



NEWHOPEUGANDA



Team Travel Packet

Webale nnyo! Thank you so much for partnering with New Hope Uganda in bringing the Fatherhood of God to the fatherless! We pray your time serving alongside us will draw you close to the Lord and His heart for the fatherless. Included in this packet will be the answers to many questions you are likely asking along with some you haven't even thought to ask. But we know, too, that each team is unique in skills, calling and needs, so please reach out to us with additional questions you may have. Upon your arrival in Uganda, you will be given an extensive tour and orientation.

Included here, you will find some information of the following:

- New Hope and Ugandan culture
- recommended reading
- relationships
- seasons and climate
- dress
- immunization and malaria
- embassy registration, passport and visa info
- travel and luggage info
- arrival and customs info
- spending money
- communications and technology
- water and power
- guesthouse info

A Little Ugandan Trivia & Culture:

- Winston Churchill dubbed Uganda the “Pearl of Africa.” You will understand why when you see its beauty and meet its people.
- Uganda has been independent of British Colonial rule since October 9, 1962. There are still many remaining influences, especially in government and English language.
- Uganda is about the same size as Michigan, size wise, but the population is 4x greater!
- About 80% of the population lives in villages outside of Kampala, and about 50% of the population is under the age of 15. Uganda is the “youngest” country in the world.
- Coffee is Uganda’s largest export, though you will notice Ugandans drinking far more tea than coffee.
- Uganda is in the Northern AND Southern Hemispheres. The equator runs right through it.
- Uganda borders 5 countries and Lake Victoria: South Sudan, Kenya, Tanzania, Rwanda and Democratic Republic of Congo.
- Uganda’s President is Yoweri Museveni. He just won election for a fifth term, has been serving for over 30 years and is one of Africa’s longest tenured leaders.

Uganda is a nation of very hospitable and welcoming people. Community and relationships are very important, and this is in stark contrast to the independent nature of most westerners. Because of this, and for myriad other reasons, almost everything takes much longer than it would in the west. It is not uncommon to stop and greet or talk to seemingly every person you pass. Embrace this! It is the way to win the hearts of most Ugandans.

Greeting are VERY important in Uganda. It is good to shake hands (you’ll learn the local shake) with everyone you are introduced to and to greet using good morning, good afternoon or good evening. You will regularly hear, “How are you?” The cultural response is, “I am fine.” It is more of a greeting than an authentic question. Please take your time when greeting. Ugandans will be gracious with you as you make mistakes, though.

It is important that our teams arrive with **learners’ hearts**. Ugandan culture is very different than cultures of the west. It is imperative that teams do not approach Uganda with an attitude of superiority. The west is not superior in many ways and we need to respect the good and differences of each culture. We are looking for partnership and one great way to do this is to invest in the culture you are here to serve.

New Hope Uganda Culture:

New Hope Uganda's ministry sites are friendly places like the rest of Uganda. We, however, are surrounded in our ministries by poverty and the fatherless. We work really hard to relate to those we serve in very intentional ways to help aid in their healing and transformation. In light of this, we ask that you please do NOT give ANYTHING to a child without first asking a family parent or relevant staff member. Gifts can promote a beggar or dependence mentality that we want to avoid. It is also important that teams do not undermine the plans or means of a staff parent.

Do NOT discuss adoption or the possibility of a child coming to visit you in your home country. Even with good intentions, many will believe this can actually happen. There are more reasons that can be listed why this cannot happen for most of our children.

Use conservative discernment in displaying material possessions, and be wary of children asking for them. A strong "No" is imperative to any requests. Be cautious that you do not create an invitation for temptation.

(Almost) Required Reading:

- newhopeuganda.org
- lonelyplanet.com/uganda
- The Long Road to Hope by Jennie Dangers

This is the history and story of New Hope Uganda up until about 2006. It can be purchased by contacting the US office at office@nhum.org

- Uganda - Culture Smart!: The Essential Guide to Customs & Culture by Ian Clarke

The title tells it all. The author, a Ugandan elected official from Ireland, had a hand in the beginning of New Hope Uganda and began Kiwoko Hospital that we partner with. Available at amazon.com

- When Helping Hurts by Brian Fikkert and Steve Corbett

This is an essential look at missions and poverty alleviation that doesn't create the hurtful attitude of dependency in those being served. This describes our heart in helping. Available at amazon.com

- In Pursuit of Orphan Excellence by Philip Darke and Keith McFarland

This is co-written by New Hope Uganda's director of New Hope Institute of Childcare and Family. It is an excellent look at best practices in community and family-based orphan care. Available at amazon.com

Relationships:

To Ugandans, relationship demands are more important than task-driven ones. Be aware that keeping time is not always a top priority. By practicing grace, we can bridge that gap to avoid cultural confrontations.

