VISITOR’S GUIDE
WELCOME TO KENYA
ABOUT WORLD VISION

World Vision is an international Christian humanitarian organisation dedicated to working with children, families and communities to reach their full potential by tackling the root causes of poverty and injustice.

World Vision Kenya partners with communities, the Government, sponsors, donors and corporates to help realise its five-year strategy (2016-2020) for transformational development. The five-year strategy 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.

World Vision Kenya has a vast program reach in Kenya with over 50 Area Development Programs (ADPs) - long-term development programs spread across 35 counties nationwide.

Vision

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

Mission

World Vision’s 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.

Core Values

We are Christian. We are committed to the poor. We value people. We are stewards. We are partners. We are responsive.
WORLD VISION KENYA AREA DEVELOPMENT PROGRAMS DISTRIBUTION MAP FOR FY16

AREA DEVELOPMENT PROGRAMS WITH SUPPORT OFFICES

**NORTHERN REGION**
- Bartabawa, USA
- Kiambugoko, Japan
- Kainuk, Hong Kong
- Lokis, Germany
- Marigat, USA
- Meibeki, Finland
- Mweiga, Australia
- Mogotio, Finland
- Ngosweet, Finland
- Orwa, Hong Kong
- Soin, Canada
- Sook, Finland
- Tunyo, Canada
- Wema, Australia

**SOUTHERN REGION**
- Bamba, South Korea
- Changamwe, South Korea
- Kalawa, USA
- Lamu, USA
- Marafa, USA
- Mtito Andei, Australia
- Mwatate, Canada
- Osiligi, South Korea
- Riruta, USA
- Sangailu, United Kingdom
- Soweto, USA
- Taveta, Canada

**EASTERN REGION**
- Garbatulla, Canada
- Golbo, Australia
- Isiolo, Japan
- Laisamis, Australia
- Lorroki, USA
- Mwala, USA
- Mutomo, USA
- Mutonguni, Ireland
- Tseikuru, USA
- Wajir, South Korea
- Yatta, Australia

**LAKE REGION**
- Angurai, South Korea
- Bandaptai, USA
- Illaramatak, Japan
- Karemo, Germany
- Katito, USA
- Kegonga, Hong Kong
- Kirindon, USA
- Lambwe, Germany
- Magunga, Germany
- Matete, USA
- Nyamusi, Hong Kong
- Nyatike, United Kingdom
- Olenton, Japan
- Pala, Hong Kong
- Tindere, Finland

**AREA DEVELOPMENT PROGRAM’S SUPPORT OFFICE**
- Australia
- Canada
- Finland
- Hong-Kong
- Ireland
- Japan
- South Korea
- United Kingdom
- United States of America

World Vision Kenya: Visitor’s Guide
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## About World Vision

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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 in World Vision Kenya. Examples include business trips by World Vision global centre, support office and regional office employees. We also host partners including sponsors, donors, media teams, celebrities and corporate representatives.

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.
OVERVIEW OF KENYA

GEOGRAPHY

Located in East Africa, Kenya borders the Indian Ocean to the east, Somalia to the northeast, Ethiopia to the north, South Sudan to the northwest, Uganda 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 meters or 5,500 feet above sea level.

POPULATION

Estimated at 44.4 million, 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 expand to 44.5 percent by 2015.

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%, Islam 11% 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. Kenyatta’s Jubilee 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

Kenya has met a few of the Millennium Development Goals (MDG) targets, including reduced child mortality, near universal primary school enrolment and narrower gender gaps in education. Interventions and increased spending on health and education are paying dividends, and HIV/AIDS prevalence has reduced. Devolved health care and free maternal health care in all public health facilities has the potential to improve health care outcomes and develop a more equitable health care system.

Kenya has great potential to be one of Africa’s great success stories from its growing and youthful population, a dynamic private sector, a new constitution, and its pivotal role in East Africa. If the country can addresses challenges of poverty, inequality, governance, low investment and low firm productivity it can achieve rapid, sustained growth rates that will transform the lives of ordinary citizens. Devolution is a challenge, but also an opportunity for greater distribution of economic opportunities across income groups and regions.

CLIMATE

Although Kenya lies across the equator, annual rainfall over most of the country is surprisingly low and rather 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 too numerous to be detailed here.

SEASONS

Short rains are generally 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, but it is warmer at the coast where it is hot and humid all year-round.

WORK WEEK

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

CURRENCY

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

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.

**OUR FOCUS AREAS**

**LIVELIHOODS AND RESILIENCE**

Through training on modern farming techniques, World Vision Kenya empowers farmers to grow high-value, sustainable crops, run kitchen gardens and rear healthy livestock. World Vision supports households to adapt to climate change and recover from disasters. We support communities to identify economic opportunities through Vision Fund Kenya, a micro-finance affiliate of World Vision.

**CHILD PROTECTION**

World Vision works to protect children from risks such as violence, Female Genital Mutilation, exploitation, abuse and neglect by strengthening child protection systems and practices. We partner with the government, law enforcement agencies and other child-focused organisations to provide a safe environment and increase the resilience of children. World Vision Kenya also partners with schools and religious institutions to enhance children’s spirituality.

**EDUCATION**

World Vision Kenya’s education interventions, including increasing enrolment of children in Early Childhood Development (ECD), is geared towards helping boys and girls attain literacy skills, complete basic education and enhance intellectual and social development.

**HEALTH**

World Vision Kenya partners with communities, government and other partners to improve the health of children and reduce maternal and child mortality. We support mothers to address malnutrition and enable household-level management of preventable childhood illnesses. In partnership with the government, donors and use of comprehensive integrated child health initiatives such as Malezi Bora, we have recorded improved coverage of essential vaccines and immunization in our ADPs.

