

Kellermann Foundation Volunteer Guide

Congratulations! Thank you for your interest in volunteering in Uganda.
This guide will help you plan your stay at Bwindi.

This document is maintained by the Kellermann Foundation in collaboration with our partner programs Bwindi Community Hospital and the Batwa Development Program. Outside websites noted here are seen as potentially useful to travelers but are not necessarily endorsed.

The guide will be updated regularly. If you find information that should be included, please notify the Volunteer Coordinator below. You can help us keep the guide as useful and relevant as possible.

About the Kellermann Foundation

The Kellermann Foundation is a US-based Christian nonprofit organization dedicated to supporting the displaced Batwa pygmies in all areas of development and to providing high-quality healthcare to the Batwa and their neighbors in southwest Uganda. This is accomplished through our partner organizations in Uganda: the Batwa Development Program and Bwindi Community Hospital.

Individuals who plan to volunteer through our organization are not required to be Christians. However, all volunteers must be tolerant and respectful of Christian beliefs and discussion and willing to remain present during prayers. Many volunteers are also asked by a local team member to attend worship.

Contact Information

The Kellermann Foundation (in the USA) - <http://www.kellermannfoundation.org/>

- Volunteer Coordinator: volunteer@kellermannfoundation.org
- Sally Stillings (Executive Director): sally@kellermannfoundation.org, US phone 214-519-9279

Bwindi Community Hospital - <http://www.bwindihospital.com/>

- Main Phone Numbers (Uganda): +256 (0) 703-342891, +256 (0) 392-880242
- Bwindi Hospital Volunteer Coordination: bchcvolunteering@gmail.com
- Bwindi Hospital communications: bwindihospital@gmail.com

Batwa Development Program - <http://www.batwaexperience.com>

- Rev. Bernard Bagaba (Coordinator) bbbagaba@yahoo.com

Bwindi Guest Houses

- Kellermann Foundation Volunteer Coordinator: volunteer@kellermannfoundation.org
- In Uganda: Denis Alkrim Rubalema: ruden888@yahoo.com, cell +256 (0) 785-999112

To dial Uganda phone numbers: Internationally, include the 256 but not the 0. Within Uganda, omit the 256 but include the 0.

Last Revision: January 11, 2012

Many thanks to Dr. Walter Liebkemann and Dr. Daniel del Portal for their assistance with this document.

Outline

Introduction and Contacts, pg. 1

Contents page, pg. 2

About Bwindi Community Hospital, pg.3

About the Batwa Development Program, pg. 4

Planning your trip (pre-travel), pg. 5-8

Packing, pg. 8-9

On arrival, pg. 9

Housing at Bwindi, pg. 10-11

Surrounding activities, pg. 11-12

Departing from Bwindi, pg. 13

On photography, pg. 13

Local food, pg. 13

Miscellaneous, pg. 13

Other resources and information, pg. 14

About Bwindi Community Hospital



- Vision: A healthy and productive community free from preventable disease and with excellent health services accessible to all.
- Mission: Serving Jesus Christ through giving holistic health care and life in all its fullness to the staff, patients, clients and visitors in the Hospital and community.

Bwindi Community Hospital was founded in 2003 by Scott and Carol Kellermann. It began as an outreach clinic under a tree, and has grown into a 112-bed Hospital providing health care and health education services to a population of over 100,000 people. Despite its remote and isolated location, it is currently rated the best hospital in Uganda.

The hospital began as a special mission to help the Batwa pygmies who were displaced from the Bwindi Impenetrable Forest after it was made a National Park in 1992. Since leaving the forest, most Batwa have lived in extreme poverty and are affected by the health issues that poverty brings. As the hospital has grown, its services have expanded to include all people in the surrounding districts.

Daily Routine

The day at BCH generally starts at 8 AM with song, morning prayers, and announcements under the overhang of the outpatient department (OPD) building. There may be a teaching or in-service after morning prayers, and physicians' rounds usually begin after breakfast.

Outpatient visits are conducted by the mid-level clinical officers, with backup from physicians when needed. Medical volunteers may be asked to assist or advise in care delivery, with specific duties being assigned by the medical supervisor or one of the staff physicians.