Married couples are encouraged to explain to our children the importance of counsel and God-centered unity in your relationship.

Young adults in New Hope Uganda's ministries do not date, and they follow a Christian and cultural expectation for courtship. Opposite sex relationships are viewed very differently between western and Ugandan culture. If you are in a dating relationship, please gently express that you are courting if there is intent to be married.

If there are unmarried couples on your team, we request that you do not allow them to spend exclusive time together. It is considered inappropriate for two persons of the opposite sex to go somewhere together alone. To Ugandans, this is interpreted as going to do evil. If you need to go somewhere, it is best to go in groups of three or more. Remember, the children are watching you closely. All children are excellent observers and often terrible interpreters!

Seasons & Climate:

Uganda is often more comfortable than you might expect. It is hot but not stifling all year round. However, it is not out of the ordinary to find westerners either enjoying the beautiful weather or sweating out some hot days during dry season while Ugandans are dressed like they are about to hit the slopes. It's all about perspective. You can expect an average high temperature of around 80-85°F with moderate humidity. Here is a general breakdown of what you might expect throughout the year.

December - February is the hot dry season.

March begins intermittent rains. Spring-like conditions are moderated by cool nights.

April - May is the heavier rainy season.

June - October is the cooler dry season.

November begins the short rains.

Dress:

For travel, dress however you are comfortable. In your carry-on, make sure you have something to change into that will be appropriate at New Hope Uganda. For ladies, this means wearing a knee-length or longer skirt or a wrap that covers your knees while sitting. Changing on the airplane is easiest.

Dress is important in Ugandan culture. It is actually appreciated for team members to dress nicely. Once you arrive, please be mindful that modesty is of high priority, even in hot weather.

• Women:

- You are welcome to wear make-up as you would as part of a normal routine.
- You are welcome to wear jewelry as you would as part of a normal routine.
- Always wears a dress or skirt that covers your knees when sitting.
- Tank tops with modest necklines are acceptable (no spaghetti straps). Bra straps may not be exposed.
- Slips are necessary for skirts that are even slightly transparent.
- Loose trousers or long shorts are acceptable for sports only.
- Trousers are acceptable in Kampala, and may be considered during days that you will not be at a New Hope location in the rural areas of Uganda.
- Light jackets are good for cooler evenings.
- Pack the following footwear: dress shoes, shower shoes, work shoes, athletic shoes, shoes for walking on rocky paths (feel free to double up!)
- If on safari or in a hotel, modest shorts and swimsuits are acceptable.

• Men:

- All piercings need to be removed or a clear spacer used.
- Bracelets should be removed.
- Work dress: Long shorts or jeans are acceptable for construction, agriculture, athletics.
- After work: Long shorts or jeans are acceptable.
- Sunday dress: Trousers or clean jeans are acceptable with a collared shirt.
- Light jackets are good for cooler evenings.
- Pack the following footwear: dress shoes, shower shoes, work shoes, athletic shoes, shoes for walking on rocky paths (feel free to double up!).
- Pack swimming shorts if you plan to swim in the lake while visiting Musana Camps, and consider wearing some kind of shirt for swimming.
- If on safari or in a hotel, please keep clothing choices modest.
- Be sure none of your clothes include inappropriate words or logos.

What Else to Pack:

- Sunscreen
- Hand Sanitizer
- Wash Cloth
- Bible
- Cash
- Passport (plus 3 copies)
- Immunization Card
- Anti-Malaria Medication
- Other Medication (consider Dramamine for nausea and Cipro for travelers' diarrhea)
- Feminine Products
- Journal
- Camera
- Water Bottle
- Power Adapters and Converters
- Sunglasses
- Hat
- NO HAIR DRIERS!

Items to Bring for Ministry Use:

Depending on the purpose of your trip, below are some suggested items to bring to donate to New Hope Uganda:

- Rubbermaid (or similar) tubs
- Twin bed sheets
- Bath and hand towels
- light sweatshirts
- light rain coats
- deflated soccer balls and basketballs

A more detailed and up-to-date list may be found at newhopeuganda.org or by request from the New Hope Uganda Teams Coordinator.

