

World Vision 

# VISITOR'S GUIDE

## WELCOME

  
**Kenya**

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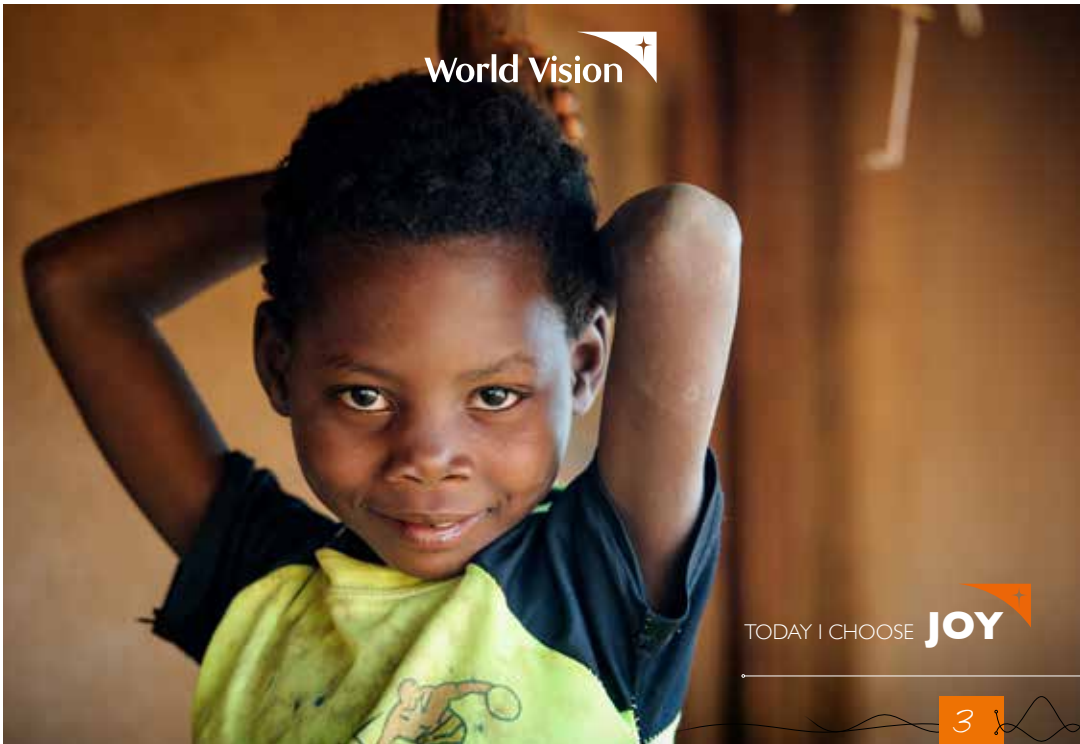
# OBJECTIVE

This guideline provides information, general advice and clarity on how to organise a business trip to World Vision Kenya that is safe, meets set objectives and is enjoyable. The guideline is updated annually.

# INTRODUCTION

World Vision Kenya warmly welcomes all business and donor visitors to Kenya. Each year, many different business trips take place at World Vision Kenya. Examples include visits by sponsors, donors, media teams, celebrities, corporate representatives and World Vision staff.

World Vision Kenya's hope is that by effectively hosting and coordinating these trips, we can foster collaboration, connection and support in order to better achieve our ministry objective: increased protection, participation and sustained well-being of vulnerable children in Kenya.



# ABOUT US

World Vision is a Christian relief, development and advocacy organisation working to create lasting change in the lives of children, families and communities living in poverty.

Inspired by our Christian values, World Vision is dedicated to working with the world's most vulnerable people regardless of religion, race, ethnicity or gender.

World Vision began operations in Kenya in 1974, and currently has slightly over 700 development staff members working in 50 Area Programmes in 35 counties, country-wide. Through valued partnerships, we support communities to access the knowledge and resources needed to improve the well-being of children and overcome poverty.

