



VOLUNTEER/INTERN INFORMATION PACK 2024



Dear **Volunteer/ Intern,**

Welcome to Eternal Life Organization International Ministries (ELOIM) Uganda. As a charity organization, ELOIM is highly dependent on the efforts of volunteers and well-wishers. Therefore, we are most grateful that you have decided to put your time, skills and dedication to significantly enrich ELOIM efforts in bringing positive change to the communities we serve. Your Commitment is truly appreciated.

As our obligation to them and to you, we have prepared this **Volunteer/Intern Welcome Pack** to make your stay memorable and pleasant as possible. In here, you'll find information to help prepare you for your adventure as well as practical information for your stay at ELOI House. **In case this is not the first time you are volunteering with us, welcome back!**

We at ELOIM do our best to further develop and improve our set up; should you have any suggestions or advise; we are more than willing to consider them.

Have a good time!

A handwritten signature in blue ink, appearing to be 'Tendo Steven'.

Tendo Steven.

President/ Executive Director





Our Mission

“To bring dignity and hope to men, women and children in African communities through health care, education, access to justice/community re-integration, Environment & Climate Change Mitigation in Africa”

Our Objectives

Education- Fighting illiteracy, restoring self-esteem and equipping people in marginalized communities with informal and formal education through vocational, creative training.

Healthcare - Providing preventative, curative and palliative healthcare to disadvantaged communities from birth to death.

Justice/ Community Re-integration - Availing legal assistance to people in our communities through lawyers and the judiciary equipping them with legal knowledge as well as providing legal and paralegal services.

-Breaking the cycle of crime, continuing rehabilitation and reintegration and giving hope and dignity to disadvantaged people & their families for both improved and harmonious living.

Environment and Climate change Mitigation- To significantly contribute to the global efforts in combatting climate change, protecting the environment, and fostering sustainable practices that promote a healthier planet for current and future generations.

For more information, you can check out our website at www.eloiministries.org





Preparing for your trip to Uganda

We know there can be a lot to think about prior to travelling on any trip so we've prepared this checklist to help make things easier for you!

The timings are merely a guide on how you may effectively plan your travel, so please don't panic!

NB: The list is not exhaustive it enables you to stay organized by outlining the basics so as to prevent last minute interruptions!

When	Activity	Information
On receipt of this pack –	Visitor Info Sheet & Disclaimer	Please return the Visitor Information Sheet & Disclaimer (if not sent with application) to us at volunteer@eloiministries.org and copy in steven.tendo@eloiministries.org
12 weeks + before departure	Flight bookings & accommodation Immigration requirements	<p>ELOIM receives discounted flights with Rwanda Airways. However, if you prefer to make your own travel arrangements, please let us know as soon as possible (i.e. flight times, flight number, dates of arrival etc.)</p> <p>We also have our own lodgings at the ELOI House which may be available on booking. Our administrator in Uganda - Racheal Ssentamu info@eloiministries.org can look into these for you. Please contact us if you require accommodation at this point so we can ensure to have a room arranged for you. Please Note: Copy in steven.tendo@eloiministries.org regarding all correspondence regarding your accommodation, flights and airport transfers.</p> <p>You are obliged to ensure that you meet the relevant immigration requirements, which may include having a work permit, and that this should be clarified with the Ugandan High Commission before purchasing flights.</p> <p>Make sure that you include the dates in your VISA application so that the right number of days is processed. For example, instead of saying a two months VISA, state the dates of the visa requirement i.e. <i>01st Sept 2024 to the 30 Oct 2024.</i></p>
8 – 12 weeks prior to departure	Tour and Travel arrangements	In case you plan/wish to take a tour anywhere in Uganda as an ELOIM volunteer, we have to arrange for this in advance. Please email a readable copy of your passport & up to date passport photo to Racheal Ssentamu, on the email above.
6 – 8 weeks prior to departure	Vaccinations	<p>Prior to leaving for Uganda it is vital that you consult your GP, Nurse or Travel Clinic to check which vaccinations you need to get</p> <p>You can get some vaccinations free on the NHS – try here first as the cost can mount up!</p>



