



# University of Global Health Equity

## Guide for visiting Clinical Faculty

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2021-2022



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## Pre-Departure Logistics

### Vaccinations and Malaria Prophylaxis

Before coming, visit your local travel clinic for immunizations. Proof of valid Yellow Fever vaccination may be required for entry (see entry requirements below). We suggest you follow the recommendations from your travel clinician and the CDC for other vaccinations ([wwwnc.cdc.gov/travel/destinations/travler/none/rwanda](http://wwwnc.cdc.gov/travel/destinations/travler/none/rwanda)).

Beyond vaccinations, we also recommend malaria prophylaxis. In Butaro, malaria prophylaxis is not required, as malaria is not endemic in the high altitude. However, Butaro visitors and staff may still choose to bring a supply of Malarone to use when in Kigali or in other parts of Rwanda.

Yellow Fever vaccination: Travelers who have recently been in Yellow-fever endemic countries are required to show proof of yellow fever vaccination. Please see all requirements at <https://www.migration.gov.rw/index.php?id=261>

### Passport

Before coming, please ensure that your passport is valid for at least 6 months after the date of your arrival and that there are at least two blank pages for visas.

### Medical license

As a Clinical Faculty who will be teaching in Butaro District Hospital, you will need to apply for a temporary medical license with the Rwanda Dental and Medical Council. UGHE will cover the cost of the medical license and apply for this license on your behalf.

To apply for a short term (<1 month) volunteer Clinical Faculty, you will need to fill in the application form found here. (NB: You may ignore the requirements indicated on the form). The only documents you will need to provide are

1. Certificate of good standing from your professional council/association. (for example, from the American Board of Internal medicine, the American Academy of Pediatrics etc)
2. Medical license to practice in your state (or country)
3. Proof of Certification in your speciality. For the US, this would be proof of being a Board certified specialist.

NB: You will need to have these documents notarized.

Please send these documents to Sam Muhanguzi at least 1 month prior to your arrival. He will submit them on your behalf to the RDMC and follow up with you if any further documents are needed.

If you need a letter of invitation from UGHE for your institution, please also liaise with Sam in advance.

### Visas

Please verify whether you will need an entry visa.

- Please review the [Rwanda migration website](#) for up-to-date information. As of December 15th, 2021, members of all countries [can obtain visa on arrival \(at the airport\)](#). It is not necessary to apply for a visa online prior to arrival. However, if you would still like to apply for a visa prior to departure, this can be done through the "Irembo" [page](#) (Select "English" instead of "Kinyarwanda" on the top right side of the page. If you would like to apply for a visa before flying, request a letter of support for your visa to Sam Muhanguzi ([smuhanguzi@ughe.org](mailto:smuhanguzi@ughe.org)))
- If you are a US citizen, you can apply at the airport. You will need to provide \$30USD in bills dated 2006 or later, or a Visa credit card (be sure to let your credit card company know you will be traveling internationally). The immigration officer may ask you the following questions:
  - o Purpose of trip: Business.
  - o Accommodation: Provide the name of your hotel. If accommodation information is unknown, list your location as University of Global Health Equity, Kigali Heights, Kigali, or, if you will be traveling to Butaro, as UGHE Butaro Campus, Burera District, Northern Province.

If you will be staying for longer than the duration of your 30 day entry visa, you are required to file for a work visa within your

first 15 days in the country. Please liaise with Sam Muhanguzi within the first 3 days you are in the country as there is a fine for applications submitted later than 5 days. Be advised that the application materials for a [work permit](#) include items difficult to obtain in Rwanda – all should be gathered pre-departure:

- Any genuine acceptable travel document valid not less than 6 months
- Photo with white background
- Visa/permit application form
- Copy of agreement with the respective organization
- Note verbale/ Verbal note
- Recommendation letter from the ministry of foreign affairs and international cooperation
- Certified academic certificates
- Copy of employment contract
- Payment of 50,000Frw
- Police clearance certificate from the country of residence for the previous six months.
- Detailed curriculum vitae

Below is the visa application form

[https://www.migration.gov.rw/fileadmin/templates/PDF\\_files/permits/visa\\_permit\\_application\\_form\\_pdf.pdf](https://www.migration.gov.rw/fileadmin/templates/PDF_files/permits/visa_permit_application_form_pdf.pdf)

We recommend you register your travel with your Embassy before leaving (if you're from the US, you can do this at [www.travelregistration.state.gov](http://www.travelregistration.state.gov)).

#### COVID Measures and Requirements

Please refer to the latest COVID rules of the [Rwanda Biomedical Center \(RBC\)](#) website (click on “Info Note for Passengers”) . Here are the rules as of January 27th, 2022:

- Before travel, all passengers will have to fill in a Passenger Locator Form (PLF).
- All arriving passengers above 5 years old have to have a PCR test done (with negative result) within 72 hours of the departing flight. The result of this test will need to be uploaded while filling the PLF online.
- On arrival in Kigali, after going through Customs, all passengers will have a mandatory PCR test and Rapid Antigen Test done (that they have to pay for when they fill their PLF).
- They will also have to have a mandatory rapid antigen test done on day 3 (note that this can be arranged on campus at UGHE by Sam, but will need to be paid for when filling the PLF).
- Travelers are then requested to self-isolate until the result of the PCR comes back (usually within 24 hours).

Note: Quarantining in a “quarantine hotel” is not required anymore. You can self-isolate where you chose to, as long as you follow the rules for self-isolation.

Travelers departing Rwanda are also required to have a PCR test done 72 hours prior to departure (Sam can arrange this as well). Please also see the CDC page for requirements to re-enter the US. As of December 6th, 2021, returning US citizens must also have a [rapid Antigen covid test](#) result taken within 24 hours of departure. This can also be arranged by Sam.

Once you are in the country (for example if you spend the weekend in Kigali and are returning to the campus), a COVID rapid antigen test will also need be done (for anyone going to campus). This is usually arranged for the faculty and students going up by bus to campus (either directly in the Kigali Heights office, before the bus leaves, or in a clinic) and covered by UGHE.

There is also mass testing of all campus resident every other week. This is arranged by Andre, the campus nurse. You do not have to sign up, but will be informed.

#### Health Insurance

If you are not a PIH/UGHE employee, we recommend you consult your existing health insurance policy to confirm your international coverage. Please bring a copy of your insurance card. Please also carry the information of any emergency evacuation insurance (and relevant policy details) that you may have.