World Vision Kenya's community development approach supports a range of interventions including projects in child protection, education, health, nutrition, food security, economic development, microfinance, water and sanitation. By helping community members help each other, we ensure that the process of positive change continues long after the development programmes phase out.



## OUR VISION

Our vision for every child, life in all its fullness; Our prayer for every heart, the will to make it so.



## OUR MISSION

World Vision is an international partnership of Christians, whose mission is to follow our Lord and Saviour Jesus Christ, in working with the poor and oppressed to promote human transformation, seek justice and bear witness to the good news of the kingdom of God.



## OUR VALUES

We are christian  
We are committed to the poor  
We value people  
We are stewards  
We are partners  
We are responsive

*Design / Layout - Allan Wekesa | Editorial - Uzel Tole, May Ondeng, Mary Muinde*

**LIVES CAN**  
CHANGE *for Good*

**World Vision**

For more information, please visit [wvi.org/kenya](http://wvi.org/kenya)





IF YOU NEVER TRY YOU WILL NEVER **KNOW**

# OVERVIEW OF KENYA



## GEOGRAPHY

Located in East Africa, Kenya borders the Indian Ocean to the east, Somalia to the northeast, Ethiopia to the west, and Tanzania to the south. Nairobi, the capital of Kenya, is situated slightly south of the centre point of the country at an altitude of 1,700 metres or 5,500 feet above sea level.



## POPULATION

Kenya's population is estimated at 47 million as of 2017. The population of Kenya is relatively young, with 43 percent of all Kenyans aged between zero to 14 years. Only 30.4 percent of the population lives in urban areas, though this figure is expected to rise.

The population of Kenya is highly heterogeneous (*ethnically diverse*). Kenya's ethnic diversity has produced a vibrant culture which at times has been a source of conflict. The predominant religions in Kenya include Christianity 82.6 percent, Islam 11 percent and other religions.



## LANGUAGE

English and Kiswahili are the official languages of Kenya. Many Kenyans also speak a variety of indigenous languages.



## POLITICAL DEVELOPMENTS

The independent Republic of Kenya was formed in 1964. The current government under President Uhuru Kenyatta was

installed in office on April 9, 2013. The current administration has focused on implementation of the August 2010 constitution, which established 47 county administrations under a transformative devolution program. Deepening implementation of devolution and strengthening of governance institutions to improve accountability and public service delivery at national and local levels are some of the key agenda of the government.



## SOCIAL DEVELOPMENTS

The Government of Kenya has launched the national implementation plan for the Sustainable Development Goals, and has expressed commitment that 'no one will be left behind' in the economic and social prosperity of the country. Kenya will implement the Sustainable Development Goals through its Vision 2030, and the devolved system of Governance. Some functions such as Agriculture, Health, Water and Sanitation that are critical to the SDGs' agenda have been devolved to the County Governments.



## CLIMATE

Although Kenya lies across the equator, annual rainfall over most of the country is surprisingly low and variable from year to year. The variety of relief and the range of altitude in Kenya, produce a considerable number of distinctive local climates and local weather.

**Seasons:** Short rains are experienced from October to November. The long rains last from March to early June.

**Temperature:** The average day-time temperature year-round is between 20°C / 68°F and 28 C / 82 F. It is warmer at the coast, where it is hot all year-round, and the northern parts of Kenya.