Medical volunteers may observe opportunities to improve processes to deliver better care. You will find hospital leadership open-minded in exploring realistic and sustainable methods of improving care. Key personnel at Bwindi Hospital can be found at: www.bwindihospital.com/senior-contacts.html

About the Batwa Development Program



- Vision: The Batwa will emerge from a life of poverty with an improved and sustainable status of life.
- Mission: To empower the Batwa community through education, land and food security, and sustainable income generation, so that they become valued members of society.

When the indigenous Batwa pygmies were removed from the Bwindi Impenetrable Forest in 1992, they were given no land or compensation and have since lived in dire poverty. They are one of the poorest and most marginalized people groups in the world. The Batwa Development Program (BDP) was founded to help the Batwa help themselves.

The main BPD office is at the Monkey House. The BDP also runs the Batwa Craft Banda basket and souvenir shop just outside the entrance gate of the Bwindi Impenetrable National Park.

The Batwa Experience, another BDP project, is a guided hike through old-growth forest in which medicinal plants, hunting, traditions, and shelters from the Batwa hunter-gatherer period are demonstrated. All volunteers are encouraged to visit and receive a discounted rate of \$30 each. More information can be found at: <http://www.batwaexperience.com/>

Volunteers with the BDP will have opportunities for cultural outreach and working directly with the Batwa on day-to-day issues. Before your trip, it is important to define a specific core project (in conjunction with BDP leadership) that you can see through to completion during your time at Bwindi. Most of the Batwa do not speak English, so some projects may also require assistance from BDP personnel, which will require advance planning. Sustainable projects that educate and empower the Batwa or that identify and suggest solutions to problems facing the Batwa are especially effective.



Planning Your Trip

2-12 months beforehand

1. Email your projected dates and areas of interest to:
The Kellermann Foundation's Volunteer Coordinator, volunteer@kellermannfoundation.org
The coordinator can confirm whether there is housing available for you and connect you with the appropriate BDP/BCH staff members to plan your volunteer work.
2. Visit your travel clinic or doctor for:
 - Vaccinations
 - Yellow fever ("Yellow Card" is required for Uganda entry visa)
 - Hepatitis A (2 shot set)
 - Hepatitis B (3 shot set)
 - MMR update
 - Typhoid (oral series preferred over injection)
 - DTaP (diphtheria, tetanus, pertussis)
 - Meningitis – recommended but not required
 - Rabies (3 shot set)- recommended but not required
 - Tetanus updated
 - Medications
 - Malaria prevention – Recommendation is for Malarone (taken two days prior to travel, once per day during travel, and for one week post trip). Doxycycline is an alternative (taken two days prior to travel, once per day during travel, and 4 weeks post trip). Mefloquine (Lariam) is a convenient alternative, taken only once weekly, but it is discouraged due to neuropsychiatric side effects in some people.
 - Consider requesting prescriptions for:
 - Cipro - for traveler's diarrhea
 - Ambien - to assist with sleep on plane ride
 - An anti-nausea agent

IMPORTANT NOTE: Be sure that your passport is valid for greater than 6 months after your **return** date, or you will not be permitted to use it to travel to Uganda.

8-12 weeks beforehand

1. Book your flight into Entebbe, Uganda (or Kigali, Rwanda). Missionary or humanitarian airfare bookings are often less expensive and usually allow you to carry more luggage.
2. Visa: Obtain your visa from the Ugandan embassy in the US. For more info, visit <http://www.ugandaembassy.com/visa.html>. (You can instead obtain your visa on arrival at Entebbe airport, but we recommend getting it ahead of time if possible.)
3. Buy travel insurance, preferably including emergency medical evacuation. Associations such as AAA or USAA may offer discounts. Some options include:
 - MEDEX: <http://www.medexassist.com/>
 - SOS: <http://www.internationalsos.com/en/>
 - Travel Insured: <http://www.travelinsured.com/>

4. U.S. travelers should consider registering with the Smart Traveler Enrollment Program (STEP) of the US State Department at <https://travelregistration.state.gov/ibrs/ui/>
5. Make arrangements for your in-country travel. Your two main options for getting from the Kampala area to Bwindi are private hire driver or bus.

Bus: The bus has the advantage of being inexpensive. However, there are disadvantages: it is crowded, it may not run the day you need, and you will be separated from your larger bags. Road safety and personal safety are concerns, and theft can be an issue. There are buses from Kampala to Butogota and from Kampala to Kihihi. (Inquire at your Kampala hotel for information about how to reach the bus park.) Once you reach Butogota or Kihihi, you will need to hire a taxi or bodaboda (motorcycle taxi) to bring you to Bwindi.