## Packing Suggestions

There are several grocery stores in Kigali but only smaller markets and kiosks outside of the city. Bring plenty of whatever items you use frequently at home, including toiletries, which are very expensive here. Be sure to pack:

- Good flashlight/headlamp and extra batteries
- Packable snacks
- Power adapter: plugs in Rwanda are the same as in Europe— two-pronged, round plugs (type C); the voltage is 240V. The UGHE Butaro campus has US style plugs.
- A water bottle (filtered water or bottled water is available at various locations on the Butaro campus).
- Raincoat and/or umbrella
- Warm jackets for mountainous regions, including Butaro
- Warm clothing for mountainous climate (fleece sweaters, warm pyjamas, etc) (see Climate section below)
- Sunscreen
- Your medications if you take any

Useful medications to have here:

- Cipro for traveler's diarrhea
- Imodium to decrease diarrhea
- Over-the-counter sleep aid
- Ibuprofen or acetaminophen
- Cold medicine/cough drops
- Pseudoephedrine

## Clothing and Climate

Plan on wearing office-appropriate attire on a daily basis at the office or classrooms—nice jeans or slacks, skirts or dresses that are knee-length or longer, and professional shirts. Shorts are not generally worn except during exercise. As the temperature can vary significantly depending on what region of the country you are in, layers are the best way to ensure your comfort. In general, Rwandans tend to dress more formally on a daily basis than Americans or Europeans.

If you will be attending any official events or meeting with any government officials, formal business attire is recommended.

For gorilla trekking and/or hiking in Volcanoes National Park, plan to bring durable clothes and hiking shoes, as well as some rain-proof layers. For gorilla trekking in particular, thick pants and “gators” (rubber guards that protect your shins) are recommended, along with some rubber-coated gloves, to protect against a plant common in the region called the Stinging Nettle. In addition, it can get very cold in the Park at night, and the lodges there are heated by en suite fireplaces; warm layers and a warm jacket are recommended.

In general, though, the weather in Rwanda is temperate and nice year-round. The average daily temperature in Kigali is around 24°C/75°F. Although an equatorial country, Rwanda's altitude is quite high, which leads to much milder temperatures. Butaro is at 2177m / 7142feet high and the weather is usually much cooler, with temperatures between 12 °C and 14 °C (53 to 57 degrees Fahrenheit) at night and 20-22 °C (68 -71 degrees Fahrenheit) during the day. It rains almost daily and when it does, the temperature usually drops rapidly.

However, it is important to keep in mind that the strength of the sun on the equator can be surprising for North Americans. Even on cloudy days, it is advisable to apply plenty of sunscreen, wear protective clothing, and drink plenty of water.

Dry months: June to October and Mid-December to April

During the dry months, temperatures reach up into the 30s/80s and above. It can also get quite dusty, so light layers and comfortable shoes that can be easily cleaned are recommended.

Wet months: April to June and October to mid-December

In the wet months, temperatures can be a bit cooler. During the day, temperatures are quite comfortable when it's not raining. When it rains, it is heavy but usually short-lived, and temperatures can drop noticeably. Particularly in the mountains (Butaro), the daily average temperature range is lower than other parts of the country— between 10-15°C/50-60°F—and it rains more frequently and more heavily than in the other parts of the country. Warmer layers and rain gear are recommended

for traveling in Rwanda during the wet months.

### Getting to Rwanda

Flying to Rwanda takes about 24-30 hours depending on where you are coming from and how long your layovers are. Transcontinental flights usually go through London, Amsterdam, Brussels, Istanbul, or Doha.

### Logistics Once in Rwanda

#### Communication

Once in Rwanda, the team can assist you in purchasing a local SIM card for your phone

Alternatively, if you have a GSM phone that is unlocked (ideally quad band), you can purchase a SIM card upon arrival at the airport, outside of arrival (in the parking lot). Phone minutes are widely available for purchase at kiosks and with phone company employees working on the streets.

#### Money

The local currency is Rwandan francs (RWF). Please visit this [link](#) for the most updated exchange rates. The exchange rates in banks and at the airport are less favorable than the “Forex” bureaus in the downtown area, which are open during the week only (not on the weekend). Bring clean (no tears, ink marks, etc.) bills made in 2006 or later. \$100 bills get the best exchange rate, and nothing smaller than \$20 bills are exchangeable. Bills that were issued before 2006 don’t get as good exchange rate. ATMs that accept international Visa cards are common in Kigali and you can withdraw from your checking account directly in Rwandan francs. The fee for this varies depending on your bank, but is usually a flat fee of \$3-\$5. The rate of exchange is also set by your bank. ATMs are faster than exchanging cash at a bank or forex bureau and there are ATMs in banks or the main shopping areas around town

Most restaurants, vendors, and taxis only take cash and MTN Mobile Money payment. Some higher end restaurants and hotels take Visa, while only a select few take MasterCard and even fewer take American Express. While in bigger cities many establishments take credit cards, expect to need cash for smaller establishments and for transactions in more rural areas.

#### Health

The greatest risk of illness here is with water-borne disease, so vigilance on this is important. Filtered or Bottled water is provided at all sites. Use only filtered, bottled or boiled water for drinking. Salads, juices, and fruit that cannot be peeled should be avoided unless you know that it has been washed in safe water.

Some people experience allergies here more often than they do at home. If you have allergies and/or asthma and have medications you use for them, bring extra. During the dry season there is a lot of dust in the air.

#### Safety

While Rwanda is one of the safest countries in Africa, petty theft and other crime does exist. Please take sensible precautions to protect yourself and your valuables. Detailed information is available on the US State Department website. Most importantly, road traffic accidents are a real risk, as the road conditions are sometimes poor. Always wear a seatbelt.

Due to safety concerns, UGHE discourages visitors and staff from using motorbikes (or “motos”) for transport, and does not use them for any work-related travel.

#### Language

Kinyarwanda is the primary language spoken throughout Rwanda. French and English are spoken only by those who have a secondary school education or higher, which is a little over a third of the population.