### WORK HOURS

Monday to Friday 8:00am - 5:00pm



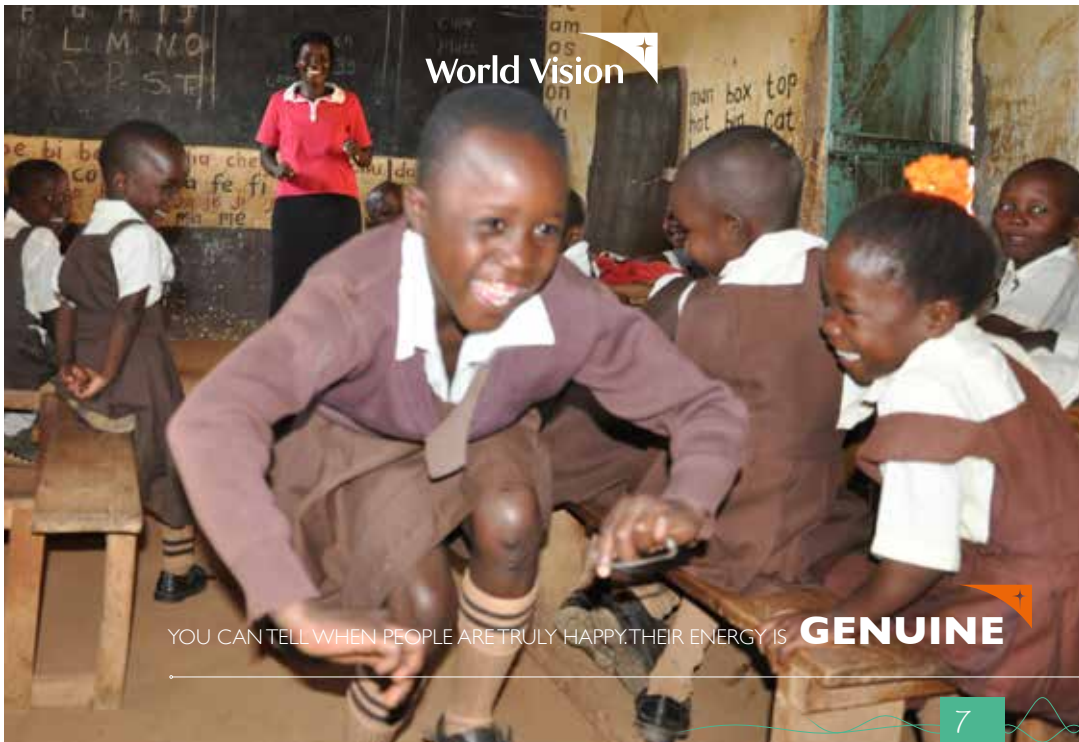
### CURRENCY

Kenya Shillings - Ksh. The exchange rate fluctuates and currently approximately 1USD = Ksh.100



### ELECTRICITY

220 - 240 Volts AC Plug type-G. You will need a voltage converter and plug adapter in order to use US appliances.



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YOU CAN TELL WHEN PEOPLE ARE TRULY HAPPY. THEIR ENERGY IS **GENUINE**

# GOVERNMENT



## ADMINISTRATION

Kenya is a presidential representative democratic republic, whereby the President of Kenya is both head of state and head of government, and of a multi-party system in accordance with a new Constitution passed in 2010.

Kenya is divided into geographical units (counties) envisioned by the 2010 Constitution of Kenya as the units of devolved government. Currently, there are 47 counties whose size and boundaries are based on the 47 legally recognised Districts of Kenya.

The counties are also single member constituencies for the election of members of parliament to the Senate of Kenya and special women members of parliament to the National Assembly of Kenya.



## PUBLIC HOLIDAYS 2018

January 01-New Year's Day  
March 30-Good Friday  
April 02-Easter Monday  
May 01-Labour Day  
June 01-Madaraka Day  
June 15-Eid al-Fitr  
October 20-Mashujaa Day  
December 12-Jamuhuri Day  
December 25-Christmas Day  
December 26-Boxing Day



## ECONOMY

According to the World Bank's most recent Kenya Economic Update (KEU) March 2017, Kenya's GDP growth is projected to decelerate to 5.5 percentage, a 0.5 percentage point mark down from the 2016 forecast.

The ongoing drought has led to crop failure, dying herds of livestock, and increased food insecurity. Further, with hydropower being the cheapest source of energy in Kenya, poor rains increase energy costs, effect operations of other sectors. The rise of food and energy prices has driven inflation to a five-year high of 10.3% in March, 2017.