NOTE: There is a night bus from Kampala to Kihihi, but the night bus is NOT recommended due to safety issues.

Some important notes about riding the bus:

- Buses are not air-conditioned. Windows will be open and roads are dusty.
- Do not accept food or other items from anyone on or near the bus, as visitors have occasionally been drugged by fellow travelers.
- Make sure all your valuables are in your carry-on. Keep an eye on it; you may even want to lock it to the overhead rack
- Buses are not equipped with restrooms. Men may occasionally have the option to stop for “short call” (roadside bladder emptying), but this is not considered acceptable for women. Limit water intake before you depart.

Renting a car to drive yourself is NOT recommended. Driving in Uganda can be dangerous and difficult.

Private Hire: Hiring a private driver is recommended if within your budget. The trip from Kampala to Bwindi is about 10-12 hours. Expect to pay about \$450 (as of January 2012) for the trip, which covers fuel, car + driver, and the driver’s return trip to Kampala. Sometime rides can be shared with other Kellermann Foundation volunteers; check with the Volunteer Coordinator at volunteer@kellermannfoundation.org.

Here are two recommended drivers:

- Sunday Godson (Phone: 011-256-772-444993, godsonsunay@yahoo.com)
Sunday is also an experienced guide in case you want to spend time in Queen Elizabeth Park on the way to or from Bwindi.
- James Kiwanuka at Kampala Backpackers’ Hostel (Phone: 011-256-772-465378).

Tour companies can also arrange a private hire, as well as other elements of your time in Uganda if you choose:

- TRC Tours and Travel - Matthew Kiseegerwa, Transport Manager
www.trctours.com; Email: travel.trctours@yahoo.com; Phone: 011-256-772-672872
- Pearl of Africa Tours - www.pearlofafricatours.com; Phone: 011-256-414-340533 or 011-256-312-260559; Kelly MacTavish-Mungar, Executive Director:
kelly@pearlofafricatours.com, Brian Mugume: brian@pearlofafricatours.com

6. If you will be gorilla trekking, make arrangements through one of the tour companies above or visit the Uganda Wildlife Authority website to learn more: <http://www.ugandawildlife.org/>.
7. Make reservations for your hotel in Kampala or Entebbe.

Recommended hotels include:

- Speke Hotel www.spekehotel.com ; Email: spekehotel@spekehotel.com; Phone: 011-256-414-259221
- Namirembe Guest House www.namirembe-guesthouse.com; Email: bookings@namirembe-guesthouse.com
- Sheraton Hotel Kampala
<http://www.starwoodhotels.com/sheraton/property/overview/index.html?propertyID=410>
Email: reservation.kampala@sheraton.com; Phone: 011-256-414-420000
- Budget-priced: Kampala Backpackers Hostel www.backpackers.co.ug ; Phone: 011-256-772-430587

When you make the reservation, also ask about getting from the airport to the hotel. Some hotels have a shuttle, you can have your private driver pick you up, or you can take a private hire (taxi).

1-2 weeks beforehand

1. Email the Kellermann Foundation's Volunteer Coordinator at volunteer@kellermannfoundation.org to confirm that everything is set for your arrival. Be sure to give the coordinator your exact dates of arrival and departure at Bwindi.
2. Make copies of your passport (in color), visa, plane tickets, and itinerary. Keep two copies with you in different bags, leave one with an emergency contact, and email yourself scans of these documents (or carry them on a flash drive).
3. Make a contact list of at-home and in-country phone numbers and addresses. Put copies in different bags, email it to yourself, and give it to your emergency contact.
4. Check with your bank to make sure your ATM card will work abroad. Notify them of your dates and location of travel so that they do not freeze your account. Many foreign banks limit passcodes to four digits (numbers only), so be sure your card will work with these limitations.
5. Contact your credit card company (MC or VISA). Notify them of your dates and location of travel so that they do not freeze your account. (Note that American Express and Discover are not widely accepted in Uganda.) Ask them for a PIN that will allow you to withdraw cash from an ATM in an emergency. Make sure you have the credit card company's phone number accessible in a separate place from your card.
6. Get a letter to carry with you from your doctor or travel clinic stating that all meds and supplies are for personal use.
7. Set up an email account that is accessible worldwide. There is typically WiFi available in the Monkey House, although it gets slow during the day.
8. Print a copy of your travel insurance to have with you on the trip; be sure you know the number to call for claims.
9. Arrange for cash (see below).
10. Buy special travel items, such as electrical adaptors, a passport holder or money belt, and any specific supplies you may need.
11. Back up your hard drive onto an external drive, if traveling with your laptop.