Remember, DO NOT give anything to a child without first getting permission from a family parent or New Hope Uganda staff. Sponsorship gifts may only be given after contacting our sponsorship office.

Prior to traveling, please send a detailed inventory of anything you are bringing for ministry use. We do not need an inventory of your personal items. This helps us stay organized.

Immunizations & Health:

It is essential that team members begin receiving necessary immunizations no later than 2 months prior to traveling to Uganda. Please visit cdc.gov to check for recommended vaccinations. **Currently, a yellow fever vaccine is required, and the CDC may also recommend the following:**

- hepatitis A & B
- typhoid
- tetanus update
- Cipro (for travelers' diarrhea)

New Hope Uganda is not responsible for personal decisions made regarding immunizations and medication. Please consult with your physician and make the best decisions based on your personal comfort level.

Malaria is a common mosquito-borne illness that is common in Uganda. While it can cause fever and discomfort, it is also very treatable and preventable. Anti-malaria medication is recommended. Please consult with your physician about which one is right for you. Some require administration a few weeks before travel. Malaria can also be prevented in part by shielding yourself from mosquitos. Be prepared to cover exposed skin, especially from dusk to dawn, carry mosquito repellent, and sleep under a net (provided).

The cost of each of these medications is the responsibility of the team member or otherwise if determined by your team leader. These costs are not figured into the price of your trip by New Hope Uganda and should be considered personal and additional.

Embassy Registration, Passport & Visa:

Prior to your arrival in Uganda, please register individually with your home country's embassy. It is voluntary and free. It will be beneficial for your security in case of emergency while visiting Uganda.

Americans can begin at travelregistration.state.gov

UK travelers can begin at www.britain.or.ug

Your passport must be current for a minimum of 6 months PAST the time you travel to Uganda. Make 3 color copies in addition to the original. Keep the original on you at all times while traveling. Leave 1 copy at home. Travel with 1 copy separate from the original. Give 1 copy to your team leader.

Visa's – The process has changed and you must register and pay on line to enter Uganda. The website is **www.immigration.go.ug**. Please use our e- Visa permit number - 1346990055 were applicable. Carry this number with you in your passport for use. Have your confirmation payment and confirmation visa with you at point of entry.

Travel, Luggage, Immigration & Customs Info:

Different routes to Uganda at different times of year are most economical. Often teams will travel through Amsterdam, Brussels, Dubai or Istanbul to reach Entebbe, Uganda. An experienced travel agent can be very helpful, especially if your team encounters delays or cancellations. We have had good experiences with:

Email : cathy@coolconceptstravel.com (Cathy Laurenti)
www.adoptionairfare.com (Tabitha Lovell)

Teams should arrive at their departure airport 2-3 hours early. Know where your passport is at all times! It is recommended that team members pack their carryon luggage with necessities in the event checked luggage is lost.

Before each team's departure, inventory and number each bag. It will make for easier collection when you arrive.

Be sure to keep luggage tags from your airline handy. You may need them to leave Entebbe with your luggage.

Tie a bright piece of string or yarn on each piece of luggage to help identify it. Baggage collection at Entebbe can be chaotic at times.

Usually on the plane you will have an opportunity to fill out your landing/arrival card. If not, do so while you wait in line for your visa. The address to use for your landing card is: New Hope Uganda, PO Box 16, Luweero, Uganda. You will hand this card to an immigration officer who you purchase your visa.

Once you arrive, follow signs to obtain your visa. Double check to make sure the immigration officer stamps your passport. Proceed to the baggage carousel. If you have lost luggage, go to the ENHASS desk, show your luggage tags, and provide the following contact: Joanna Bakimi 0754 871 422.

You MAY be asked to pass through a Customs booth after getting your luggage. If so, please be courteous and patient. Do not volunteer any information you are not asked for. For example, if a Customs agent ask you if you have anything declare, you can ask, 'Like what?' Then answer the questions honestly. You can say you are in the country to do mission work with New Hope Uganda. **DO NOT SAY YOU ARE GOING TO AN ORPHANAGE.** New Hope Uganda is registered as a Children's Centre. These distinction are important in Uganda.