## BAN ON PLASTIC BAGS

As of 28 August, 2017, The Kenya Government enforced a BAN on the USE, MANUFACTURE AND IMPORTATION OF PLASTIC BAGS. The ban applies to all plastic carrier bags and flat bags used for commercial and household packaging. We wish to remind you that the law is still in place and must be fully adhered to.

The Kenya Airports Authority (KAA) has now strategically placed bins at entry points of Jomo Kenyatta Airport (JKIA) and Moi International Airport Mombasa, for visitors to drop off any plastics bags they might have travelled with.

Kenyans and all visitors are expected to carry their goods in biodegradable bags as the penalty for anyone found in possession of plastic bags is hefty.





## PHOTOGRAPHY

Taking photographs of official government buildings, embassies, policemen and military installations can lead to detention. If in any doubt, don't photograph or film near these facilities. Photography is also prohibited at all major airports.



## SMOKING

Smoking in public areas is generally not accepted (*especially at airports, public offices and major towns*). Kindly use the smoking zones provided in public areas.



## USE OF ALCOHOL

Taking alcohol in any public place, especially among rural communities in Kenya, is often considered a non-Christian behaviour.

World Vision Kenya is known as a Christian organization, and therefore it is recommended that staff and guests should not take alcohol, when visiting World Vision programme areas.

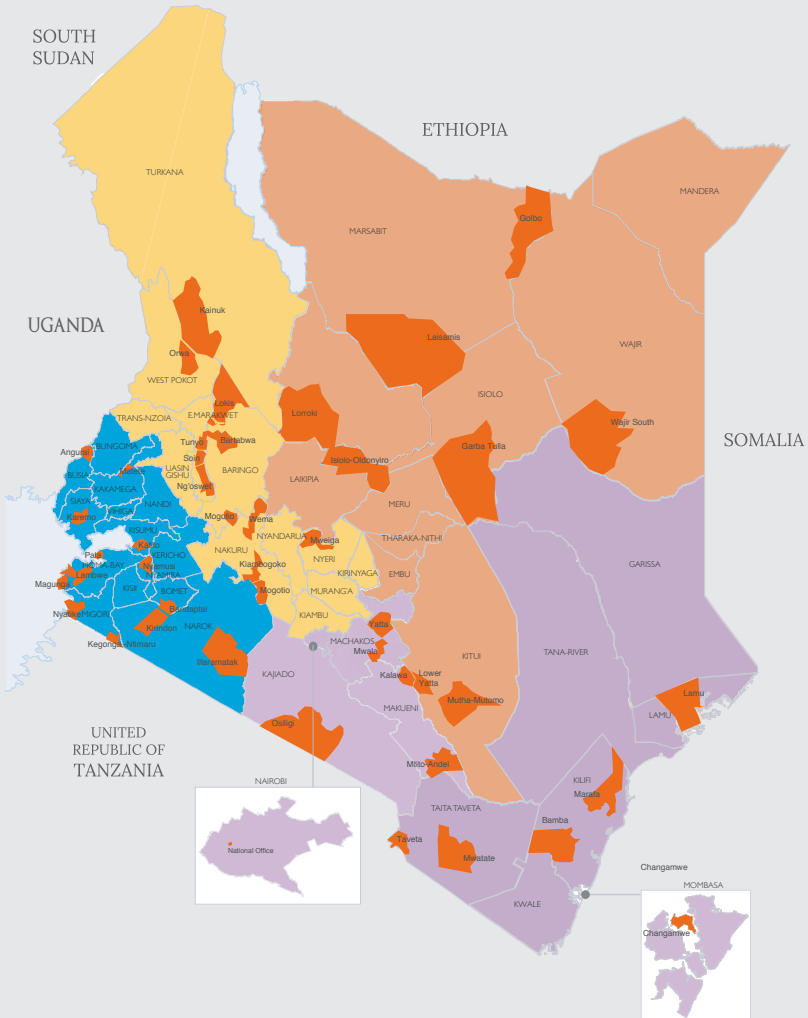


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STAY PATIENT AND TRUST YOUR **JOURNEY**