12. Copy receipts of expensive items (laptop, camera) to prove you purchased them at home and avoid US Customs trouble on your return.
13. Fill your prescriptions; plan to carry them in the original bottles. Your doctor may be able to give you samples if the regular bottles are too large to carry easily.
14. Check the batteries and cords for any cell phone, laptop, and camera you will be taking.

Packing

NOTE: Because shipping to Uganda is highly unreliable, we often ask volunteers to carry needed supplies and equipment to Bwindi. If you are able, please plan to carry an extra bag for these goods. Contact the Volunteer Coordinator (volunteer@kellermannfoundation.org) to learn what supplies are most needed.

CLOTHING

The altitude at Buhoma is approximately 4,800 feet—nights and early mornings are chilly (50°-60°F). During the day, the temperature is generally 75°-85°F. Plan your wardrobe accordingly.

Suggested packing list:

1. 4-6 changes of comfortable, durable clothing for everyday use. Revealing or suggestive clothes are not culturally appropriate. No tank tops, no shorts, and skirts/dresses must go below the knee.
2. 1-2 changes of clothes for social events and/or church. Men usually wear a collared shirt with slacks—tie optional. Women typically wear below-knee dresses or blouse and skirt.
3. 1-2 pairs of comfortable, closed-toe shoes; a pair of sandals if desired for indoor use. (Closed-toe shoes are recommended for outdoor use to prevent sand flea infestation.)
4. Rain jacket; sweater or jacket for morning/evening use.

Some travelers use permetherin spray or soak for their clothes and socks prior to departure for increased protection against insects. Permetherin binds to the clothing fibers and lasts through at least 6 washings.

WORK RELATED EQUIPMENT

1. Equipment or supplies necessary to complete your project
2. Books and other materials needed for reference
3. One or more USB thumb drives if you will be using a computer
4. Pens and notebooks/paper as needed
5. For medical volunteers, white coat and stethoscope

MISCELLANEOUS

1. Cash. For travelers from the US, money should be in \$100 bills that were printed after the year 2003. Ask the bank teller to give you the newest, most unblemished bills they have; some foreign exchanges will not accept bills that are blemished.
2. Money belt or passport holder to keep documents, cash, and credit cards close to your body, particularly during travel.
3. A reusable water bottle to refill from the filtered water in the guest house kitchen. Remember, while in Uganda DO NOT drink tap water -- only bottled, boiled, or filtered water.

4. Sunscreen and a hat or visor.
5. Camping headlamp and/or flashlight(s) with extra batteries and bulbs.
6. Bug repellent with DEET to use if you are outside at night.
7. Toiletries--bring everything you will need since it will be difficult to purchase replacements. Most travelers carry a small roll of toilet paper with them while in Uganda. For women--be aware that tampons are not usually available.
8. Towel and wash cloth.
9. Zip-top plastic bags. Useful for storing items; extras will be appreciated by the household staff.
10. A mini first aid kit containing Band-Aids, cleansing wipes, and Polysporin for cuts/scratches, as well as ibuprofen, acetaminophen, Immodium AD, Pepto-Bismol, Tums, and other medications you may want.
11. Hand sanitizer. Keep a small one with you for times you may be eating without access to hand-washing.
12. Electronics as needed: laptop, camera, iPod, cell phone, and their chargers/extra batteries. If you will be using a laptop, bring a flash/zip drive to back up your files frequently, as power outages and dropped internet connections are common.
13. Electrical plug adaptor (UK-style).
14. Snacks--Lasting snacks like trail mix, protein bars, or jerky can be helpful for when you miss meals or want more protein.
15. A battery-operated alarm clock or digital wristwatch for wake-up when electricity is not available.

NOTE: All of our guest houses and most hotels/hostels are equipped with mosquito nets. If you will be staying at budget accommodations, you may need to bring your own. ALWAYS sleep with a mosquito net in place while in Uganda.

