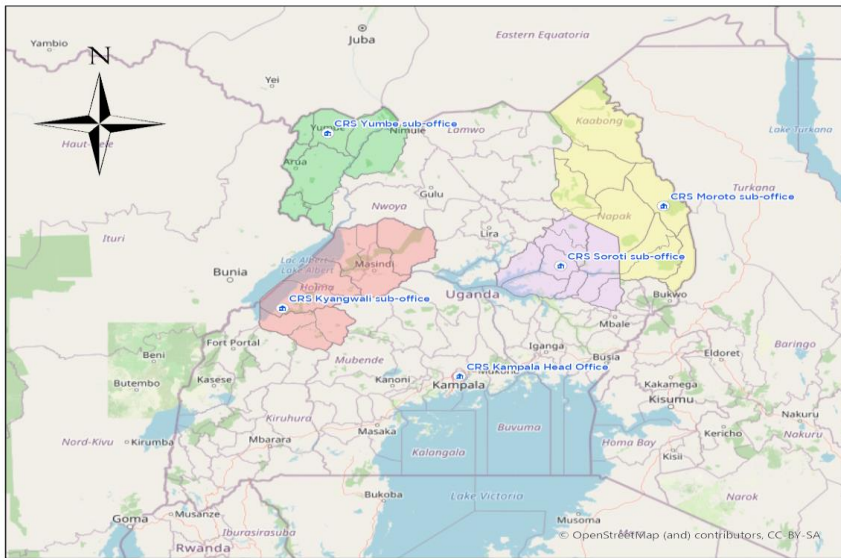
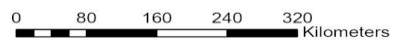


# CRS Uganda Offices Map



- Bunyoro sub-region
- Karamoja sub-region
- West Nile sub-region
- Teso sub-region
- CRS Uganda Office



## Uganda Visitor Briefing Document

February 2022

## Uganda Visitor Briefing Document

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## 1) Introduction

Welcome to CRS Uganda, This Visitor Briefing Document provides you with key information to know before traveling to our country program. Please read this document before your arrival in-country. We also highly recommend you review the CRS Uganda Field Security Plan before your arrival.

If you have any questions about the Visitor Briefing Document, reach out to The Security Focal Person- Patrick Hillary Opio

## 2) Country overview

### CRS Presence

CRS began working in Uganda in 1965 in partnership with the local Catholic Church and Caritas to reach the most vulnerable people. It operates in Western Uganda, Karamoja Region, West Nile and Bunyoro region in the refugees' hosting districts. Its programming focuses on health, including child wellbeing and national systems strengthening; agricultural livelihoods and markets; resilience and landscape restoration; emergency response and recovery; and microfinance.

### Environment

Uganda																					
Location	Uganda is in East Africa; CRS Country Office is in the Capital City Kampala near the US Embassy. Sub Offices are in Moroto, Yumbe, Kibuke Districts but CRS operates across the all country.																				
Population	Uganda's population is about 44 million, 25% of which is urban. <table border="1" data-bbox="284 1108 760 1396"> <tbody> <tr> <td>Baganda 16.9%,</td> <td>Central region</td> </tr> <tr> <td>Banyankole 9.5%,</td> <td>Western Region</td> </tr> <tr> <td>Basoga 8.4%;</td> <td>Eastern Region</td> </tr> <tr> <td>Bakiga 6.9%,</td> <td>Western Region</td> </tr> <tr> <td>Iteso 6.4%,</td> <td>Eastern Region</td> </tr> <tr> <td>Langi 6.1%;</td> <td>Northern Region</td> </tr> <tr> <td>Acholi 4.7%,</td> <td>Northern Region</td> </tr> <tr> <td>Bagisu 4.6%,</td> <td>Eastern Region</td> </tr> <tr> <td>Lugbara 4.2%;</td> <td>Northern Region</td> </tr> <tr> <td>Bunyoro 2.7%,</td> <td>Western Region</td> </tr> </tbody> </table>	Baganda 16.9%,	Central region	Banyankole 9.5%,	Western Region	Basoga 8.4%;	Eastern Region	Bakiga 6.9%,	Western Region	Iteso 6.4%,	Eastern Region	Langi 6.1%;	Northern Region	Acholi 4.7%,	Northern Region	Bagisu 4.6%,	Eastern Region	Lugbara 4.2%;	Northern Region	Bunyoro 2.7%,	Western Region
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Language(s)	The Official language is English but there are many local languages spoken across the country. Luganda being the main local language, it is spoken in the central region, in the capital city but also across many parts of the country. Kiswahili is mostly used by the armed forces but quite some large number of Uganda speak it too especially in the districts bordering other countries. Other major languages are Luo from the North, Teso from the East and Runyokole from Western Uganda																				

