Please be understanding. Please communicate your arrival time via email several times as email may not go through and we have no way of knowing that you are or aren't coming without consistent repeated instructions. All members of the team are to arrive and depart together. Additional fees will be charged for team members who do not arrive or depart at the same time as the rest of the team.

Upon arrival in Uganda

If no one is at the airport to pick you up two hours after your scheduled arrival time, take a cab to the Lake Victoria Hotel in Entebbe and wait there. If you should take a taxi to the Lake Victoria the price should be between 10,000 and 15,000 Ugandan shillings for the vehicle, not per person. Someone from Kasana may have been delayed and they will know to check there for you.

Other than going to the Lake Victoria because no one has picked you up; DO NOT LEAVE THE AIRPORT WITH ANYONE EXCEPT A NHU STAFF

MEMBER. Even if the person is a friend, NHU staff will be looking for you and will not know what you look like. NHU staff try to wear a shirt saying New Hope Uganda on it when they are picking you up. Please remember to wait at least two hours before you leave the airport. You can also try calling the New Hope Team Coordinator to see what the problem might be. Team leaders will be given a number in the communication that takes place before a team arrives.

Customs

You must pass through a customs booth before you will see anyone in the main lobby of the airport. Please be courteous, but DO NOT VOLUNTEER ANY INFORMATION THAT THEY DON'T ASK. Example: When the customs agent asks you if you have anything to declare, ask, "Like what?" Let him list the things. Tell him that you are in his country to do missions work and with whom. DO NOT SAY YOU ARE GOING TO AN ORPHANAGE. WE ARE A SCHOOL. Orphanages in Uganda are taxed. If there is any problem, ask to see someone waiting for you from the New Hope Uganda staff. Hopefully they will allow it.

Please make sure that all the luggage you have belongs to your team and your team only. Double check as you are loading the luggage into the vehicles. Uganda has more and more groups coming all the time and luggage can look alike. It is much easier for us to return a suitcase while we are still at the airport, than to get it all the way out to Kasana and make a three trip back. If your luggage does not come, make sure you fill out the necessary paperwork and make sure you get a copy of it to bring with you. New Hope staff have a difficult time retrieving lost luggage without the proper paperwork. Lost luggage will no longer be delivered to Kasana but instead we do have to go back to Entebbe to get it.

Passport/Visa/Tickets

PASSPORT: Please have four (4) photo copies of your passport: one at home, one with you but separate from where you keep your passport in case your passport is lost or stolen so that you can go to the embassy and have another made, one with your team leader, and one with the North American Director of New Hope Uganda Ministries. While traveling, always keep your original passport on you at all times. Do not leave it unattended. DO NOT PLAN ON HAVING A PHOTO TAKEN IN UGANDA IF YOU DON'T HAVE EXTRAS!

Finding a place to have an official photo taken may be difficult and even if you find a place the power might not be on to have a photo taken.

VISA: Each team member will obtain a Visa at the airport in Uganda. It is \$50 and needs to be purchased with bills that are 2003 or higher, preferable a fifty dollar bill. You should verify entry requirements with the Ugandan Embassy in your country. The best plan is to do over and above what is expected just to be sure.

TICKETS: Tickets can be purchased with your travel agent. We recommend Pam Kindsfater at Cool Concepts Travel. She can assist you with tickets and travel arrangements — possibly getting you missionary fares. You can contact

Pam at 1-605-892-2466 or email at: pam@coolconceptstravel.com

Embassy Registration

Please register online with your Embassy before traveling to Uganda. When an emergency happens, or if a natural disaster, terrorism, or civil unrest strikes during your stay in Uganda, the embassy or consulate can be your source of assistance and information. By registering your trip, you help the embassy or consulates locate you when you might need them the most. Registration is voluntary and costs nothing, but it should be a big part of your travel planning and security. Below are the websites each team member needs to visit.

Americans: <https://travelregistration.state.gov>

Choose "Register my Trip" on the right hand side of the page, choose "New Short Term Traveler", fill out the form, and click "Continue".

British: <http://www.britain.or.ug/>

Click "Registration" on the left side of the page, choose "Registration for Short term stay", fill out the form, and continue.