		Some vaccinations require weeks to build your immunity therefore you should get this booked ideally six weeks in advance (or a few months more if you have not been vaccinated for Hepatitis).
6 weeks prior to departure	Objectives	Please confirm the objectives and plan for your visit with your ELOIM contact
3 – 4 weeks prior to departure	Visa	<p>It is possible to buy a 3-month visa at Entebbe Airport when you land for around 50 USD; however, It would be best to have this set in advance to avoid any disruptions.</p> <p>You can do this at the Uganda High Commission on Trafalgar Square in London. Opening hours are 10.00 – 13.00 Mon – Fri (excluding UK or Ugandan bank holidays).</p> <p>OR</p> <p>The Embassy of the Republic of Uganda is located on the address below: 5911 16th Street NW, Washington, DC 20011 Phone: +1-(202) 726-7100 Fax: (202) 726-1727 Email: washington@mofa.go.ug; info@ugandaembassyus.org; ambauganda@aol.com Office Hours: Monday - Friday - 9:00am to 4:00pm (EST) Consular Hours: Monday - Friday - 9:30am to 3:00pm (EST) Normal processing time is 48 hours so you will need to visit twice. Other options include following their website for details of how to do this remotely or using a passport company that takes it for you.</p>



ELOI HOUSE ACCOMODATION RATES

STUDENTS	WORKER'S/CORPORATES	RETIREDS
<ul style="list-style-type: none"> • US\$600 (per month) • US\$150 (Per week) 	<ul style="list-style-type: none"> • US\$700 (Per month) • US \$175 (Per week) 	<ul style="list-style-type: none"> • US \$800 (Per month) • US \$200 (Per week)
<p>Group volunteers 5-20 people</p>	<p>If you wish to volunteer/ as a group, we do have the option to host and make group arrangements. Kindly inform us in advance, such that we can assist in coordinating the logistics and ensuring smooth experience for everyone involved</p>	

The above prices Include 3 meals a day, accommodation, WI-FI internet, laundry services, transport to the field projects, from the airport on arrival and back to the airport on departure.

ELOIM can share an invoice with you for the above such that you can process and make the necessary payments to ELOIM via bank or cheque.

Confirm receipt of payment by emailing steven.tendo@eloiministries.org

Fundraising

1. Thinking of Visiting Uganda, but need to fundraise so as to make it happen?
2. OR passionate about contributing towards ELOIM through a fundraising initiative,

We are here for you!

We can provide you with the necessary information that entails detailed insight into the needs of the communities, provide support through essential materials and resources that help streamline the fundraising campaign like customized flyers, our info and logo in case you need to design your own message for a fundraiser.

Your dedication to fundraising not only raises vital funds but also spreads awareness about the causes we champion.

If you are interested in this option, Kindly contact us through volunteer@eloiministries.org such that we make the necessary arrangements to ensure you receive the support needed to make the intended impact for our communities as well as making your fundraiser a success.



ELOIM MINISTRIES & ELOI HOUSE





- For those staying in **ELOIM Houses**, the residence has simple facilities in the form of two twin, one single, and a dormitory style room, a shower, dining room, a large quiet and comfortable living/ TV/ Board room and three balconies with a view that unveils the vibrant pulse of the city by day that transforms into a mesmerizing sight as the lights twinkle like stars in the night.
- ELOI house has **wireless internet**, a reading area which you may use, and **IT center** (in case you don't have a laptop), **mosquito nets**, fans, ample **storage** in the rooms and a work desk.
- Our friendly **housekeeping** staff will keep your room clean and laundry.
- Please give any **valuables** to (Admin) to store for safe keeping.
- Premises are under **24/7 CCTV** camera surveillance to foster safety.

For your safety, if you desire to venture outside the ELOI House premises, this should be done in the company of one of our staff to ensure proper accountability and safety.

NB: Please be advised that the houses are strictly non-smoking areas though one one who wishes to have a smoke is welcome to do so at the balconies or any outdoor areas.