Hello (used when you first meet someone or if you haven't seen them in a long time)	Muraho.
Good morning!	Mwaramutse!
Good afternoon (used any time after 12 noon)!	Mwiriwe!
How are you?	Amakuru ki?
I'm fine.	Ni meza.
I don't understand.	Sinumva.
Thank you (very much)	Murakoze (cyane).
What is your name?	Witwande?
My name is...	Nitwa...
I want to go to...	Ndashaka kujya...
Yes/No	Yego/Oya
Money	Amafaranga
Hospital	Ibitaro
Bathroom	Ubyiyuhagiriro

#### Departure Logistics

Two days prior to your departure, a Covid PCR test will be arranged and done on campus. Testing is done from the campus health service, please connect with Sam Muhanguzi to learn about the testing protocol and where you can go for testing while on campus. The Covid PCR test results come back within a day or 1.5 days. Also, you will get a rapid Covid antigen on your departure day - this will be done from the campus health service as well.

The transport back to Kigali or to the airport is arranged according to your departure time. If your flight is for instance at 8pm, you will travel from UGHE Butaro campus to Kigali at around 1:30pm to ensure you arrive at the airport at least 2 hours before the flight. You may also choose to stay overnight in Kigali before your flight and the transport can be arranged.

#### Transportation

##### Transport to and from the Airport

If you are visiting, please touch base with Sam Muhanguzi about your transportation options for your stay. UGHE has limited staff cars, but we can arrange car service and taxis as needed.

As soon as you have your flight details, please share them with Sam who will arrange your airport pick up and communicate the name and number of the person picking you up before you travel. Either a UGHE driver will pick you up (you will find him as you exit, holding a name card with your name), or, if you are staying in one of the hotels that provide transport, the hotel shuttle will pick you up. Please make sure to clarify with Sam before you leave which of the two options (UGHE driver vs hotel shuttle) was organized.

##### Transport between Kigali and Butaro

For transport to and from the UGHE campus in Butaro, there is a University shuttle every Monday (from Kigali to Butaro at 6pm and from Butaro to Kigali at 1pm), Friday (from Kigali to Butaro at 6am and from Butaro to Kigali at 2pm), and Sunday (Kigali to Butaro at 1pm and 3pm) There is also a shuttle that runs from Butaro to Musanze and back on Friday and Sunday.

If you need transportation outside of these hours and days (for example if you have plans for visiting places on the weekend) Sam can arrange this but will need to know at the latest on Sunday night for the weekend after.

If you need a transport within Kigali, please reach out to Sam Muhanguzi a week in advance to request the transport. Otherwise, you can use metered taxis such as Yego Cabs (which have meters and cost approximately 700RWF per Kilometer) . You can book a trip by calling 9191. There are no Uber cabs in Kigali but VW has a company called "Move" that works like Uber. - you can download the app and use it the same way you would use Uber.

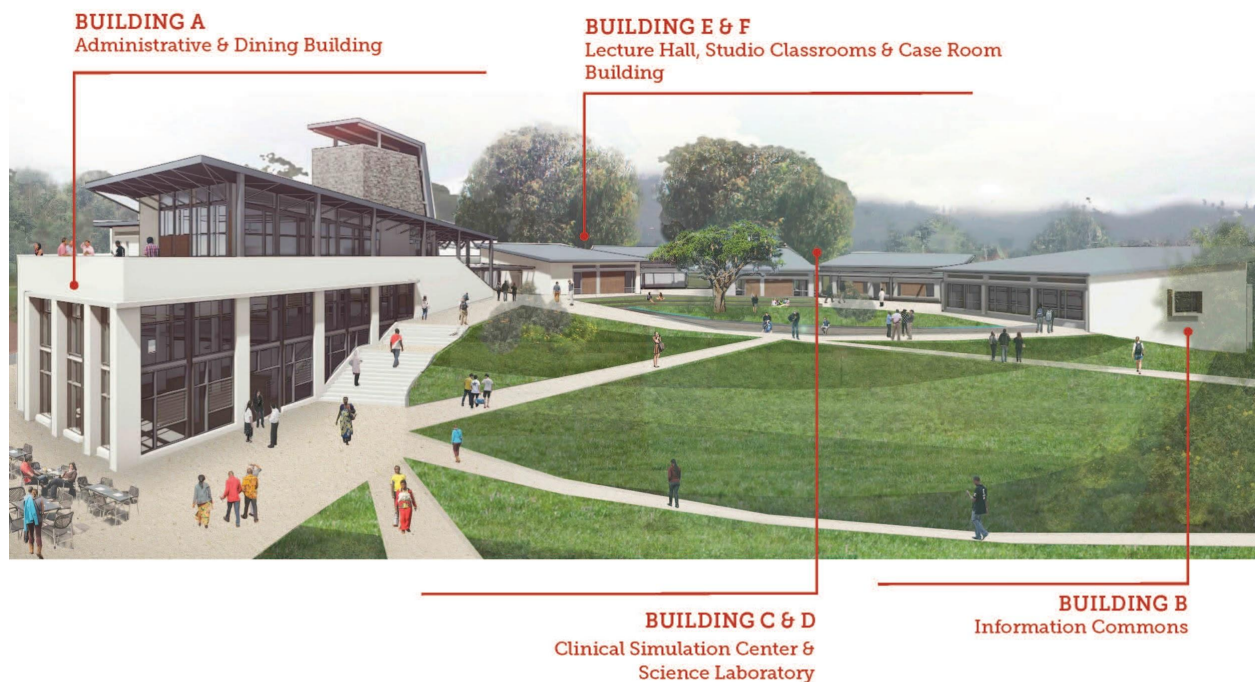
## Accommodation at the Butaro Campus

For transport to and from the UGHE campus in Butaro, there is a University shuttle every Monday (from Kigali to Butaro at 6pm and from Butaro to Kigali at 1pm), Friday (from Kigali to Butaro at 6am and from Butaro to Kigali at 2pm), and Sunday (Kigali to Butaro at 1pm). There is also a shuttle that runs from Butaro to Musanze and back on Friday and Sunday.