insert map

Currency	Uganda Shillings UGX is Uganda official currency, the exchange rates fluctuate a lot between 3,400 UGX to 3,700 UGX to one USD
Weather	Uganda boasts of a pleasant equatorial climate with mild weather throughout the year. Temperatures range between 20C and 25C (70F – 80F). Rainy season occurs primarily between March and May, and September through November, although recent climate change has made raining seasons and flooding more unpredictable. Highest temperatures are found in the western region around Lake Albert and coldest areas in the mountain ranges such as the Rwenzori. It's helpful to have raingear/ umbrella/boots (depending on the nature of your work).
Emergency services	Police: Cell: 999/112 -Toll Free: 0800909/200019 Fire: Cell: 0421222 /0714667752 Ambulance: 0792 237070/0772 751 825

Brief Risk Assessment

CRS considers Uganda to be at Level 2 security level(s)

The major risks in Uganda are listed below. For detailed analysis of these risks and how CRS mitigates them, please see the Field Security Plan.

Threat	Vulnerability	Risk Rating
Road Traffic Accidents	<b>Where:</b> Everywhere in the country especially on the major roads <b>When:</b> All the time, even when walking motorcycles can know you <b>Who's affected:</b> Everyone is affected	Medium
Street Crime, Armed Robberies and Thefts	<b>Where:</b> Majorly on the road and downtown <b>When:</b> Throughout the day <b>Who is affected:</b> Everyone is vulnerable	Low
Political, Economic & Civil Violence/Unrests/interference Political interference	<b>Where:</b> Major towns and project areas <b>When:</b> During election period or project start up <b>Who is affected:</b> Everyone is vulnerable	Low
Epidemics and outbreaks of contagious diseases. (Hep B, Cholera, Meningitis, Malaria)	<b>Where:</b> Mostly Rural areas <b>When:</b> Throughout the year <b>Who is affected:</b> Everyone is vulnerable	Medium
Petty crime eg Office and residential break-ins etc	<b>Where:</b> Every where <b>When:</b> Always but mostly at night <b>Who is affected:</b> Everyone is vulnerable	Low

### 3) Pre-departure requirements

#### CRS Travel approvals

To travel to CRS Uganda, you will need approval from Regional Director. Because of COVID 19 travel restrictions, you will need to follow the procedures stipulated in CRS Policy on Travel to High Risk Countries ([POL-HRD-TRV-0004](#)).

#### Visas & Government Registration

**Pre-departure**, travelers to Uganda may need the following types of visas. All international guests to Uganda (except citizens of East African Community and COMESA countries) will require an entry visa. (Visas available upon arrival are discussed below in **Procedures Upon Arrival**), the link provides guidance for applying for visa to enter Uganda, <http://visas.immigration.go.ug/#/apply>.

Visas will be approved within 24 hrs. from submission date. If approved, you may either pay online, or print the approval form, present it to immigration upon arrival at the airport, and pay \$50 USD for the single-entry visa (ensure you have exactly \$50 USD. Select either tourist or visitor visa.

A Letter of Invitation from CRS/Uganda will be provided upon receipt of your passport biodata page to facilitate your visa application.

NOTE: All arriving passengers are required to provide a negative COVID-19 test certificate issued no more than 72 hours before boarding the aircraft to Uganda or crossing land borders. Foreign nationals without a valid negative test certificate will be denied entry. Children aged three and under are exempt when accompanying parents arrive with a negative test certificate.