Additional Information

Ad hoc before departure	Buying key items	<p>The following may be useful for your trip:</p> <ul style="list-style-type: none"> • Umbrella • lightweight raincoat • proper shoes (for the rainy season) • Insect Repellant • suit & shirts / ties to last your stay • A torch • surge protector (Uganda uses British sockets however; electricity flow may vary) • ear plugs (sometimes the dogs bark early!) • For the ladies an addition of a dress or smart casual outfit. In most cases people do get the out in the evening to socialize. 	
	Buying Currency	<p style="text-align: center;">Uganda's currency is Shillings (UGX) \$1 = 3,823.38 UGX</p> <p>Note that airport bureaus rarely keep UGX so it's best to organize these in advance. Entebbe airport has a cash point and there are banks in Kampala including ABSA Bank however they may only allow certain brand bank cards.</p>	
s	Making calls	<p>The country code for Uganda is +256 or 000 256.</p> <ul style="list-style-type: none"> • You can carry your own phone as long as it is unlocked to work on any network. • However, we have two mobile phones at the ELOIM offices that you can use to make calls, both local and international <p>Simply load airtime with the help of the administrator and you will be able to make calls anywhere you want.</p>	



Upon arrival

At Entebbe International Airport

In much the same way as any airport be prepared to queue for some time to pass through passport control. It's worth being last on to the transporting bus from the plane to be first off at the doors to the airport!

Your luggage will arrive on the baggage carousel where there are trolleys available. A small shop is also located here. You'll then enter the arrivals hall which is minutes from the car park.

If your flight arrives or departs after dark it is worth having mosquito spray in hand – the airport is on the side of Lake Victoria and attracts a bit of insects!

Local tips!

Greeting people – Ugandan's like to take their time with greetings. Don't be surprised when shaking their hand if they hold it for a length of time (even if both are men) – this is perfectly normal and can look rude if you pull your hand away quickly.

Be prepared to be asked how you are and several other polite questions – it is normal to reciprocate these. Ask questions such as:

- How are you?
- How is your day?
- How is your family?

Transport – Local transport in Kampala can be differentiated into three categories:

- **Boda boda (safe boda, uber boda)** – These are small motorbikes for one or two passengers. Helmets should always be worn! These are a quick way of getting about but account for many hospital cases and riders are known to be reckless as they duck between cars at speed. Ask the rider to drive safely and agree a price before you set off. The office team can advise you of what price seems reasonable. We advise to avoid them as much as possible unless it's really inevitable.
- **Matatu** – mini bus for 18 passengers. Just halt them on the side of the road. They are cheap (under 6000 UGX) and bring you conveniently into Kampala City Centre and other destinations. Just try them to get the experience of public transport in Kampala! However, we advise company of one of our local staff.
- **Special Hire** – our administrator can arrange a taxi for you. Negotiate a price in advance. Be careful when travelling after dark – a special hire is the best option or our (ELOIM) vans but at a cost (300,000 UGX).



ELOIM House weekday routine

7:30 AM	08:00 AM	08:20 AM	08:45 AM	01:00 - 01:30 PM	05:00PM	07:00 PM
Joint breakfast in the dining room for all residents	Optional Morning Devotion	Monday morning meetings	Start of working day	Lunch time	End of working day	Joint evening meal for all residents
Inform housekeeping staff a day prior if you won't require a day's meals	It's a great time to sit, reflect and hear about each other's thoughts. Experience the ELOIM family feeling!	All staff and volunteers are expected to be present for a briefing to review previous week's achievements and new week work plans.	Everyone is expected to head to their duty station and carry on with the assigned activities	Lunch arrangements can be provided however need to agree in advance.		Please inform the housekeeping staff in the evening if you do not require breakfast or tea (including wake up) in the morning.

Weekends - Wind downtime!

Discover the vibrant side of Uganda during weekends with optional extra-cost lineup of activities. Whether it's exploring local markets, game drives in national parks, or savoring unique cuisine. These activities offer a chance to immerse oneself in the cultural of the Pearl of Africa, above all create unforgettable moments beyond volunteering.

Details about additional costs can be provided upon request.