On Arrival

1. Money can be changed at a Forex at the airport or a bank in Kampala, as well as some hotels. You may want to get some Uganda shillings at the airport for your first night. If you arrive on a Sunday, the airport Forex might be the only one open.
2. Ask for a variety of bills--do not accept any 100,000 or 50,000 shilling notes (which are really hard to break). Smaller bills are important since some vendors will not give change.
3. Check with your hotel or hostel--they may accept US dollars or credit cards so you will not need to exchange so much cash.
4. Buses to Bwindi leave early in the morning, before the Forex opens. If you will be riding the bus, you might want to make your entire exchange in the airport.
5. Many travelers buy an inexpensive Ugandan cell phone and minutes at the airport or in Kampala. Ugandan phones are all prepaid - no contracts; you add minutes by purchasing prepaid cards.
6. If your private driver will not be picking you up at the airport, you can take a private hire car (taxi) to your hotel. When choosing a taxi, be sure the driver has an ID card and is from the official airport taxi stand right outside the airport doors.
7. Always, always negotiate the cost of any ride in Uganda before you enter the vehicle, or you might be asked to pay an outrageous amount when you arrive at your destination.

8. Most visitors spend the night in Kampala or Entebbe and head to Bwindi the next morning.

Housing

You will likely have been assigned to stay at the Monkey House or one of the Gorilla Houses. Priority for the Monkey House is generally given to those with clinical duties in the hospital, which is a short trail away. The Gorilla Houses are about 2 km down the road, right outside the National Park entrance gate. Please note that long-term volunteers pay full rates for the first 4 weeks only; thereafter, the rate is \$150 per week for the remainder of their stay.

Monkey House (sleeps up to 8)

\$40/day per person - includes breakfast, lunch, and dinner

The main guest house, located in a beautiful setting close to BCH, with sitting room/library, dining area, kitchen, porch, and outdoor gazebo. Shared by hospital interns and other guests. Hot/cold running water, indoor shower, toilet. Two bedrooms, each with two sets of bunk beds, sleep up to 4 each. All beds have mosquito nets. Meals are served in the shared dining area. Filtered water available. Internet access is available via WiFi (with occasional interruptions.) Electricity is available for most of the day. The main BDP office is in a room in this structure that is accessed only from the outside.



Gorilla House, Lower (sleeps up to 9)



\$40/day per person - includes breakfast, lunch, and dinner

Spacious multi-room cabin: two bedrooms, sitting room, small kitchen; filtered water available. Hot/cold running water, indoor toilet and shower. Porch overlooking the forest, with occasional gorilla sightings. One bedroom sleeps 3 with 1 king-size bed and 1 single bed. The other bedroom sleeps 5 with 1 queen-size bed, 1 bunk bed, and 1 single. 1 single bed in the sitting room. All beds have mosquito nets. Electricity (solar) available during the day. No WiFi.

Gorilla House, Middle (sleeps 2)

\$45/day per person - includes breakfast, lunch, and dinner

Limited availability. One-room cabin, one king-size bed with mosquito net. Hot/cold running water, shower, toilet; small kitchen area; porch overlooking the forest. No electricity or WiFi.



Gorilla House, Upper (sleeps 3)



\$45/day per person - Includes breakfast, lunch, and dinner

One-room cabin, one queen and one single bed. Hot/cold running water, shower, toilet; porch overlooking the forest. No electricity or WiFi.

The three Gorilla Houses are located near the gate to the Bwindi Impenetrable Forest National Park. Be on the lookout for the majestic mountain gorillas who sometimes visit! Guests staying at the Gorilla Houses may also use the library/sitting room at the Monkey House (about 2 km down the road), where intermittent WiFi access is available. Meals are served at the Monkey House.

Contacts in Uganda: Guest House Manager Denis Alkrim Rubalema (Phone 0-785-999112), or Evelyne Habasa (Phone 0-772-607317). Once you are in Uganda, any questions or concerns regarding your stay should be addressed directly to the Guest House Manager and not to the Kellermann Foundation staff. Denis will be happy to assist you with your needs.

Nearby activities

Gorilla trekking

A permit is required for gorilla trekking. Contact a Uganda tour operator or visit the Uganda Wildlife Authority website (www.ugandawildlife.org) for more information.