From 27 October 2021 all travelers arriving at Entebbe International Airport will be subjected to a COVID PCR test on arrival before immigration. The only exemptions are children below 6 years old and airline crew with evidence of full COVID-19 vaccinations.

You should register your details for the on-arrival PCR test in advance of your travel using the [online registration system](#). The test costs \$30, payment can be made via credit/debit card, mobile money or online at [covidpay](#).

After COVID-19 PCR test, passengers are allowed to continue to their home/hotel and wait for their test results there. Arriving tourists who test positive, but are asymptomatic or with mild symptoms, will be permitted to isolate in their hotel. Other travelers who test positive will be contacted by the Ministry of Health and taken from their home to one of the designated COVID-19 treatment facilities. Treatment in a public hospital is free of charge, if travelers opt for a private hospital they will need to pay.

Type of Traveler	Type of Visa
Visitors	Uganda Ordinary or Tourist
Volunteers/Interns/Individuals	Special Pass (Temporary work visa)
Expatriates/Fellows	Entry/Work Permit
Students	Students Pass
Dependents	Dependents Pass
Citizens	Citizenship

[insert information on pre-departure country specific government registrations, if applicable]

Departing passengers are required to present a negative COVID-19 PCR test certificate, issued no more than 72 hours before travel. The 72 hours begins on the day the sample is collected for testing. Children aged three and under are exempt when accompanying parents with a negative test certificate.

COVID-19 tests taken for the purpose of travel outside of Uganda must be paid for, even if the test is taken at a government testing center. From 23 November 2020, all COVID-19 test certificates issued in Uganda must indicate the intended purpose of the test. Only test certificates which state travel as the intended purpose will be valid for departure from Uganda. Test certificates which state contact or alert will not be valid for travel.

There are several public and private COVID-19 test centers in Uganda. For further information, please see the government [COVID-19 Response website](#).

Yellow Fever vaccination is a requirement for travel to/from Uganda. Make sure you travel with your yellow fever card and be ready to present upon arrival/departure. Consult the CDC website for any other vaccination recommendations/health updates.

#### Arranging pick-up

[Explain how country program arranges pick-up – e.g. to whom should traveler submit their flight information.]

CRS Uganda Administration department will arrange your airport transfers upon submission of your confirmed flight itineraries. The Administration Manager Rose Nanyondo will be in constant contact with you during your planned trip, she will share pre departure documents, visa requirement and work with the Fleet Officer- Richard Kawesa to arrange airport pick up and drop off into your hotel. Our contracted taxi Company (Silver Fleet) driver will meet you at the arrival lounge at the Entebbe Airport. Please look out for a driver holding a CRS placard.

Note: confirmations of the drivers name & contacts are usually provided to the arriving guests provided the travel information is communicated in time.

## 4) Procedures Upon Arrival

### Visas & Government Registration

See information above in **Pre-departure Requirements** for visas or government registrations that must be completed before arrival. The following types of visas are available **upon arrival**:

Type of Traveler	Type of Visa
Visitors	Uganda Ordinary/Tourist visa
	Transit visa
	East Africa Tourist Visa

You can apply for a visa online via [apply online for an 'e-visa'](#). You should give yourself sufficient time to apply for a visa and make sure when applying that the start date and validity covers the period you wish to travel. You can also apply for an East African Tourist Visa. This is valid for 90 days and allows multiple entry into Kenya, Rwanda and Uganda. You can apply for this visa on the ['e-visa' website](#).

For more information about entry requirements, visit the [Ugandan Directorate of Citizenship and Immigration Control website](#).

#### Airport pick up

Silver Fleet, CRS' contracted taxi company, will handle your airport pick-up and your daily commute from your hotel/CRS Office at scheduled times, mornings, and evenings. Identify the driver holding a CRS placard. If you do not see him or her, call at the number on Confirmation of Airport Transfers sent to you earlier on e-mail.