# WHERE WE WORK



## Key

- Lake Region
- Southern Region
- Northern Region
- Eastern Region

OPERATING IN

**35 COUNTIES | 50 AREA PROGRAMS**

**i** Facts and figures as of May 2018



ADVENTURE FILLS YOUR **SOUL**

# OUR FOCUS AREAS

**World Vision Kenya development approach our promise 2030: building brighter futures for vulnerable children.**

World Vision Kenya's Five-Year Strategy (2016- 2020) focuses on improved livelihoods and resilience, child protection, education, health and access to improved water, sanitation and hygiene (WASH) for children and their families. Through our advocacy work, we enable the voices of children and their communities to reach decision- makers who have the power to change unjust policies and practices.



## LIVELIHOODS AND RESILIENCE

World Vision helps communities to sustainably manage their agriculture production so that they are able to produce adequate and nutritious food that ensures children have the food they need to live active and healthy lives. When households produce enough food for the family needs, they can sell the surplus to meet other household needs such as education and health.

By empowering households to adopt improved farming methods, engage in small business, actively participate in village savings and loans and other income generating activities, parents are able to provide for their children's need and children are well nourished and develop to their full potential.



## CHILD PROTECTION

World Vision empowers communities to prevent and respond to violence against children. We empower children to participate and protect themselves from harm.

World Vision strengthens systems and structures to enable communities and children demand for better services. This, ensures that children grow in a safe environment where they enjoy their rights.



## EDUCATION

By increasing children's access to quality education, starting with Early childhood Development Education, children gain the knowledge and skills they need to lead healthy and productive lives, and are well prepared to contribute to the future well-being of their families and communities.



## HEALTH AND NUTRITION

By focusing on health systems strengthening strategies to enhance access and utilization of quality health services. World Vision helps contribute to maternal, neonatal and child health and nutrition outcomes: survival and protection from diseases and ill-health.



## WATER, SANITATION AND HYGIENE (WASH)

By improving access to clean water, improved sanitation and hygiene



education, waterborne illness decreases and health improves. Children have more time for school and play & women and men have more time for work and family care because they no longer have to walk long distances to collect water.

We employ various technologies including deep wells, spring water collection, construction of earth dams, rainwater harvesting and pipeline systems.



## EMERGENCIES

World Vision Kenya works to restore hope and dignity to vulnerable families and communities affected by emergencies

in Kenya. We contribute to inter-agency emergency response efforts to conflict affected populations in Kakuma and Daadab refugee camps.

Response interventions include provision emergency food provisions, clean water, sanitation services and other household and hygiene supplies.

One of World Vision's hallmark programmes is delivering child-friendly spaces and services - special play and education areas where children can regain a sense of stability amid the chaos and have their psychological conditions monitored.



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LIVE FOR THE MOMENTS YOU CAN'T PUT INTO

**WORDS**

# PLANNING A TRIP



## TRIP REQUEST AND APPROVAL PROCESS FOR ALL VISITS

When you plan your visit to World Vision Kenya, please be aware of the following:

- A minimum three (3) months advance notice is required
- A visit request must be sent by email to the Integrated Programs Director, [Jeremiah\\_Nyagah@wvi.org](mailto:Jeremiah_Nyagah@wvi.org) for approval
- The email needs to provide a clear objective / purpose for the visit, the duration of the visit and the total number of visitors
- A background/bio/brief of the visitors is useful

After written approval for the visit has been granted, an itinerary will be developed. At this stage email and skype calls with the Guest Relations Officer [Tole\\_Uzel@wvi.org](mailto:Tole_Uzel@wvi.org) are important to clarify details of the visit.



## INSURANCE

Please arrange your own travel / medical insurance in advance, should you need medical attention during your stay in Kenya.