Shot information and malaria pills

Currently the U.S. is recommending Hepatitis A & B, Typhoid, and Yellow Fever. Yellow Fever vaccination is no longer a requirement to enter Uganda. We recommend that everyone be immunized for: Yellow Fever, Hepatitis A, and Hepatitis B if you are going to be working near or with blood. Hepatitis A is a single dose followed by a booster in six to twelve months. Typhoid is given as four oral doses or as an injection. Yellow fever is only available in centers designed by state health departments. It must be administered at least 10 days prior to traveling to an endemic zone.

Malaria is a serious disease people can die from. There is no immunity to it. In order to prevent malaria it is advised that you take the following precautions:

- Keep well covered, especially from dusk to dawn.
- Use mosquito nets.
- Use insect repellents with a high concentration of deet.
- Take anti-malarial drugs before you come and after you leave.

Below are recommended drugs you can take to avoid getting malaria:

Malarone

Side effects: If used longer than 7 years, there is an increased chance of eye disorders, therefore ophthalmic examinations are recommended.

Larium (Mefloquine)

Side effects: Emotional disorders. It is not recommended for more than one year due to the increased risk of liver and eye disorders. Regular liver function tests and ophthalmic examinations should be carried out if used for an extended period of time. Many people who take Larium complain of very bad dreams. We do not recommend Larium.

Doxycycline

Side effects: Sensitivity to sunlight, resistance to antibiotics; therefore it should not be used for longer than 2 years. Not recommended for children under 8

years of age as it may affect dental health. Pregnant and breast feeding mothers should discontinue.

Anti-malarial medicine does not mean that you won't get malaria, but if you do it will be a milder case. Please note that you need to bring anti-malarial drugs with you. The NHU clinic does not normally have these in stock.

Malaria Treatments:

Artenam and Fansidar are the most frequently used treatments. It cannot be purchased locally, however pharmacies in Kampala keep it in stock. Anyone weighing over 176 lbs needs to take 1 ½ treatments of artenam.

Quinine and Fansidar are recommended by U.K. specialists. The side-effects from Quinine are quite severe for some people.

These treatments are not available in America and it is highly recommended that you purchase treatments before you leave Uganda in case someone on the team comes down with Malaria once you return home.

Spending Money

Americans: Bring approximately \$100-\$200 in 2003 or newer **\$100 bills**; preferably in uncirculated condition, to exchange for souvenirs and shopping. Visa, MasterCard, and Travelers Cheques are accepted in very few places, however cash is accepted everywhere! Uganda has a growing network of ATM machines however check with your bank as to what their service charge might be for using your card in Uganda. ATM machines are not readily available in the area around New Hope so exchange money or get cash on your way out of Kampala the day you arrive.

British: Bring approximately £50-£100. Currently Sterling has a very good exchange rate, so please don't feel like you need to change Sterling to Dollars. The best exchange for both Dollars and Sterling will be the highest denominations in good condition, 2001 or higher is better. Please, **do not bring lower denominations as the Forex exchanges often will not accept them and if they do, the exchange rate is VERY low.**

Dress for Travel

Dress warm and in loose fitting clothing. A warm jogging suit and tennis shoes are the most comfortable for long flights. **Women need to change from travel clothes to clothes appropriate for Kasana on the plane before disembarking in Entebbe or at the Airport while waiting for baggage.**

Baggage/Carry on

If possible take clothing that you are willing to leave in Uganda for those needing clothing; students, staff, and missionaries. Put a change of clothes, toiletries and important medication in your carry on; in other words, **prepare for your luggage to not arrive so that you will have something to meet your immediate**

needs. Weights and sizes of checked and carry on luggage seems to change almost daily so you need to verify with your airline the current baggage/weight allowances/dimensions. Rubbermaid tubs (or other brands) are convenient to pack in and nice to leave with the departments at the children's center for storage as they keep rats and bugs out. You should inventory and number each bag. The team leader should have a copy of these numbered bag inventories with him for easy reference, should customs desire to see what is in a certain bag.

Things to Bring

Bring all your own toiletries and personal items. Do not presume it will be available in Uganda. It may be, but it will probably be poor quality, expensive, or in Kampala, which is two hours away. Bring sunscreen, bug repellent with a high concentration of Deet, flashlights/torch, a camera, a jacket, a hat, sunglasses, your watch or alarm clock, your Bible, a water bottle, any prescription medication and good, comfortable, walking shoes. Some people find that a pair of earplugs helps them sleep better. Ladies will need to wash their own underclothes so should plan accordingly. Ugandans do a lot of walking and the distance between our primary school and our secondary school is a fifteen to twenty minute walk. Laundry at the guesthouse will not be done everyday so we suggest you have five to seven changes of clothing with you. The specific details of clothing are addressed in the section entitled Dress at Kasana.