You will not need to pay Silver Fleet drivers for airport transfer services, unless communicated in advance. Drivers will present to you a Transfer Sheet for you to fill-in with the appropriate business unit (donor source/project number combination), for your travel expenses

#### Getting local currency

The Ugandan shilling is currently trading around 3,400/= to 3,700 per 1 USD. CRS Uganda will pay for hotel accommodations/transportations. If visitors wish to exchange USD for souvenir shopping, inform the CRS Administration Manager on the first day; staff will support you exchange the currency. Do not exchange USD at the airport as the rates are much lower.

#### Accommodation

CRS Uganda typically places travelers in the following accommodations.

Type	Address	Distance from CRS Office	Contact Information
Inter Service Hotel	Gogonya Road, near Joint Medical Stores, Nsambya	600mtrs	+256 393 217575/217598 Email: <a href="mailto:interservicehotel@gmail.com">interservicehotel@gmail.com</a>
Le Petit Village Hotel	Quality Hill, Gaba Road, next to American Embassy	1km	+256 393 200655 Email: <a href="mailto:reception@lepetitvillage.net">reception@lepetitvillage.net</a>
Mosa Court Apartments	Plot 15, Shimon Road, Kampala	4kms	+256 312 263 737 Email: <a href="mailto:reservations@mosacourtsuites.com">reservations@mosacourtsuites.com</a>
Fairway Hotel	Plot 3, Kafu Road, Kampala	6kms	+256 414 259571 Email: <a href="mailto:info@fairwayhotel.co.ug">info@fairwayhotel.co.ug</a>

#### Communications

CRS Uganda will not provide short term visitors with cellphones upon arrival, visitors are encouraged to use the existing cell phone and purchase sim card upon arrival at the airport when exiting terminal building will see stalls of telephone companies. Please use your passport and form provided for identification. The local cellphone networks available are MTN, Airtel being the major ones with network coverage across

the country. While there are other sim cards, we advise that you buy one of the two sim cards as these are also widely used in the Uganda Country Program for both data and voice services.

#### In-person Security Briefing

You will receive a security briefing within 24 hours of your arrival in Uganda, please ask and avail time of this briefing. The security briefing will be provided by Patrick Hillary Opio- Supply Chain Manager/ Security Focal Person for the Country Program at Kampala. If you have any security question before your briefing, please contact Patrick Hillary Opio- Supply Chain Manager/ Security Focal Person.

### 5) Things to Know while in Country

#### Customs and Cultural Norms

Ugandans are friendly, open-minded people who easily accept foreigners. Men and women greet each other by shaking hands. Both men and women dress conservatively. Many men commonly wearing neckties during business hours (however, not CRS). For evenings/weekends, casual wear (including jeans) is acceptable.

#### Curfews/Movement Restrictions

Please reference to the Uganda Field Security Plan for general information on curfews and movement restrictions. Finally, after almost 2 years of COVID19 lock down/restrictions, the government have lifted the curfews and open the economy. The following restrictions apply specifically to visitors. Visitors are restricted from moving at night alone and going to the crowded part of the city even during the day as often the rate of crime is much higher and adherence to COVID 19 SoPs is very low in those areas. The Uganda Country Program does not allow driving after dark on the highway/roads and all CRS vehicles must be parked by 21:00hrs.

#### Travel Rules

When traveling in-country, you must follow the travel and movement procedures detailed in the [Field Security Plan](#). Before beginning any in-country travel, review these procedures. They include information on restricted areas, curfew, travel authorization, pre-departure procedures, route verification, checkpoint procedures, convoy procedures.

There are some travel and movement procedures especially important to know before arriving in Uganda, The Country Program has a travel SOPs that we follow very strictly and will be shared with you upon arrival in country. Important to note that we do not drive on the major routes after dark this is to avoid risk of accidents, there are specific travel timing for each location the country, only the CR or designated is allowed to provide clearance for any travel outside the SoP.

You should always keep [your passport OR a copy of your passport, identification document with](#) you always, including during travel.

#### Communication Rules

Commented [PA1]: Insert hyperlink to your country security page on myCRS



[This section will be very country specific. It should list things such as how and how often the CP requires travelers to check in, where certain types of communications can and can't be used, and any sensitive information and how such information should be communicated.]