## [Housing + Campus Manual](#)

### Campus Facilities Overview

The UGHE Butaro campus comprises seven academic buildings and seven housing clusters. Below is an image providing an overview of the campus layout:



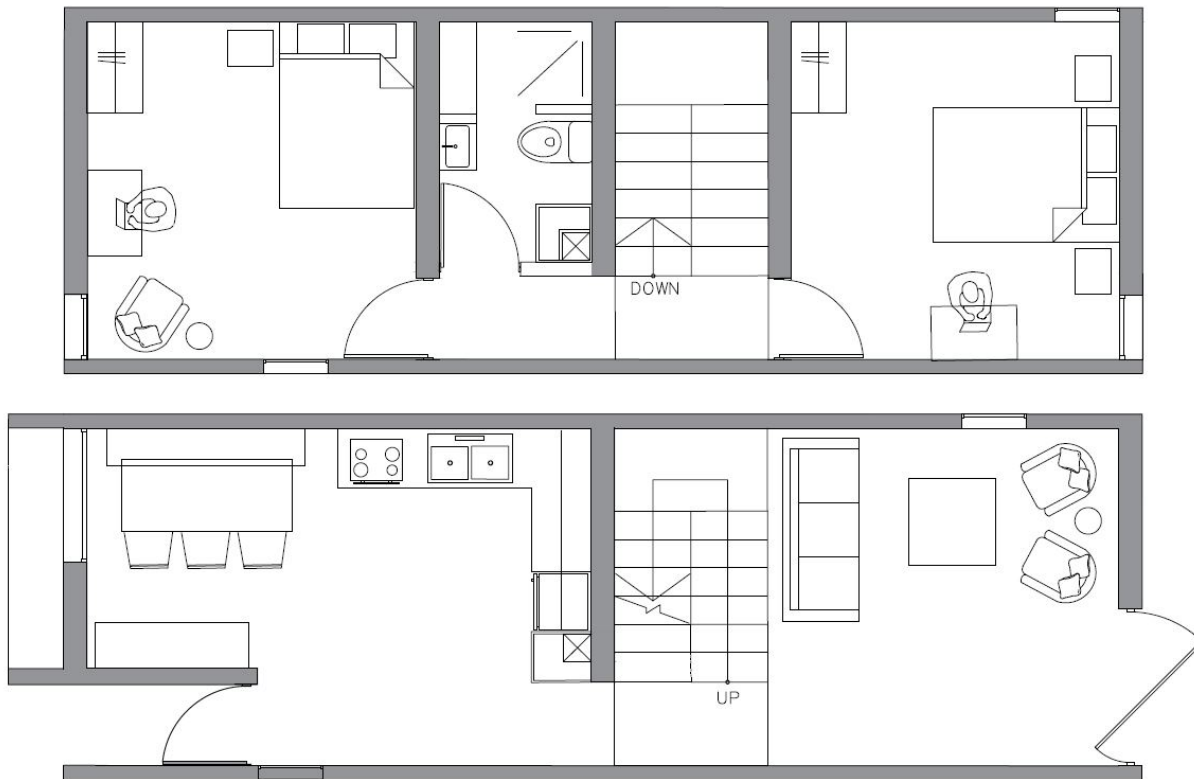
### Housing

Housing at UGHE is divided into seven different clusters. These clusters are all a combination of two-, four-, one and shared-bedrooms units and each housing cluster contains onsite laundry facilities.

These clusters provide accommodation for 389 staff, students, and faculty. Additionally, there are 8 bedrooms on campus which are handicap accessible.

As a visiting Faculty, you will be given your own room but may be housed in a unit that is shared with one other person (with a shared bathroom) or 3 other people (with 2 shared bathrooms). The units in Cluster 1 and 2 have a full kitchen with both a gas stove and full-size refrigerator, as well as a dining room and living room. The units in Cluster 3 and 4 have kitchenettes with a mini fridge. All rooms will have full-size beds (130 cm x 200cm x 25cm). If you are coming with your spouse or partner (or another family member), please inform Sam so that arrangements can be made.





## About UGHE Accommodations

### About the Hospitality Team

Responsible for overseeing all five housing clusters, the UGHE Hospitality Team, led by the Hospitality Coordinator with 2 assistants, are available to respond to all your needs during your stay in Butaro, in case you need their support, please contact them on [butaro.hospitality@ughe.org](mailto:butaro.hospitality@ughe.org).

Whether you need a light bulb replaced, your wifi reset, or the toilet paper to be replenished, the Hospitality Team is available to ensure your stay on campus is enjoyable.

Below you will find a detailed account for what you can expect during your stay in UGHE's accommodations.

### Accommodation Information

#### Furnishings

All housing units are fully furnished with a bed, mattress, pillow, complete bedding and towel set, mosquito net, dresser with hangers, desk, desk chair, laundry basket and a waste basket.

Residents are responsible for the furniture provided to them. At no point should any provided furniture be removed from the housing unit unless otherwise approved and removed solely by UGHE's Operations Department.

Televisions, fans and coffee makers are but a few items that are not found in UGHE's accommodations. A complete inventory of all items found in the housing units can be found at the end of this section. Please note that this inventory is exhaustive; should you wish to use a certain item not found on this list, please bring your own. You can also find a list of restricted items.

All the furniture in the housing units is made locally by Rwandan carpenters in an effort to support the local economy. Should residents like additional furniture made at their own expense, the UGHE Operations Department would be happy to provide the contact information for the team of carpenters.

### **Decorations**

In order to maintain the buildings, we ask that residents do not use tape or nails as they can damage the walls. We also ask that residents do not drill any holes into the walls.

Should you wish to hang artwork or fixtures of any kind, please submit your request through the [BIM360](#). This ensures that all the desired artwork or fixtures are appropriately hung by the Operations Team's maintenance technician.

### **Mosquito Nets**

Every bed has a ceiling-mounted treated mosquito net. Though Burera is one of the least affected districts in Rwanda when it comes to the prevalence of malaria, malaria cases still occur and therefore all residents are **highly** encouraged to use the mosquito net every night while sleeping.

Should you notice that either your mosquito net or window screens have any holes in them, please feel free to contact the Hospitality Team for coordinating repairs in a timely manner (24-48 hours).

### **Bedding and Towels**

Each resident or visitor is provided with a set of bedding and towels which includes a mattress and pillow protector (termite proof), fitted sheet, flat sheet, pillow case, duvet, duvet cover, blanket, hand towel and bath towel. Residents are welcome to bring their own bedding; this should be communicated to the Operations Team prior to moving on campus or at any point thereafter so as to return UGHE bedding.

Please note that the mattress sizes depend on the housing cluster:

- Housing clusters 1,2,3 and 4: Full size beds (130 cm x 200cm x 25cm)
- Housing cluster 5: Full size beds (130 cm x 200cm x 25cm)

We prohibit residents from removing the mattress protector or pillow protector at any point, as these protect the entire campus against bed bugs and termites. We appreciate your cooperation and full support on this issue.

### **Kitchen Amenities**

In Housing Clusters 1 and 2, apartment-style units are equipped with a small kitchen. The following is provided: a stove, full-size refrigerator, microwave, kettle, water filter, waste bin, and basic cooking supplies (e.g. utensils, plates, bowls, mugs, cups, pots and pans).