Should you encounter any problems, ask to be permitted to see someone waiting for you from the New Hope Uganda staff.

This process is usually smooth and may feel very informal compared to western travel.

Arrival Info:

After you have passed through these procedures at Entebbe International Airport, a New Hope Uganda representative will be there to meet you at the Arrivals door. Travel and traffic within Uganda can be highly unpredictable, so in the event no one is there to receive you within two hours after landing, you can assume there has been a delay. If this happens, call your guesthouse in Entebbe and ask for a shuttle. Please do not leave the airport with anyone other than a New Hope Uganda representative or your guesthouse driver. You will have complete guesthouse info for your team before you travel.

Spending Money:

Uganda is a cash-based country using Uganda Shillings (UGX). UGX can be obtained through ATMs or at a Foreign Exchange Bureau (ForEx) in Kampala.

Visa Bank Debit Cards are accepted at ATMs for currency withdrawal. Visa credit cards can be used in limited ATMs and can be used for some shopping in Kampala. Please check your card for foreign transaction fees prior to using them to avoid unforeseen charges. Please inform your card companies of your travel plans, but expect to use cash for purchases in Uganda.

American Teams: The US Dollar is accepted at ForEx Bureaus for exchange. You will get the best exchange rate for 50's or 100's in uncirculated condition. Bills must be 2006 or newer.

UK Teams: The Great Britain Pound is accepted at ForEx bureaus for exchange. You will get the best rate for high denominations in uncirculated condition.

The UGX exchange rates change. Check current rates shortly before travel. You can do it with a quick google search.

Communication & Technology:

Internet Access is available at the Kasana guesthouse for a fee. Please speak to the Teams Coordinator to gain access.

Internet Access can be made available over 3G and 4G mobile networks at both Kobwin and Musana Camps. Consider options for this with your Teams Coordinator prior to arriving, as the status of those networks and availability are constantly changing

To contact the NHU Teams Coordinator before arrival or from the airport the numbers are:

From within Uganda: 0754 871 422

From outside of Uganda: 256 754 871 422

Entebbe Guesthouse – from within Uganda: 0777 086 977

Entebbe Sunset Guesthouse – from within Uganda: 0776 323 501

Water & Power:

- Drink only boiled, filtered or bottled water. Filtered water is available for our visiting teams.
- Hot water is **not** available for showering at Kasana or Kobwin, or in the group units at Musana Camps. Speak to the Teams Coordinator to arrange for solar water bags if desired. Hot water **is** available at the guesthouse at Musana Camps.
- Our Guesthouse has western-style toilets.
- Power is intermittent all over Uganda. Please be patient when the power goes out.
- Electricity in Uganda is 220V. Please check to see if your electronics have a converter adaptable to that voltage. Please bring outlet adapters for your electronics. (ONLY PHONE AND LAPTOP CHARGERS ALLOWED!) If you need an electronic for health purposes or otherwise please let the Team coordinator know before you arrive.
- NO HAIR DRIERS! NO ELECTRIC KETTLES!
- Water can be scarce at times. When showering, please rinse, turn water off, soap up, then rinse off quickly. There can be water shortages at certain times of the year.

New Hope Guesthouses:

Our **Kasana** guesthouse can serve you well. We have a full kitchen staff, laundry service and room to house up to 25 people. We have both shared bathrooms and 2 self-contained units. We provide towels for showers.

Our kitchen at **Musana** can serve you well. We have a full kitchen staff, laundry service done by hand, and room to house up to 130 people (Guesthouse sleeps 10 comfortably). We have group showers and toilets in the cabins and tents, while the guesthouse has en-suite, American style amenities and bathrooms. We provide mattresses and sheets in all accommodation, but please bring your own towel for cabin or tent accommodations.

Kobwin guesthouse houses 10 people comfortably. We provide towels and sheets.

We serve western-style food with a Uganda flare and also several authentic Uganda meals.

If there are team members with allergies, gluten intolerance, any other food conditions or health issues please tell the NHU Teams Coordinator at least one month prior to arrival.

Thanks for reading through this. We hope we were able to answer a lot of your questions, but if you have additional ones, please contact Joanna Bakimi (Teams Coordinator) at teams@newhopeuganda.org or our US office at office@nhum.org and UK office at newhopeugandauk@gmail.com

We look forward to serving with you! Thanks for your sacrifice and partnership.