#### Incident Reporting

There are two types of incident reporting – immediate and written. If an incident occurs, you should give an immediate incident report to **Country Representative** at the number listed in the Constant Companion. as soon as it is safe to do so. Your immediate incident report should cover the following:

Who?	Who is giving the report? Who was affected?
What?	What happened?
When?	When did the incident occur?
Where?	Where did the incident occur? Where are you now?
What next?	What actions have you already taken? What actions will you take next? What actions do you want the CP to take?
How?	How can the CP contact you going forward?

Once the incident has been resolved, you may need to submit a written report. Follow the guidelines provided in the Field Security Plan.

#### Medical Facilities

CRS Uganda recommends the following Medical Facilities. Contact the Human Resource Manager for further information.

Medical Facilities				
Facility Name	Facility Type	Services	Address	Contact
The Surgery Hospital	Hospital	Medical Services	42 Naggulu Drive, Naguru Kampala - Uganda	+256 312 256 001/2/3, +256 772 756 003
International Hospital Kampala	Hospital	Medical Services	Plot 4686 Barnabas Road Namwungo, Kampala	+256 312 200 400 +256 771 801 902
St. Francis Hospital - Nsambya	Hospital	Medical Services	Nsambya Road Nsambya Hill, Box 7146 Nsambya Road, Kampala	+256 772 200 400 +256 414 267 012/3 +256 782 932 668 +256 712 267 339

#### Social Facilities

List areas or neighborhoods where it is generally safe for travelers to go for food or leisure. If there are areas where travelers commonly ask to go but should not go due to security risks, state them here.]

#### RESTAURANTS

WITHIN WALKING DISTANCE OF CRS OFFICE/INTERSERVICE HOTEL (NSAMBYA):

- ☑ **La Chateau Brasserie** by Petit Village: French, Belgian, European (coffee, bagels, quiches, sandwiches, salads, burgers)
- ☑ **Mean Grills**: Bagel sandwiches, wraps, salads.
- ☑ **Jumia Food App** is an alternative delivery service that many local restaurants/types of food are

available on. Payment can be made with card, mobile money or in cash.

☒ **Matooke Restaurant** is a venue many of Ugandan staff frequent for lunch. Typical plates are between 6,000 -20,000 UGX.

#### WITHIN WALKING DISTANCE OF CRS GUEST HOUSE/MUYENGA

☒ **The Little Donkey (Mexican)**: Oversized burritos, nachos and margaritas.

☒ **Palm Pizza**: Best pizza in Kampala. Get the veggie with extra garlic. Be prepared to wait one hour. They aren't on Jumia, but oh-so-worth-it!

☒ **Ponnus**: Indian, Middle Eastern, Mediterranean, pizza.

☒ **Fuego**: Eritrean/pizza, occasional live music and outdoor seating.

☒ **Endiro Coffee**: Coffee, drinks, smoothies, breakfast options, salads, wraps, sandwiches, strong Internet (get a Roke card: 1,500 UGX/device/day).

☒ **Yamasen**: Japanese. Next to Endiro.

☒ **Big Kafunda**: A 10-minute Uber ride away. Big Kafunda is a restaurant/bar with a nice outdoor space, lively music on the weekends and quality barbecue. Try their grilled, stuffed avocado.

#### FOOD SHOPPING

☒ **Embassy Supermarket**: Close to office and Interservice.

☒ **The Pantry**: Located by Bistro/Petit Village. Great selection of wine/cheese, high-quality artisanal goods.

☒ **Game Shopping Center Lugogo**: Hardware, home furnishings, electronics, sporting goods (in addition to food items).

☒ **Prunes**: Farmers Market (organic kale, cacao nibs, homemade hummus, Greek yogurt, etc), Saturday AM opening on Saturday mornings.

☒ **Nakasero Market**: Large fruit & vegetable market

#### ARTS & CRAFTS

☒ **Kampala Fair**: Fair-trade shop with beautiful kitenge fabrics, clothing, some home décor.

☒ **Banana Boat**: Lots of kitenge fabrics, jewelry, home décor, artisan wares and souvenirs (all price ranges, more expensive than market, but nicer selection).

☒ **Good Glass**: Fun housewares and other products made from recycled glass. Other local artisan products sold.