In Housing Cluster 3, 4 and 5, which are equipped with a kitchenette, the following is provided: mini refrigerator, microwave, kettle, water filter, waste bin, and basic dinnerware (e.g. utensils, plates, bowls, mugs, cups).

### **Bathroom and Shower Facilities**

Each bathroom is equipped with one toilet, sink, shower with hot water, mirror, waste bin, sanitary waste bin and toilet brush.

## Laundry

For personal laundry needs, residents are able to use the laundry facilities in their housing cluster. Each laundry facility is equipped with two semi-commercial washers, two semi-commercial dryers, two irons, and two ironing boards. The machines can be used free of charge, but residents are expected to provide their own laundry detergent which can be purchased in the campus store.

To limit usage and costs of energy, residents are allowed to run two full cycles each week - one for colors and one for whites. Residents are strongly encouraged to line dry using the clothing lines outside, or the drying racks provided in the units.

Above each machine is a step-by-step instruction sheet, allowing an easy and appropriate use of the machines. Should you experience difficulties when using the machine, there is also a contact number and call hours listed for UGHE's maintenance technician responsible for overseeing these machines.

Residents are personally responsible for all of their laundry needs. However, all bedding and towels are washed every two weeks without charge to the resident as included in the UGHE laundry service (detailed below under additional services). The schedule and laundry system information is posted on the notice board in each housing unit.

The laundry team may also be able to wash residents' personal items for a reasonable rate. More details can be found in the Laundry Service section detailed later in this manual once all is confirmed with the outsourced vendor.

## Cleaning Supplies

Each housing unit is equipped with basic cleaning supplies, including a broom and dustpan, a mop, a bucket, rags, as well as glass, floor and appliance cleaning solutions.

Common areas are cleaned by UGHE cleaners once per week; this includes the kitchen/kitchenette, bathroom, dining room and living room (if applicable). Residents are thus highly encouraged to treat the living spaces as they would their own homes and to clean up after themselves daily.

### *Complete Housing Inventory*

All Bedrooms:	1 x Bed 1 x Mosquito net 1 x wardrobe with 10 hangers 1 x desk 1 x desk chair 1 x small waste bin 1 x complete bedding and towel set
Kitchenette (if applicable):	1 x kettle 1 x microwave 1 x mini fridge 1 x water filter 1 x waste bin (non-compost waste) 1 x waste bin (compost waste) 1 x basic dinnerware set
Kitchen (if applicable):	1 x stove 1 x refrigerator 1 x kettle 1 x microwave 1 x water filter

	1 x waste bin (non-compost waste) 1 x waste bin (compost waste) 1 x basic dinnerware and cooking supply set
Dining Room (if applicable):	1 x dining table 6 x dining chairs
Living Room (if applicable):	1 x sofa couch 1 x coffee table

### Items to Consider Bringing With You:

Residents and visitors should consider bringing any of the following items with them should they feel they are needed to maintain a comfortable stay in campus residences.

#### *Strongly Recommended*

- Flashlight/torch and/or Headlight
- Shower sandals
- Water bottle
- Solid shoes/boots
- Umbrella
- Laundry Detergent
- Heavy raincoat
- Hiking boots
- Rain boots
- Jacket/Fleece

#### *Optional*

- Alarm clock
- Hair dryer
- Personal bedding if preferred over provided bedding
- Travel coffee makers (e.g. french press) and coffee and/or tea
- Personal iron and ironing board
- Additional hangers
- Additional cooking supplies and dinnerware

#### *Prohibited Items*

- Space Heaters
- Candles
- Loudspeaker systems
- Hotplates
- Hotpots
- Additional cooking appliances (toasters, grills, etc.)

### Services

### Cleaning

As mentioned above, the UGHE custodial service cleans all housing common spaces once per week, as well as clean rooms prior to guest arrivals. Guests are highly encouraged to keep their housing units clean and tidy.

## **Housing Supplies**

Toilet paper and hand soap is provided to all residents and visitors.

However, dish soap, sponges, rags and hand/body soap are the responsibility of medium- to long-term residents and can be purchased in the campus store. Short-term visitors are provided with the above basic necessities free of charge.

## **Laundry**

For laundry services, all UGHE-provided resident bedding is washed every week free of charge. As discussed in the laundry section, residents are able to use the washing and drying machines located in each housing cluster in order to wash their personal clothing items.

Should residents like to outsource their personal laundry needs, UGHE may be able to offer a laundry service with monthly laundry packages. Pricing has yet to be finalized; once confirmed, information will be sent to all residents.

## **Waste Collection**

A waste disposal station is conveniently at every housing cluster in the outdoor section of the nearest laundry unit. This station contains trash cans for waste disposal and a separate trash can for compost.

As plastic bags are illegal in Rwanda, residents are personally responsible for disposing of their waste at the nearby waste stations as needed for non-compost waste and daily for compost waste to reduce any foul smells in the common kitchen areas. Thank you in advance for your efforts to keep the campus clean!

## **Maintenance**

The Infrastructure Department repairs any maintenance issues in a timely manner should residents have any maintenance needs while staying in UGHE accommodations. Unless the damage is due to negligence, all maintenance needs are covered by UGHE.

In order to make a request for repair, residents can complete the [BIM360](#) online. Requests are monitored daily by the and residents should expect a response within 48 hours. In the case of an urgent request or emergency, such as a clogged public toilet or broken window (urgent), or gas smell or power outage (emergency), residents are also encouraged to call the Infrastructure Team directly (0785802377) and send a follow up email to [Butaro.facilities@ughe.org](mailto:Butaro.facilities@ughe.org) or reach out to any operations/facilities team member on campus.

## **Safety and Security**

This section provides an overview of important safety and security policies and procedures on the UGHE campus. If desired, additional information can be requested by contacting the Director of Campus Operations.

### **Departmental Overview**

The University of Global Health Equity is committed to providing a safe and secure environment for all campus residents and visitors. Led by the Safety and Security Manager, the Safety and Security department monitors the security situation of the Butaro campus and surrounding areas, ensuring the safety of staff, materials, accommodations, and offices. The Safety and Security Manager oversees contracted security guards providing 24/7 campus-wide coverage, and remains updated on the broader security profile in Rwanda and neighboring countries, and leads any evacuation or emergency response needed in coordination with local authorities.