**Please avoid visiting the national or field office on a weekend or during a public holiday period.**



## TRIP REQUIREMENTS FOR CAPTURING COMMUNITY COMMUNICATIONS RESOURCES

For trips which involve the capture of community - based content - primarily interviews, filming and photography for Support Office marketing, communications and advocacy purposes. Please be aware of the following:

- Send your request by email and raise a request on ContentFlow
- Read and sign the Trip Approval Form (TAF) to ensure successful planning and management.
- If a pre-trip field visit must be made to scout for stories, please include the pre-trip brief in the original request.



## SIZE OF A VISITING GROUP

To better accommodate a visit with high quality experiences, we recommend group sizes of less than ten (10) people.



## ENTRY-VISA APPLICATION

Any foreigner seeking to enter the Republic of Kenya should have a passport which is valid for not less than six months. Passports must have a clean and a full visa page for endorsement.



**The accreditation takes a minimum of two weeks, please plan accordingly.**



## FINANCES

All costs incurred during a trip must be covered by the visitors. These costs include but are not limited to transportation, lodging, meals and drinks and filming licenses. Visitors are expected to cover these same costs for any accompanying host or staff who is involved in the trip. World Vision Kenya will prepare a budget for the entire visit once the trip is approved and the itinerary has been finalized.

The Support Office will create a PA (*pre-approval*) for the visit expenses as per the budget. Submission of a SA (*Settlement Advance*) will be done as soon as all the suppliers have been paid, which may take a couple of weeks.



## RESEARCH VISITS

For purposes of research clearance in Kenya, before arrival in Kenya. World Vision Kenya Guest Relations officer will direct you on the process of obtaining a research permit. Granting of a research permit does not in any way absolve the researcher from the requirement of a work permit or visa.

**Engaging in any form of business or employment without a requisite permit or pass is an offence.**

**All filming crews must obtain a filming permit and clearance from the government at a cost of USD50 and a filming fees USD10 per day.**



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YOU ARE AMAZING **REMEMBER THAT**

# AIRPORT PICK-UP



## NOTICE

All visitors are requested to confirm transportation from the airport ahead of time with the Guest Relations Officer.

Airport transfers can be arranged upon request through World Vision Kenya's travel agent BCD. The cost for the transfer is USD 18 one-way.

In case you do not find your TAXI at the airport, stay inside the main airport building and call your contact person. If the person is not available contact World Vision Kenya Guest Relations Officer.

+254 (0) 722 675811

All travels to World Vision Kenya projects or area programs should be arranged through the World Vision Kenya Guest Relations Office.



## APPROVED IN-COUNTRY TRANSPORTATION

BCD Travel agents:

+254 (0) 788 100014

or

+254 (0) 722 128076



**While in the country, it is recommended that guests use World Vision Kenya approved taxis only.**



## TAXI

Express Impress Taxi:

+254 (0) 720 269668

or

+254 (0) 729 872647



## IN-COUNTRY FLIGHTS

There are domestic and chartered flights from Nairobi to most parts of the Country.





DO IT WITH **LOVE**

# SECURITY BRIEF

This security brief is developed for visitors and World Vision International staff who come to Kenya under official coordination by World Vision Kenya, and hosted entities.

World Vision staff members hosting your visit are more familiar with the local customs and travel security procedures within their respective areas of operation and thus make the best guides. Provided below are a few general precautions and guidelines that will help you feel secure and also enable you to enjoy your stay in Kenya.



## OVERVIEW

Kenya's overall security has remained relatively moderate with some safety and security issues, demanding advised movement in several parts of the country. Lamu and Garissa Counties in the Coast region / Northern Region and the whole of the north eastern region of Kenya including the whole stretch bordering Somalia, have recently turned into very high risk areas thus calling for proper briefing to all visitors intending to visit any of these destinations. In addition, visiting Nairobi, Mombasa and other urban towns equally requires formal briefing. Visitors are advised to refrain from joining public gatherings and demonstrations which sometimes turn violent as the demonstrators engage police in running battles. Visitors also need to remain alert and updated on the local security developments by monitoring local news and reports, seeking updates from their host colleagues and being aware of their

surroundings. Always be vigilant regarding your personal security and preparedness.