**WATER, SANITATION AND HYGIENE (WASH)**

World Vision Kenya works with communities and partners to improve access to safe and clean water and sensitize communities on proper sanitation and hygiene practices. 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 providing 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 psychosocial conditions monitored.
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 Operations Director, 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, the Guest Relations Officer, Tole_Uzel@wvi.org will confirm availability of the proposed dates with the relevant World Vision staff.

TRIP REQUEST REQUIREMENTS FOR CAPTURING COMMUNITY BASED CONTENT

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

- After sending your request by email please also Raise a Share Assignment
- Read and sign the Trip Approval Form (TAF) to ensure the 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.
- Please note that use of drones (unarmed aerial vehicles) for aerial photography is not permissible in Kenya unless one obtains approval from the Kenya Civil Aviation Authority and Ministry of Defence. Approval is not guaranteed and may take up to three months to obtain.

International filming crew MUST obtain a special pass issued by the department of immigration.

The special passes are available for Kshs 15,000.00.

For more information contact the Guest Relations Officer, Tole_Uzel@wvi.org
SIZE OF VISITING GROUP

The size of visiting teams/delegations will be agreed upon on a case-by-case basis by Support Offices and World Vision Kenya, consistent with mutually agreed objectives for each field visit. To better accommodate a visit with high quality experiences, we recommend group sizes of less than ten people.

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 are important to clarify details of the visit.

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.

How To Apply

As from 1st July, 2015 VISA applications by visitors to Kenya will be made via www.ecitizen.go.ke.

- Register on www.ecitizen.go.ke
- Select register as a visitor
- Once logged in, select department of immigration services
- Select submit application
- Select Kenya Visa
- Select the type of visa and read the instructions carefully
- Fill the application form
- Pay using visa card, MasterCard and other debit cards
- Await approval via email, then download and print the e-Visa from your eCitizen account
- Present your printed e-Visa to the immigration officer at the port of entry
Disclaimer

- The Visa processing fee is non-refundable.
- Incomplete applications will be rejected.
- The possession of an eVisa is not the final authority to enter the Republic of Kenya.
- A visa is required prior to entry into the Republic of Kenya.
- The e-Visa print out must be presented at the port of entry.

Visitors who require an invitation letter should contact the Government Relations & Protocol Advisor Mary_Muinde@wvi.org

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.

Insurance

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

Finances

All costs incurred during a trip must be covered by the visitors. These costs include, but are not limited to transportation, lodging, meals, drinks and filming license. 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.

Engaging in any form of business or employment without a requisite permit or pass is an offence.
All visitors are requested to confirm transportation from the airport ahead of time with the Guest Relations Officer. Airport transfers can be arranged through World Vision Kenya’s travel agent BCD. The cost for the transfer is USD 18 one-way.

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

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 722675811

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

BCD Travel agents:
+254 788 100 014 or
+254 722 128 076

TAXI

Express Impress Taxi:
+254 720 269 668 or
+254 729 872 647

Note: Payment receipts are not always available, so make sure to note your own expenses.

IN-COUNTRY FLIGHTS

There are domestic flights from Nairobi to Mombasa, Kisumu and Eldoret cities.
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 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.

KENYA SECURITY RISK RATING

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

PERSONAL SECURITY MITIGATION MEASURES

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). 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.
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 needed. 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 Airtel are the most suitable mobile service providers in terms of availability, coverage and cellular data.

KEY TRAVEL DOCUMENTS
Valid passport, visa, airline ticket, support office insurance card, printed itinerary and invitation letter if required. You are encouraged to make two copies of your passport, 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 specific or 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.

MISCELLANEOUS
It is recommended that you pack an electric converter, multi-socket adapter, a portable torch and cash on hand. US dollar notes up to $200 per day is sufficient and dollars are accepted nationwide. 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, nighttime, hat, sunglasses, light jacket, bathing and swimming suit and feminine products.

Men - Sportswear, pants/trousers, clothes that cover knees and shoulders, walking shoes (2 pairs), socks, nighttime, 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. In general tap water is not safe to drink. We strongly recommend that you drink bottled water.
If you are allergic to certain type of food, please inform your host. It is a must to bring your medical kit in case of any emergency.
PLACES TO VISIT WHILE IN NAIROBI

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
+254 788 100 014

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.

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.

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.

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.

http://www.kws.go.ke/parks/nairobi-national-park
CHURCHES IN KENYA

Experience Kenyan church worship in English.

Don Bosco Catholic Church Upperhill Nairobi
http://www.donboscochurch.org

Nairobi Chapel
http://nairobichapel.org

Nairobi Baptist
http://nairobibaptist.co.ke

Nairobi Pentecostal Church
http://www.citam.org

SHOPPING MALLS

The following shopping malls are situated near the World Vision Kenya national office:

**Galleria Shopping Mall** is situated at the junction of Langata and Magadi road. Open every day from 9am to 11.30pm.
Tel: +254 20 2363063 / +254 704-498463.

**Junction Shopping Mall** is located on Ngong road. Open every day from 9am to 7pm.
Tel: +254 203872881 / +254 203864299 / +254 203872906

**Yaya Centre** is on Argwings Kohde Road. Open every day from 9.30am to 7pm.
Tel: +254 20 2713360/1 / 0722-200989
HELPFUL CONTACTS

ESSENTIAL CONTACTS WHILE IN KENYA

WORLD VISION KENYA

Security Manager
+254 716 502 559

Security Officer
+254 721 900 976

Guest Relations Office
+254 722 675 811

BCD Travel Company
+254 788 100 014

Express Impress Car Hire
+254 729 872 647

BM Security Control room
+254 722 806 076

OFFICE HOURS-WORLD VISION KENYA

OFFICE HOURS

Monday – Friday, 8:15 am to 4:45 pm
(45 minute lunch break)