

PRE-DECISION & INFORMATION KIT KENYA



MIGRATING FOR WORK?



Migration and **WOMEN** HEALTH WORKERS

Pre-decision and Information Kit

KENYA

ACKNOWLEDGEMENT

This Kenya Pre-Decision and Information Kit is a joint effort of the National Working Group of public sector trade unions affiliated to Public Services International (PSI). PSI is the global union federation of public sector trade unions. PSI represents 685 unions in 160 countries.

Together, these unions represent more than 20 million public sector workers providing services in health and social care, central government, municipal and community services and public utilities.

PSI runs a Programme on International Migration and Women Health Workers in 11 countries worldwide.

Visit the website: www.world-psi.org.

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Workers Project



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INTERNATIONAL MIGRATION AND WOMEN HEALTH WORKERS

PRE-DECISION AND INFORMATION KIT

KENYA

Table of Contents

INTRODUCTION.....	4
Leaving Kenya to work abroad.....	4
1. PRE-DECISION	5
Making the Decision	5
Preparations Before Departure	7
Managing your Finances	9
Taxation	10
Employment Contract.....	10
Housing and Living Arrangements	13
Pre-Departure Services	13
Safety and security	13
Recruitment Agencies	16
2. PRE-DEPARTURE.....	19
What needs to be done before you leave?	19
Family Responsibilities	19
Professional Responsibilities	19
Register on Websites for Kenyan Migrants.....	20
Have you Joined the Union?.....	20
3. DEPARTURE.....	21
4. ARRIVAL IN THE DESTINATION COUNTRY	22
5. EMPLOYMENT	22
Kenyan Embassies and High Commissions	23
6. RETURNING HOME.....	24
CONCLUSION	25
Positive aspects of international working experience:.....	25
Negative aspects of international working experience	26

List of Annexes:

ANNEX 1 – Local Union Contacts in Kenya

ANNEX 2 –PSI Sister Unions in Popular Destination Countries of Kenyan Migrants

ANNEX 3 - Kenyan Embassies and High Commissions in Selected Destination Countries



Introduction

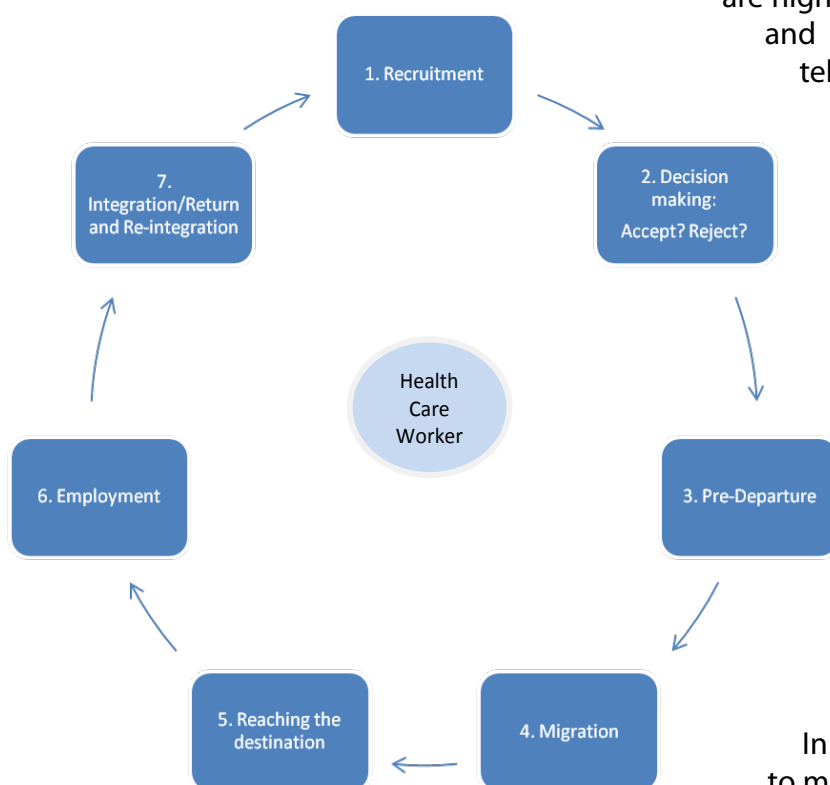
Leaving Kenya to work abroad

It is a human right for one to seek opportunities to improve his or her life and social and economic status. Faced with low remuneration, poor working conditions, workplace violence and the rising prices of basic commodities in developing countries, health workers are opting to migrate to industrialized countries where they believe they can find better opportunities for themselves and for their families.

These health workers, a majority of whom are women, are highly qualified through years of experience and education. Introduction of mobile telephones, access to the internet and the presence of a network of relatives and friends who have already migrated have made it easier to get information on migration opportunities in other countries.