Working in the ELOIM Office

- **Office facilities** – We will do our utmost to provide the facilities you need to carry out your work for ELOIM.
- We have office PCs with internet access though if you have a **laptop** then please consider bringing it with you. This will also help with the regular power cuts as you won't be reliant on the PCs! We have **wireless** so it's easy to connect to the internet.
- Limited printing & copying facilities are available so please use them sparingly.
- We have an office **phone line** for our operational activities. As we keep track of our costs – please log any calls in the appropriate place.
- You will also be able to communicate via **Skype, Zoom, Teams, Etc.** if you need to.

http://en.wikipedia.org/wiki/Ugandan_English

General Dress Code

- **Male Business Dress** – Jacket with matching trousers, formal suit, formal shirt and tie.
- **Female Business Dress** – Blouse (matching jacket optional), matching skirt at least knee length or a matching pair of trousers.
- **In ELOIM Office-** Business Dress for men (Jacket & tie optional) and women.
- **If meeting external contacts** – Business Dress for men (including jacket and tie) and women. Identify yourself with an ELOIM badge or pin.
- **Visiting Communities**– As for external contacts or wear an ELOIM Polo T-Shirt.

Please now complete the final page and email it back to volunteer@eloiministries.org or info@eloiministries.org. This will be sent on to the appropriate person who will contact you prior to your visit to firm up your objectives.

If you have any feedback or would like to ask further questions; please contact any of the ELOIM Team Members.

We hope that you have found this Welcome Pack useful!



Visitor Information Sheet

Name	
Contact Address	
Tel. No	
Email Address	
Date arriving	
Date departing	
Will you be obtaining a visa in advance and need an authority letter?	
Do you have any special meal requirements?	
Is accommodation at ELOI House required?	
What are the key objectives for your visit?	
Have these been agreed with your ELOIM contact?	
Will you be entering a rural community?	
Any other comments	



Please email the previous form & the Disclaimer as soon as possible to volunteer@eloiministries.org or info@eloiministries.org so as to make timely arrangements that will make your travel and visit as smooth as possible!

<i>Disclaimer</i>	
By submitting this application form I hereby declare that I understand and accept the following:	
<i>Please tick ✓ each box to confirm you understand & agree</i>	
	I am required to have a general understanding of criminal justice issues and particularly the issues associated with working in a rural poverty-stricken environment.
	I am aware of and do consider the risks that come with working in a rural environment.
	I am obliged to respect the local Authorities at all times.
	I take responsibility for and indemnify ELOIM from responsibility for personal injury or death.
	I am aware that no employer/employee relationship exists between me (and any other member of this research) and ELOIM.
	I declare that I have a valid health and all - risk personal insurance policy for the full duration of the research/ volunteering and will provide evidence that I have a valid and comprehensive health and personal risk insurance to cover the duration of the research/ volunteer placement.
	I am aware that I must present the above policy to our administrator before starting my relationship with ELOIM.
	I am aware that all aspects of ELOIM's activity must be approved by the ELOIM Management and any other relevant authority, in advance and for this I will provide any information, personal / institutional, required by the ELOIM mgt in order to assist in approving this research or volunteer activities.
	I am aware that ELOIM has no responsibility for this provided information of any kind and I am aware that the ELOIM MGT can make use of this information as needed.
	I am aware that ELOIM takes no responsibility for meeting any immigration requirements, these lie solely with the individual/s concerned.
	I understand and accept ELOIM's code of conduct and ethics.
	I must adhere to ELOIM's dress code.
	I am aware that I am obliged to maintain the country (Uganda) laws.
	I am aware that ELOIM is not a political organization and I am obliged not to be involved in any political activity of any kind in the country at any time while I am conducting this research or volunteer placement.



	I am obliged not to write in any local newspaper or to be interviewed by any local media unless I have received a written approval from ELOIM Executive Director, and I am obliged to inform ELOIM Executive Director of any request for such interview by any media immediately.
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Date	
Signature	
Name	
Volunteer Position	

FOR MORE INFORMATION;

TEL:(+256) 200 908 342

Mobile: (+256) 750 420394

Email: volunteer@eloiministries.org or info@eloiministries.org

Address: Plot 644, Kiwatule, Nsereko Gregory Road, Kampala (UG)