### **Safety and Security Quarterly Training**

Each Year, UGHE's Safety and Security Manager conducts training for all campus residents. This training covers a range of topics such as basic security policies, first aid on campus, emergency exits, fire evacuation and lockdown procedures, and more. Should residents like certain topics covered in the training, there will be a way for residents to provide feedback on the agenda shared one week in advance.

## Safety and Security Drills

Throughout your time on campus, you are likely to catch at least a few safety and security drills being run on campus. Overseen by UGHE's Safety and Security Manager, these drills are conducted to ensure campus residents are prepared to act in the case of a common emergency such as a fire or health incident. Of course, a communication will be sent out at least 48 hours prior to any drill so that all campus residents are aware that it is a drill only. Following each drill, the Operations Team, along with representatives from other departments, will debrief on the drill and discuss ways for making improvements.

## Emergency Procedures

### Fires

#### If you discover a fire:

- Activate the nearest Fire Alarm Pull Station to begin building evacuation. If the pull station is not functioning, shout "Fire, fire, fire".
- Warn others immediately to leave the building at the nearest safe exit or fire stair.
- Attempt fire suffocation with a cover or extinguisher ONLY if safe (small, contained fire and clear exit route) and able. Try to suffocate the fire for a maximum of one minute.
- Leave the fire area and close the doors. Do not lock any doors.
- Call Emergency Services from a safe location to ensure response and then +250-785295385 to advise Campus Security of location and circumstance.

#### If you hear a fire alarm at UGHE:

- Get out of the building immediately. Close doors behind you but do not lock them. Leave the building via the closest safe exit or fire stair.
- NEVER use elevators.
- If you encounter fire or smoke in the Fire stair, crossover where possible to use an alternate Fire Stair/Exit.
- Help mobility-impaired individuals to exit or get to a pre-planned safe area of refuge, preferably a fire stair landing or an enclosed, fire-rated space near the fire stairs and then advise an Emergency Warden, Campus Security member, or Firefighter of their location.
- Once evacuated, keep a distance of (30m) from exit or proceed into an unaffected building.
- Stay out of the building. Do not re-enter the building until authorized by the Fire Department, Campus Security Services, the Building Warden Coordinator, or a UGHE Emergency Warden (regardless of alarm bell status).
- All fires, regardless of size and damage, should be reported to the Facilities Manager.

## Serious Injury or Illness

Any student, academic staff, or visitor who requires immediate medical attention should contact the UGHE Health Services Coordinator at +250 785295191

## Reporting an Incident

To keep track of all incidents affecting UGHE staff, faculty, students and visitors, or facilities and assets, all individuals affected are required to complete and submit an Incident Reporting Form (IRF) as close to the time of the incident as possible. Some examples of incidents to be reported include theft, assault, harassment, bullying, hazing, fire, safety hazards, fraud, etc.

All campus residents and visitors are highly encouraged to report any incident to UGHE's Safety and Security Manager immediately for rapid follow-up. Should a response not be received right away or to the level required for any reason, the next person to contact is UGHE's Director of Campus Operations. For more information, please contact +250 785 295 255/ +25078 5295 385 or email us at [butaro.securityteam@ughe.org](mailto:butaro.securityteam@ughe.org)

## Emergency Response Team and Management

The University of Global Health Equity (UGHE) is committed to the safety and well-being of its staff, students, and guests. There is a committee that requires planning and practice. This Safety and security committee exists to satisfy these needs and to outline the steps to be taken to prepare and respond to an emergency affecting the campus or the University at large.

In order to implement the above plan, UGHE has created a Safety and security committee. The team has been designated and will be trained to respond to all such emergencies as they arise both on campus as well as in the greater context keeping all staff, students, and visitors well informed on potential emergencies affecting everyone. The SSC is the responsibility of UGHE's Safety and Security department under the Deputy Vice-chancellor of administrative and financial affairs.

## General Services

### Main Dining Services

UGHE's main dining hall is run by an outsourced dining firm comprising a team of approximately 25 staff, including chefs, co-chefs and cleaners, with a minimum of 80% of the staff being from the Butaro area as part of UGHE's initiative to support the local community.

The outsourced firm is employing a skilled Head Chef to provide daily support and training to the local staff. Prior to the opening of the dining hall, all members of the dining team will complete a certification training program in Food Safety and Hygiene.

### Food

In order to cater to a campus resident population from all over the world, UGHE serves its meals as a buffet style, with all ingredients sourced primarily from Burera District. The menu varies from day to day. As feedback is received from campus residents, the menu will also change over time. A sample menu can be found at the end of this section.

Meals are served cafeteria-style with a buffet line in the ground floor and mezzanine area of the main dining hall. Residents are expected to clean up after themselves at the end of each meal and bring their tray to the appropriate clearing station on each floor of the dining hall.

### Beverages

The main drinking station for the campus is situated on the second level of the dining hall.

This station provides filtered drinking water for refilling water bottles, locally produced Rwandan tea, fresh coffee (regular), as well as milk, sugar and honey. There is also a sink for washing water bottles.

Throughout the day and night, students, staff and visitors are welcome to fill up on all beverages offered at the main drinking station located in the dining hall. Besides this main drinking station, **DO NOT drink water from the faucet**. In the housing units, there is bottled water or a filter provided; If you have a folder, please pour water from the faucet into the filter prior to drinking; the Hospitality Team is responsible for replacing filter cartridges every six months.

### Alcohol Policy

Alcohol is allowed in housing units only, as well as at special events **if provided by UGHE**. Responsible and moderate drinking at all times is the expectation in order to maintain our community values and professional standards. Any behavior judged to be beyond these bounds is subject to disciplinary measures.