According to World Vision's security policy, all staff are responsible for their own security and are expected to actively contribute to a positive security culture. This means that, one should do all he/she can to remain secure and ensure safety of World Vision property or assets. Every line manager and World Vision office is responsible for the management of security and also providing any guidance that one may need.



## PERSONAL SECURITY MITIGATION MEASURES

### Kenya Security Risk Rating

Overall Country Risk Rating = ORANGE  
(Medium risk and restriction of movement)

**Situational awareness** – be constantly aware of the prevailing situation. Something could happen at any time.

**Credit cards** – Limit your use of credit cards. Be observant when using a credit card.

**Personal information** – Be cautious about sharing personal information, especially with strangers.

**Walking** – Avoid walking in poorly lit areas. Use World Vision approved taxis. Refrain from using bodaboda (bicycle or a motor cycle taxi or UBER). Bodaboda is not a safe mode of transport.

**Valuables** – Minimize exposure of valuables. While in hotels, lock your valuables in safes or register them at the hotel reception.

**Movement** – Inform colleagues of your itinerary including locations being visited, with whom and expected time of return. Avoid all protests and public gatherings and demonstrations as they may turn violent.

**Money** – Do not carry money or display large amounts of money. Carry your handbag in a secure manner to prevent it from being snatched.

**In hotel** – Not everyone in a hotel is a genuine guest. Keep your room door and windows locked. Draw your curtains fully.

Do not open your door to strangers. Know the emergency exit. Visitors must not leave their valuable items (*laptops, computers, PC tablets and cameras e.t.c.*) in the hotel room.

**Avoid all protests and public gatherings and demonstrations as they may turn violent.**



# PACKING LIST



## MOBILE PHONES

Visitors may purchase a SIM card (*phone number*) and/or a cheap mobile phone from any local mobile shop.

Consult with your host to help you buy a mobile phone, if necessary. You will be required to present your passport for identification in order for your sim-card to be registered once you have purchased it.

Currently Safaricom and Telkom are the most suitable mobile service providers in terms of availability, coverage and cellular data.



## KEY TRAVEL DOCUMENTS

Key travel documents include; valid passport, visa, airline ticket, support office, insurance card, printed itinerary and invitation letter. You are encouraged to make two copies of your passport, photo and airline tickets and store them in separate bags. Put your name, address and telephone numbers inside and outside each piece of luggage. If possible, lock your luggage.



## MEDICAL SUPPLIES

Check with your doctor for required medicine and food allergy medicine.

It is recommended that guests use available mosquito nets.



## SNACKS

When travelling to the field, it is best to pack some snacks including protein bars, granola bars, trail mix and nuts.



## MONEY

It is recommended that you carry an electric converter, multi-socket adapter, a portable torch. US dollar notes up to \$200 per day is. Do also carry ATM – VISA cards. There are many ATMs available around Nairobi and major towns. Money can be withdrawn in US dollars or Kenya shillings. Some hotels and restaurants in main cities accept credit cards.



## DRESSING

Women -

Clothes that cover knees and shoulders; walking shoes (2 pairs), socks, nightwear, hat, sunglasses, light jacket, swimming suit, bathing and feminine products.

Men-

Sportswear; pants/trousers, clothes that cover knees and shoulders, walking shoes (2 pairs), socks, nightwear, hat, belt, light jacket, bathing and swimming suit and deodorant.



## FOOD AND DRINKS

Kenya's staple food is Ugali [*a dish of maize flour cooked with water to a dough-like consistency*] and vegetables (*often kale*). However, every community in Kenya has its own traditional delicacy.



Generally, it is advisable to know what you can and cannot eat. Street food is not recommended for visitors. Allergies can be fatal. Always speak to your host before meal time if you are allergic to certain foods. Tap water is not safe to drink. We strongly recommend that you drink bottled water.