If you would like to bring things for the foreign staff, please let the N.A. Director and the Team Coordinator know so that they can inform the staff. Bringing items for the children and people that you meet is a good idea as well. However, to give something to a child you need to go through the childcare department.

Do's and Don'ts for Travel

Do not leave baggage unattended anywhere. It will be confiscated and destroyed. Wear a money belt. Be early to the airport, approximately 2-3 hours. Do not let your passport out of your sight. Place a bright piece of yarn on each piece of luggage for quick I.D.

If you are separated from your group in Kampala, go to the central Post Office on Kampala Road and stand in an obvious location with many people around. Women must not go off by themselves in Kampala. Roads in Uganda are not of the same standard as the roads you may be used to, bringing medication for motion sickness might make your travel more enjoyable.

Communication

A number for incoming **EMERGENCY USE ONLY** is: 011-256-757-711-470. The address to send a letter to is: P.O. Box 16, Luweero, Uganda East Africa, but remember that it takes three weeks to arrive from the U.S. and you'll probably be gone before you get it.

Kasana has Internet access for a fee:

Wireless Internet Fees in Ugandan shillings

\$28.00= for 4 weeks

\$14.00= for 2 weeks

Computer lab costs (Computer lab hours: 9 am-5 pm)

\$1.50 for the 1st 30 minutes each use

\$.75 for every 30 minutes there after

If you are planning to write on a blog about your time in Uganda we ask that you protect the privacy of our children by never using real names on your blog.

Do's and Don'ts for Uganda

Women must not go off by themselves in Kampala. Within the campus of New Hope Uganda, it is fine for women to walk from place to place by themselves. When it is dark, please do not move from the primary to the secondary site (or vice versa) unescorted.

There should be no coupling up (male/female), even for a walk, unless married. Ugandans as interpret this as going to do evil. There should be no public display of affection among unmarried people. Be prepared to be stared at. Men in Uganda hold men's hands, possibly even a western man. Greetings are very important. It is good to shake hands with everyone you're introduced to and to greet using the words good morning, good afternoon or good evening. Don't be in a hurry during greetings. "You are very fat" is a compliment! "Too" means very, therefore "too fat" means very fat and is a compliment! It is rude to Ugandans to walk around while eating or to stand while eating. Please eat your meals while sitting down and don't walk around eating food, for example eating an apple while walking to the baby house.

Power and Water

Drink only boiled, filtered, or bottled water. If you don't know whether it has been boiled or filtered, ask. Do not brush your teeth with water from a faucet. Filtered water is always available for team members at the guest house.

Hot water is not available at the guest house, but solar shower bags are available for those who wish to use them. The guest house at Kasana Children's Centre has western style toilets. If you are going to the Kobwin Children's Centre or the camp, be prepared to use pit latrines.

The main campus of the Kasana Children's Centre relies primarily on a generator for power. Generator hours are about 9 am-1 pm and 7 pm-10pm. All other New Hope sites currently do not have power. Prepare yourself for much ambiance from lanterns and candles at the other sites and **do not forget to bring a flashlight**. The power that New Hope has is 220 V, so be cautious when using power outlets, as American appliances operate on 110 V. Many are dual voltage, but it is good to check before plugging in. The outlets at New Hope are standard UK type three prong outlets. It might be helpful to bring an adapter for American style plugs.

Do's and Don'ts for Kasana

Do not give anything to the children without first asking a staff member if it is o.k. Gifts can promote a beggar mentality we wish to avoid among the children. If a child asks you for something a strong “no” is imperative to the request. Things always needed and appropriate to give through a staff member are: twin bed sheets, towels (hand and bath), tooth brushes and paste, sweatshirts, rain coats, soccer balls, volleyballs, and basketballs. Sponsor gifts should be given to the child only after contacting Marion Kinghorn, the sponsorship coordinator at Kasana. She will record the gift and see that the child acknowledges it to the giver in a letter. Please do not discuss with the children the possibility of traveling to the U.S., Canada, or the U.K. They think it will happen. Traveling to see you may not be in the best interest of the child even though it is very generous on your part and you have the best of intentions.

Dress at Kasana

The average temperature is 85 degrees and moderately humid. Bring a light jacket for evenings. You should bring clothes for recreation. Dress as honoring to the Lord. It is helpful to know that Ugandans dress more formally than we do and feel very honored when we dress well according to their standards, not ours.