### Dining Menu

Sourced primarily with local ingredients from local farmers in and around Butaro and Burera District, UGHE's menu was designed with the intent to appeal widely to all students, staff, faculty and visitors coming from all over the world. Below are example of the type of meals that are served

Breakfast menu - example

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Fresh homemade	Mixed fruit salad	Fruit platter	Fresh homemade	Fresh homemade	Fresh homemade	Fresh homemade

juices: passionfruit and tree tomatoes juice.	with sesame, Passionfruit, tree tomatoes, pineapple, watermelon, bananas		juice: passionfruit juice and tree tomato juice	juices: passionfruit and fruit cocktail.	juices: passionfruit and pineapple juice.	juices: passionfruit and tree tomatoes juice.
Selection of breads (Cut bread, Croissant, grilled brown bread) with butter and jam	Selection of breads (Sandwiches, brioches, grilled brown bread) with peanut butter and jam	Selection of breads (Vegetable toast, croissant, grilled brown bread) with honey and jam	Selection of breads (Egg and cheese sandwiches, grilled brown bread, chapati) with margarine, peanut butter, jam and honey	Selection of breads (Salt pistolet, Meat samosa,vegetabl es samosa, grilled brown bread) with butter, jam and honey	Selection of breads (Cut bread, Croissant, grilled brown bread) with butter and jam	Selection of breads (Cut bread, cheese croissant, grilled brown bread) with butter and jam
Plain omelette	Boiled eggs	Minced bacon		Oatmeal with milk	Fried eggs	Omelette
White beans in tomatoes sauce.	Oatmeal with milk	Sauce de Paris	Beans in tomato sauce	clear vegetable soup	Charcuterie	White beans in tomatoes sauce.
Clear vegetable soup		White beans in tomatoes sauce		Clear chicken soup		
Clear chicken soup						
Assorted teas African tea, black tea, green tea, spiced tea	Assorted teas African tea, black tea, green tea, ginger tea	Assorted teas African tea, black tea, green tea, Umwanya tea	Assorted teas African tea, black tea, green tea, spice tea	Assorted teas African tea, black tea, green tea, mint tea	Assorted teas African tea, black tea, green tea, spiced tea	Assorted teas African tea, black tea, green tea, spiced tea
Coffee: espresso, americano	Coffee: espresso, English coffee	Coffee: espresso, African coffee	Coffee: espresso, americano	Coffee: espresso, americano	Coffee: espresso, black coffee	Coffee: espresso, americano
Hot milk	Hot milk	Hot milk	Hot milk	Hot milk	Hot milk	Hot milk
Hot chocolate	Hot chocolate	Hot chocolate	Hot chocolate	Hot chocolate	Hot chocolate	Hot chocolate
					Fried eggs	Omelette

Lunch menu - example

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Green salad	Vegetable soup	Green salad	Mushroom soup	Pumpkin soup	St Germain Cream and caprese salad	Fresh avocado filled with vinaigrette
Flemish carbonade served with persil potatoes, mixed vegetables and cantinou rice.	Chicken royale served with dimba potatoes, with rice, cassava, boiled bananas with vegetables, and mixed vegetables	Fish feratto in bechamel sauce served with umuzuzu banana, pilawu rice, sweet potatoes, lyonnaise chips, cassava leaves (isombe).	Kivu sambaza in red sauce with kawunga,Rwanda n bananas,rice,gre en vegetables,chips, yams.	Beef stew (beef julienne) with mushroom sauce on the side	Mixed lasagna	Beef or pork with onions and pepper
Chicken in curry sauce served with persil potatoes, spaghetti, Cantou rice and mixed vegetables			Spaghetti bolognese	Roasted fish		French fries, spaghetti, boiled bananas,rice and vegetables



Vegetarian option:tofu in red sauce served with persil potatoes, Cantou rice and mixed vegetables.	Vegetarian option:vegetable lasagna	Vegetarian option: vegetable quiche.	Vegetarian option: vegetable ravioli in cream tomato sauce.	Vegetarian option:vegetable egg noodles	Vegetarian option:vegetable lasagna	Vegetarian option:Gnocchi in cream spinach
Passion cheesecake served with Mango coulis.	Sweet bread	Pan cake with honey	Banana flambe	Fruits platter	Mousse au chocolat	Caprinian fruits salad

#### Dinner menu - example

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Guacamole salad with carrots	Minestrone soup (vegetable and meat minestrone soup)	Vegetable soup	Chauda soup	Chicken soup	La Paillotte salade	Mushroom soup
Pizza night: •vegetable pizza •marguerita pizza •beef pizza •mafiaso pizza •michigan pizza •carnivore pizza •vagabond pizza •la Paillotte pizza.	Garnished goat kebab served with fried potatoes and mixed salad	Beef broccoli in sauce served with fried bananas, rice, green vegetables(lengal enga), boiled potatoes, fried chicken mixed with plawu rice, eggs and vegetables.	Meatballs in red sauce served with boiled potatoes,fried rice,chips lyonnaise, pumpkin, and vegetables.	Garnished beef kebab and roasted chicken	Grilled fish with masala sauce on the side served with rice balls, vegetables, and boiled bananas.	Local food: chicken igisafuriya and chicken hamburger served with chips and salad
	Vegetarian option: Garnished vegetable kebab served with chips.	Vegetarian option: vegetable noodles.	Vegetarian option: vegetable spaghetti.	Vegetarian option: vegetable hamburger	Roasted potatoes and bananas,and mixt salad	
Bella's fruits salad	Chocolate cake	Passion mousse	Fugale cake	Fruit cake	Fruits salad	Cheesecake and carrot cake

#### Dining Hours

##### Monday to Friday

Breakfast: 7:30 - 9 am  
 Lunch: 12:00 - 1:30 pm  
 Dinner: 6:00 - 7:30 pm

##### Saturday and Sunday

Breakfast: 7:30 - 11 am  
 Lunch: 12:00 - 1:30 pm  
 Dinner: 6:00 - 7:30 pm

#### Dietary Restrictions

The dining team does their best to accommodate any resident or visitor with dietary restrictions. For instance, vegetarian options are provided at both lunch and dinner. In order to accommodate residents' needs, the team requires at least 72 hour notice prior to their arrival. If possible, further advance notice is preferred as it allows the team to adequately plan the weekly menu and order items as required.

In order to notify the dining team of any dietary restrictions, please email Sam who will liaise with the UGHE Hospitality team.

### **Waste Disposal**

Located on each level of the dining hall are two waste stations where trash should be discarded accordingly according to the labels above each waste bin. As there is no recycling in Rwanda, UGHE burns all trash using the incinerator at Butaro Hospital. We also use the compost in our garden.

### **Campus Store**

As residents may run out of various household and hygienic supplies over the course of their stay, toiletries, laundry detergent, stationary and supplies, phone credit, snacks, etc. can be purchased in the store from Monday to Friday, from 9 am to 6 pm.

### **Disability Services**

The campus welcomes residents and visitors with disabilities. The Butaro campus is equipped to accommodate handicapped residents and visitors in both academic spaces and housing. There are handicapped entrances and an elevator in Building A, as well as handicap-accessible bathrooms. As covered in the housing section, there are also four bedrooms designed for handicap accessibility.