☒ **Owino Market**: The largest, most bustling market in Kampala, you'll find everything from spare blender parts, used clothing, silver fish, loofas and everything in between. The market operates daily both indoors/outdoors.

#### EVENTS & ENTERTAINMENT

For more updates on Kampala events, checkout publications like **The Eye** or **Facebook Groups** like *Expats of Kampala 2.0/3.0*.

#### WORSHIP

☒ St. Peters Catholic Church – Nsambya, English mass is at 08.30am

☒ Kibuli Mosque & Kabalagala Mosque

☒ St. Stephen's Church – Kisugu (Off IHK Road)

#### EXERCISE & WELL-BEING

Several hotels in town have swimming pools, gyms and spas. Information is available online – just google "Kampala hotel" and search amenities.

☒ Gyms/Spas: Many gyms also have pools/spa area so you can get your workout in and then relax.

- **Speke Hotel/Spa:** several group fitness classes a week, yoga, spa, gym
- **Serena Hotel & Maisha Spa**
- **Kabira Country Club**
- **Latitudes:** Hotel with various restaurant and a beautiful view of the city. 30,000 UGX for the pool, 40,000 UGX for pool and gym. Spa facilities also on the premises.
- ☞ **Mountain Club Uganda (MCU):** Weekly rock climbing and monthly hikes/camping trips outside Kampala. Annual membership fee of 50,000 UGX. Equipment rentals available for additional fee.
- ☞ **Yoga:** Urban Yogi (Bugolobi, +256 751 182 154), Ivory Castle (Muyenga, +256 700 323 369), Activate/Pilates (Muyenga), Bodhi (+256 703 032 869): WhatsApp groups
- ☞ **Biking: Red Dirt Uganda:** Offers 20-40KM rides for cycling enthusiasts. Don't have a bike? No problem. You can rent and get a helmet for ~ \$30 USD. Weekend rides offer a jaunt out of Kampala: Take the boat across Lake Victoria and peddle on dirt roads with no cars (and few *bodas*) in sight for kilometers! Contact: Francis +256 771 650 208
- ☞ **Maisha Gardens:** Beautiful green space within Kampala. Only open Sundays.

#### ART GALLERIES

- ☞ **Ndere Cultural Center:** High energy, traditional dance and music. Options for dinner-theatre buffet.
- ☞ **AFRI Art Gallery**
- ☞ **32 East/Ugandan Arts Trust**
- ☞ **Karibu Art**

#### REGIONAL SIDE TRIPS

- ☞ **Jinja:** The source of the Nile offers lots of fun water activities from white-water rafting to SUP for the adventure-enthusiast. [2 hrs from Kampala]
- ☞ **Sipi Falls:** Hikes, waterfalls and bike trails set in the eastern Mt. Elgon region. Pick up some local coffee while you're here or get a tour. [5-6 hrs from Kampala]
- ☞ **Lake Mburo:** A great spot for a relaxing long-weekend outside the city. Serene lake setting with impalas, zebras, and water buffalos galore! [4 hrs from Kamapala]
- ☞ **Murchison Falls:** Breathtaking waterfalls, a must see in Uganda! [5-6 hrs from Kampala]
- ☞ **Bwindi Nature Reserve:** Gorilla trekking in the jungle. [9-10 hrs from Kampala]
- ☞ **Queen Elizabeth:** A park with plenty of wildlife surrounded by the majestic Rwenzori mountains and spotted with crater lakes. Nighttime game drives available to spot the big cats! [6 hrs from Kampala]
- ☞ **Kidepo Game Reserve:** Many of the major animals are frequently found here (elephants, zebras, giraffes, lions, buffalo). The Park is known for its beautiful open landscape. [10-12 hrs from Kampala]

#### Evacuation Plan

In the event the country program determines evacuation (removal from Uganda) is necessary, it will notify travelers by Whatapps. Travelers will most likely leave via Entebbe International Airport or other border points depending on the unfolding situation. The most common reason for evacuation from Uganda has historically been during political tensions for example during election period. For detailed information on evacuation and what might trigger an evacuation, please consult the Field Security Plan.