Women should wear dresses and skirts that cover the knees when sitting. Also, slips are a necessity!!! Tank tops (not spaghetti straps) are acceptable, however, bra straps should never be showing and necklines need to be modest. Loose trousers and long loose shorts are acceptable for sports only.

Men should wear trousers (not jeans) for church and all important occasions. Shorts and jeans are for work in construction or agriculture, teaching P.E., relaxing, and informal occasions.

We prefer your off site dress reflect the standard held while at NHU. If you are leaving New Hope very early in the morning to go directly to the airport ladies may wear trousers or capris on the bus, but if you have any planned stops in Kampala we would ask that that the ladies wear skirts or dresses and change at the airport. On safari, once you enter the park ladies may wear trousers or capris. We have found that ladies in shorts can be quite distracting for some of our drivers and we prefer they keep their eyes on the road and not on your knees.

We would ask you to be sensitive to the culture you are entering. Among Christians in Uganda smoking is not practiced and should be avoided at Kasana. The current surge in tattooing also has caused questions among the Ugandans. Although tattoos cannot be removed or always kept out of sight we suggest that you tell those that question you about them that they are a part of your life before you became a Christian and that you don't recommend it. **Men, please remove earrings while at Kasana--they are considered feminine.** The only appropriate place to wear an earring here is in the ears of females only. **We ask that all other earrings in other parts of the body be removed before you**

come. Thank you for being sensitive to these issues. Below is a quote one of our students said to a staff member about teams and how they dress. Please take this to heart and prepare accordingly.

“This afternoon a student asked me if it was true that we told the teams to wear their worst clothes here and bring only one pair of trousers and one nice outfit for church on Sunday. I said, ‘What? What makes you think that?’ She said the men always wear shorts and some of the ladies don’t dress smart (means “dress up”) at all. I explained to her that that was not the case at all and then we talked about teams that dressed badly and teams that dressed well. I explained that all teams were sent a guide about life here and told what to wear but some of them didn’t listen. She said one team was well dressed except they didn’t like one man’s shorts. I explained to her that men in America wear shorts to work in the summer, depending on the job they do and people are not going to get dressed up to do dirty work. She talked about a team where the men wore t-shirts and shorts to church and the shorts on the men were tight and they looked funny in them. She also asked me why girls on teams can wear things like tank tops with spaghetti straps with their bra straps hanging out yet I won’t let some girls in my family group wear them. She also wanted to know why girls wear shirts that are too short and their belly sticks out when they sit or stand and they are constantly pulling them down. I asked her if some kids really believe that we tell teams to bring their worst clothes and she said: ‘Yes.’”

Please remember that you are a guest in Uganda and that the Ugandans dress very formally. For example: Someone that digs a ditch will wear office style clothing to work and change once he arrives at his place of employment. He will work all day in work clothes, but bathes and changes back into dress clothes to travel home—even if they are walking! Most teams find the adult Ugandans very smartly dressed. If you have any questions please ask the team coordinator.

By filling out the skills assessment and returning it to the team coordinator in a timely fashion, you will have the chance to get feedback and have an idea of what you might be doing before you come and have a better idea of what type of clothes to bring. If you are teaching in any school men need to wear long, nice trousers, not jeans and definitely not shorts unless you are teaching PE. Men’s shirts should have collars for any school or office type work. Ladies should not wear tank tops if teaching in the schools, working in the office, or working in the clinic. Ladies cheap flip flops are not a good idea here, our roads are rocky and you will be doing a lot of walking. They are fine for the guesthouse for going from your room to the bathroom but bring a better pair of shoes than flip flops for daily activities. If you know that your team is going to be doing construction, a lot of agricultural work, or clearing land, it is a good idea to bring good work gloves.

Relationships

Young adults do not date. Teenagers do not have boyfriends/girlfriends. If you hear of such a relationship, you need to inform the family father or childcare staff immediately. It is not appropriate for team members to go someplace with a child who is a member of the opposite sex. It is also not appropriate for team

members of the opposite sex to spend all their time with a boyfriend/girlfriend on the team. The children are watching you closely and they notice EVERYTHING.

Children

Use discernment in displaying material possessions and be wary of children asking for material possessions. You will have more material possessions than they are used to. Please do not create an invitation to temptation. Do not leave money lying around, please be unobtrusive.