Mountain bikes

A limited number of mountain bikes are available for rental at \$10/day. See Guest House manager Denis Rubalema for information.

Shopping

Souvenir shops are plentiful in Buhoma. In general some good-natured bargaining is expected. As supporters of the Batwa, consider paying the marked price at the Batwa Craft Banda.

The Batwa Experience

Remember that you receive a discount to visit our wonderful partner program: The Batwa Experience. This living history encounter is highly recommended. Visitors hike with a guide on a jungle hillside just outside the National Park, and Batwa elders guide them through the living history site that teaches about Batwa herbs, culture, hunting, and history. The visit includes lunch, demonstrations, and participatory events. Proceeds go directly into development for the Batwa. For more information, visit www.batwaexperience.com.



Departing from Bwindi

At the Monkey House there is a tip box. Tips left here are shared by all the staff who have been working to cook, clean, and make your stay comfortable and enjoyable.

Before you leave, don't forget to settle up for your room fee and any extra things you haven't paid for yet (like the Batwa Experience).

Queen Elizabeth National Park

You may want to spend a day or two in Queen Elizabeth National Park on your way to or from Bwindi. Accommodation range from basic to luxurious; contact a Ugandan tour operator for more information. Game drives in the early morning and evening allow you to see lions, elephants, Uganda kob,

warthogs, and other local wildlife in addition to an astounding variety of birds. The Kazinga Channel boat tour, with crocodiles, cape buffalo, hippos, and thousands of birds, is not to be missed. The tree-climbing lions of Ishasha are another attraction.

On Photography

It is best not to photograph people without their consent. In the hospital, you must secure verbal permission from patients (or, if a child, his or her parent) before taking a photo. You can ask hospital personnel to ask the patient(s) for permission to take a photo.

Do not take photographs of the airport, strategic government buildings, military buildings, military forces, or of the police at stops.

Photography is welcomed at the Batwa Experience and while gorilla trekking.

Local Food

Matooke - steamed plantains cooked in banana leaves. Often best with a sauce such as groundnut (“g. nut”) sauce.

Posho/ugali - white maize flour meal

Chapati - sweet Indian flatbread

Muchomo - grilled meat

Waragi - distilled banana gin - be careful!

Typical meals served at the guest houses include fresh bread, soup, vegetable stew, matooke, beans, rice, and stew (goat, beef, or chicken). The food is typically farm fresh. It strikes a great balance between local Ugandan fare and Western-type food.

Miscellaneous

Many Ugandans place their surname first, as in Magezi Richard; others do not. (This has to do with clan and heritage.) If you mistakenly call somebody by their surname they will not take offense.

Note that sometimes if a person’s hand is not completely clean but shaking hands is appropriate, they may offer their wrist/forearm with the hand closed.

Tipping is not universal in Uganda but Ugandans who deal regularly with Westerners have become accustomed to it. In general, 10% tipping is greatly appreciated in restaurants, hotels, guest houses, for hired drivers, and for trekking guides.

Occasionally (particularly in cities), children or adults may approach visitors asking for money or a gift. It is not recommended that you honor these requests. It may be necessary to firmly redirect inappropriate conversations such as a stranger asking for your contact information. Be clear and unambiguous.

Other Resources and Information

Rukiga Language

A knowledge of basic Rukiga, the language spoken in the region around Bwindi, will enhance your experience. There are some similarities with other dialects such as the Luganda spoken in Kampala.

Rukiga (pronounced ruh-CHEE-guh) dictionary: http://www.unesco-nairobi.org/index.php?option=com_docman&task=doc_download&qid=106&Itemid=

Travel Advice

Books

- Bradt Guide: Uganda (best travel guidebook)
- Ugandan Society Observed by Kevin O'Connor (humor, but useful)
- Tips on Ugandan Culture. A Visitor's Guide [Paperback] by Shirley Cathy Byakutaaga

Websites

Other Kampala travel advice: <http://wikitravel.org/en/Kampala>

US State Dept Info: http://travel.state.gov/travel/cis_pa_tw/cis/cis_1051.html

Bradt Travel Guide: Uganda <http://www.bradtguides.com/Book/221/Uganda.html>

A surprisingly detailed and often humorous tourism site: <http://www.uganda-visit-and-travel-guide.com/index.html>