### **Gym and Recreation Facilities**

UGHE has a gym and recreation facilities on campus to allow residents to exercise. Below is a detailed list of all gym equipment and facilities.

Located on the wall of the gym are various gym rules and safety measures; all those who plan to use the gym are required to familiarize themselves with the content listed.

Please note that misusing the equipment can result in injury and/or damage to the equipment. As such, if you require assistance at any point, please contact the Hospitality Team.

We ask all gym users to clean up after themselves. This involves wiping down all equipment after use of each machine with the provided cleaning supplies, returning weight plates and dumbbells to their designated places, and using all gym equipment in a respectful manner. Custodial staff cleans the gym floors, equipment, and mirrors daily.

#### *Gym Equipment*

The gym contains the following equipment:

- Concept 2 Model D Rower (1)
- Squat rack (3)
- Pro Decline, Flat, Inclined Bench (3)
- WOD Bar 5.0 (3)
- Assorted Rogue bumpers 2.0 (10 lbs to 45 lbs)
- Assorted dumbbells (5 lbs to 70 lbs)
- Concept 2 Bike Erg (1)
- Yoga mats (40)
- Yoga blocks (25)

- Jump rope (20)
- Exercise ball (4)
- Punching bag (1)
- Boxing gloves (5)
- Pro bosu balance training ball (3)
- Foam body roller (10)
- Wall-mounted 55-inch television (1)
- Music and Speaker System (1)

#### *Recreation Room*

- Open space for exercise or recreation
- Wall-mounted 55 inch television
- Music and Speaker System

#### *Basketball Court:*

- 2 x In ground basketball hoops (Adjustable 60-inch)

#### *Recreational items available for resident use:*

- Diamondback mountain bikes and necessary safety equipment (4)
- Ping pong table
- Badminton (including net)
- Wiffle ball
- Frisbee
- Kick ball
- Basketballs
- Volleyballs (including net)
- Cornhole

### **Mountain Biking Policy**

The main campus reception will have a sign up sheet to reserve mountain bikes. Campus residents (and accompanied visitors) are free to sign out the mountain bikes daily from 8 am to 7 pm. When signing out the bikes, there is also a Mountain Bike Policy to review and sign.

### **Photography and Filming Community Bookshelf + Lost and Found**

Please find details about photography and filming on Campus, community bookshelf, as well as lost and found [here](#)

### **Security and Crime Prevention**

#### *Protecting Yourself:*

- Always wear a seatbelt.
- Though UGHE encourages all staff and students to avoid riding motos as much as possible, should you choose to ride motos for personal transport, always wear a helmet and make sure it is secure.
- Pack lightly when traveling in the open; avoid carrying large bags or laptop bags. Reduce the valuables you have on your person in any unsecured location.
- Do not travel alone after dark.
- Be aware of your surroundings. Criminals are likely to strike in crowded areas or areas where there are confused individuals.

- Be aware of anyone loitering around ATMs; ask a security guard if it is safe to withdraw money at an ATM location before doing so

**Safety during Transportation**

*Taxis:* Personnel should use regulated orange-striped taxis (Yego cabs) or Move. They should negotiate the fare in advance and make sure meters are being used as some taxi drivers will try to overcharge visitors. Visitors planning to use taxis to travel between a large number of different locations should hire a driver for the day - please reach out to Sam about this. The motorbike taxi (“mototaxis”) is highly discouraged as there are many accidents with these and their helmets are often in poor conditions or have been in crashes and are not safe.

*Public Transportation:* It is not recommended that visitors use public transportation.

*Walking:* Rwanda is generally a safe country, however, visitors should be prudent and take standard precautions while visiting including not walking alone after dark. Follow the guidance of local staff members when walking in unknown areas of the country.

**LGBT Guidance**

*US Dept. of State Guidance:* Rwanda is markedly more tolerant of the LGBT population than its neighboring countries. There are no laws that criminalize sexual orientation or consensual same-sex sexual conduct, and cabinet-level government officials expressed support for the rights of LGBT persons. LGBT reported societal discrimination and abuse, and LGBT rights groups reported occasional harassment by neighbors and police but there were no known reports of physical attacks against LGBT persons, nor were there any reports of LGBT persons fleeing the country due to harassment or attack.

Please note that even though Rwanda has a markedly better reputation regarding the LGBT population than other countries on the African continent, LGBT individuals can still be at higher risk than in their home countries. If any LGBT individual would like to discuss their specific circumstances, best practices, lessons learned or safety strategies, they should not hesitate to reach out to PIH’s Global Program Officer for Safety and Security, [Andie Tibbetts](#). All information discussed will remain confidential.

**Receiving mail and packages**

For those staying long enough to receive mail and packages, this is certainly possible. From the United States, USPS is most cost-effective, and packages tend to take 3-4 weeks. FedEx and DHL are also possible but are incredibly expensive.

Please make sure all packages are valued at less than \$50. Anything over this will not be exempt from customs taxes and you will have to pay fines to get them from the post office. The descriptions should be general (candy- \$5, used books- \$5, etc.).

Once your mail arrives in Kigali, the Kigali office will send it in a car to where you are, or you can arrange to pick it up in Kigali.

For USPS shipments and letters:	For FedEx and DHL shipments:
University of Global Health Equity P.O Box 6955 Kigali, Rwanda  Tel: <a href="tel:+250786405072">+ 250 786405072</a>	University of Global Health Equity P.O Box 6955 Kigali Heights, Plot 772, KG 7 AVE, 5th Floor, Kigali Rwanda  Tel: <a href="tel:+250786405072">+ 250 786405072</a>

## MBBS '25 Students Headshots and Names



 Alima Uwimana



 Axel Shimwa



 Betty Kabarungi



 Beula Igiraneza



 Clemence Ishimwe Ndagije



 Clovis Gatete Nkeramihigo



 Delphine Mizero



 Derrick Niyonkuru



 Eden Gatesi



 Evergiste Singizwa



 Fred Nkurunziza



 Genereuse Iradukunda Irakoze



 Gislaine Mutatsineza



 Gloria Nishimwe



 Heritier Mfura




 Jean Bertrand Aime Hakizim...



 Joselyne Nzisabira



 Joyeuse Urujeni



 Lara Tesi



 Marie Immacule Dusingize



 Marlene Muhongerwa



 Materne Nshuti Kayumba



 Mutesi Mukinisha




 Nshuti Olivier Mbarushimana



 Pascaline Nsanzurwanda Uw...



 Peace Ingabire



 Sam Kamali