Please do not leave children in the guesthouse unattended. If you need to leave, they should come with you. Please be careful how much liberty you allow them in or around the guesthouse.

Children may tell you horrible things about other staff. Be careful not to believe everything you hear without talking to other staff members. Please encourage relationships between the family parents and the children at New Hope.

Children need permission to be outside family groups. You need to first seek permission from the family father before inviting a child to leave a family group for any reason. Children are expected to be in their family groups by 6:00 p.m. Please help them keep time.

If you would like a child to leave the site with you to go to places such as Kiwoko or the Kabubu market, they must have permission from their family father.

Health and Welfare

Please take the time to fill out the health record. Make sure that you bring all prescription medications with you and do not assume that your form of prescription medication will be readily available. We suggest that you check with your health insurance to make sure that you are covered while you are here. If you are not feeling well please do not keep quiet, but let your team leader know. Jet lag plus the heat during our dry season do add stress to your body. Please be aware of this and listen to what your body is telling you.

Snakes, Snails, and Puppy dog Tails

It is best to stay on paths; most snakes in Uganda are poisonous but we have not lost a staff or student to a bite.

Please do not touch fuzzy caterpillars. The hair on them will stick in your skin and is very irritating and painful.

Do not try to pet stray dogs or other animals.

Time Zones

Uganda is 3 hours ahead of Greenwich time, 8 hours ahead of Eastern time, 9 hours ahead of Central time, 10 hours ahead of Mountain time, and 11 hours ahead of Pacific time. Please note; these times do not include Day Light Savings time. Uganda does not practice Day Light Savings time.

Seasons

The dry season is typically from December through February and July – mid August. The wet season is typically from March through June and mid-September through November. It does not rain all day every day during the wet season.

Finances

The daily room rate at the guest house is \$15 per person, per day. That includes room/board/laundry. The additional visitor's rooms are \$18 per day per person. Pick up and return to the airport is **approximately \$45** a person. Usually the smaller a team is the higher the transport costs are. Your team is charged the actual cost for transport so the amount will vary. The team coordinator needs to know the number of people on your team and how much luggage you are bringing before telling you the exact price per person. Once the team is finalized and we know if you will be going on safari, you will be told the amount the team will owe. All funds for teams coming from the USA need to be sent to the South Dakota office at **least 6 weeks** before the team is to arrive so that Kasana can buy the food to feed the team.

For Teams coming from the US

checks should be made out to
New Hope Uganda Ministries
PO Box 154
Belle Fourche, SD 57717

For teams coming from the UK

payment should be sent to
Church Relief International
Clarendon House
9-11 Church St.
Basingstoke, Hants UK RG21 7QG
When sending payment ask Graham
Sherwood to notify the manager at
New Hope that CRI has received the
funds for your team.

If payment is not received six weeks prior to the arrival of your team your reservations are unconfirmed until the team coordinator receives notification of your payment.

Please do not send payment for room and board individually. Collect them as a team and send one check. The team leader should be responsible for keeping track of each team member's money, not the NHUM office.

Last but not least, be prepared for cold showers!

For any further questions continue to contact:

Nancy Kirsch
Team Coordinator
teams@newhopeuganda.org

You may also contact:

Gary Wood
North American Director

nhuwood@msn.com
1-800-611-6486

Health Record

Team Member's Name: _____

Are there any medical conditions that the nurse and your team leader need to be aware of? (i.e. diabetes, heart problems, asthma, epilepsy, etc.)

Allergies: (i.e. medications, bee stings, food, other) please list.

Release of Responsibility

- 1) Release of Responsibility: In consideration of the opportunity to serve as a team member and visitor at New Hope Uganda, I will not hold New Hope Uganda, its directors, employees, or agents responsible or legally liable for any injuries to the person or property or the results thereof, incurred and suffered as a result of my participation in any of the activities or programs at any of New Hope Uganda's ministry locations.
- 2) Furthermore I give up any and all rights I, my heirs or assigns, might have under Ugandan, USA or British law to file a lawsuit or seek reimbursement through international arbitration for any injuries, physical or emotional, or for any lost or damaged property.
- 3) I, myself, have read and understood the team information provided by New Hope Uganda.
- 4) I understand that it is my responsibility to make sure that I have adequate medical insurance while I am serving at New Hope and to make sure my plan will cover any health issues that may arise while I am in Uganda.

Team Member Signature
(Required): _____

Date: _____