**If you are allergic to certain types of food, please inform your host. Bring your medical kit in case of any emergency.**

# PLACES TO VISIT

Nairobi is known as the 'Green City in the Sun' and is the main commercial centre of Kenya, with well-developed infrastructure.

Should you wish to visit the following popular tourist sites in Nairobi, we recommend that you contact World Vision Kenya's Travel agent BCD Travel to arrange the visit.

BCD Travel Company

+254 (0) 788 100014

Please note that World Vision vehicles cannot be used for private / non-business related visits.



## DAVID SHELDRICK WILDLIFE TRUST

The [David Sheldrick Wildlife Trust](#) is a successful orphan-elephant rescue and rehabilitation program.

The orphanage is situated near the World Vision Kenya national office. You can visit the orphanage between 11am and 12 noon every day, where you can watch keepers take orphaned baby rhinos and elephants for their daily mud baths and see the elephants being fed and play.



## GIRAFFE CENTRE

The African Fund for Endangered Wildlife is commonly known as the [Giraffe Centre](#). Founded in 1979 as a core breeding centre of the endangered Rothschild's giraffe, the centre escalated its

conservation efforts in 1983, opening up an environmental education centre for the Kenyan youth. The visit gives guests an opportunity for an up close and personal interaction with giraffes, where guests have the opportunity to view giraffes as well as feed them.



## KAREN BLIXEN MUSEUM

The [Karen Blixen Museum](#) is located near the World Vision Kenya national office. Its history dates back to 1914, during the First World War, with the arrival of Karen Blixen from Denmark. At the foot of Ngong Hills, Karen Blixen established herself as a farmer. After her departure in 1931, the suburbs retained the commemorative home of Karen. The beautiful farmhouse is where Karen Blixen, author of the famed memoir *Out of Africa* lived on from 1917 up to 1931, until she left Kenya after a series of personal tragedies.



## NAIROBI NATIONAL PARK

A short drive out of Nairobi's central business district is the [Nairobi National Park](#). The Park hosts a wide variety of wildlife including the endangered black rhino, lions, leopards, cheetahs, hyenas, buffaloes, giraffes and diverse birdlife with over 400 species recorded.

Visitors can enjoy the park's picnic sites, three campsites and the walking trails for hikers.



## CHURCHES IN KENYA

Experience Kenyan church worship in English.

[Don Bosco Catholic Church](#) Upperhill  
Nairobi

[Nairobi Chapel](#)

[Nairobi Baptist](#)

[CITAM Assemblies](#)



## SHOPPING MALLS

The following shopping malls are situated near the World Vision Kenya National Office.

[The Hub Karen](#) is situated at Karen.  
Open every day from 9:00am - 9:00pm.

[Galleria Shopping Mall](#) is situated at the junction of Langata and Magadi road.  
Open every day from 9.00am to 11.30pm.

[Junction Shopping Mall](#) is located on Ngong road. Open every day from 9.00am to 7.00pm.

[Yaya Centre](#) is on Argwings Kohdek Road.  
Open every day from 9.30am to 7.00pm.

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MAKE TODAY **AMAZING** 

# HELPFUL CONTACTS



ESSENTIAL CONTACTS  
WHILE IN KENYA



OFFICE  
HOURS

World Vision Kenya Security Manager  
+254 716 502 559  
+254 721 900 976  
+254 722 675 811

Monday – Friday, 8:15 am to 4:45 pm

BCD Travel Company  
+254 788 100 014


Express Impress Car Hire  
+254 729 872 647

BM Security Control room  
+254 722 806 076







DON'T STOP UNTIL YOU ARE **PROUD** 



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**LEARN MORE:** [www.wvi.org/kenya](http://www.wvi.org/kenya)

**CONTACT:** National Director

World Vision Kenya - Karen Road, off Ngong Road

P.O. Box 50816 - 00200 | Nairobi Kenya.

Telephone: +254 (0) 732 126100 | +254 (0) 711 086 000

Email: [ww\\_kenya@wvi.org](mailto:ww_kenya@wvi.org)

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