This kit was prepared by the National Working Group of public sector trade unions participating in Public Services International's (PSI) Migration and Women Health Workers Project in Kenya. The purpose of the kit is to guide health workers to make informed choices on whether or not to migrate for work in other countries.

In making the decision on whether or not to migrate it is very important to understand that migration involves a cycle, with various stages, as illustrated.



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Pre - Decision

It is important for the potential migrant health worker to get as much information as possible about the country she or he intends to migrate to. Such information should include the area you will be based in (e.g. city, town or rural area), language spoken, cultural and social norms, economy, public transport, weather conditions, crime statistics, etc.

Making the decision

The initial step is for one to clearly understand what she or he wants and most importantly to reaffirm that relocating to work in another country is what they want to do. Goals must be clearly set and different available options weighed. Available options should be discussed with people close to you who can assist in decision making. They may include your spouse or partner, family members, relatives, friends, co-workers and spiritual leaders.

At a personal level, the reasons for migrating should be clearly set out, for example, pursuing career development, gain independence, improve social status or to provide support for family members. Becoming a migrant in another country comes with great challenges, thus one needs to be sufficiently informed of the pros and cons before deciding to embark on that big step!

Early consultation with local and international trade unions regarding the process to migrate will add immense information needed before departure.

Selecting a destination country would be the next appropriate step. The potential migrant should select a country where she or he is conversant with the working language thus having a clear ability to communicate with the local people and be well understood. Living expenses which include accommodation, food, public transport and entertainment should be carefully calculated and assessed vis-à-vis the salaries and benefits that will be provided. Converting the salary



KENYA



into home currency without deducting living expenses may seem quite lucrative and at times deceiving thus assessments should be done in an objective manner.

Ensure that you obtain information on the cost of living in the chosen country and draw up a budget to determine what will be left after every cost has been deducted to assist with your decision to migrate.

Item	Ksh	ZAR 1 zar = 9.5 ksh	Sterling pound 1 pound = 123 ksh	US\$ 1 \$ = 80 ksh
Milk 1 litre	70	8.95	0.90	1.25
Tea bags 100 grams	65	15.79	1.59	2.21
White bread 800 grams	80	8.49	0.81	1.19
Margarine 1 kg	210		2.09	3.07
Toothpaste 100 ml	75	6.25	0.60	0.87
Frozen Chicken 1 kg	560	29.99	2.76	4.05
Fuel 1 litre	80			
Rent for 1 bedroom apartment	10,000	5000	650	800
Cinema ticket	350	45	4.29	6.28

Table 1. Cost of living comparison as of June 2009

Time should be taken to familiarize oneself with the living conditions, residential areas available, culture, schooling, where to obtain goods and services, recreation and entertainment facilities, public transport and whatever else is required. Most often Kenyans abroad miss the social life back home and wonderful weather which is taken for granted when one is at home.



KENYA



Checklist

Factors to consider when making the decision may include:

- ✓ Climate and weather conditions
- ✓ Cultural norms and religious practices
- ✓ Immigration rules and procedures
- ✓ Visa and permit requirements and renewals (days or weeks required to apply and the cost)
- ✓ Access to communication (e.g. calling home, phone card, access to the internet, proximity of these facilities to residential areas and cost)
- ✓ Basic laws including labour laws in the destination country
- ✓ Equal opportunity policies
- ✓ Right to join trade unions

Preparations Before Departure

It is a good idea to register an email address if you do not have one yet to assist with communication between you and other relevant parties. There are a variety of sites where one can obtain a personal email address e.g. www.yahoo.com, www.hotmail.com or www.gmail.com.

As health care professionals, registration with the professional regulatory body in the destination country is mandatory. Application criteria and necessary forms may be accessed through websites or email. The websites below may be helpful for nurses intending to migrate abroad:

United Kingdom www.nmc.uk.org
 USA www.cgfns.org
 South Africa www.sanc.co.za

A mandatory non-refundable fee is required for verification of certifications by the above institutions. The fees vary.



KENYA



"I applied for registration with NMC in the year 2006 and paid a registration fee of 140 British pounds equivalent to Ksh.30,000 then. Due to scarcity of resources, I took a loan and paid back with 12% interest. Unfortunately I was not able to get placement within the stipulated period of two years since all hospitals I applied to have long waiting lists of nurses applying for employment. My application expired and I lost the money. I was really sad but I had to take the risk." (A Kenyan nurse who had wanted to migrate to the UK).

For Kenyan nurses wishing to migrate to the United Kingdom, a non refundable fee of 140 British pounds is required to verify your certificates. As of September 2007, a new programme for migrant nurses was established, namely, the Overseas Nurses programme. It includes a supervised period of 3 months in a recognized government or private health facility and a 20 day classroom programme. It is the responsibility of the potential migrant to secure placement in the institutions before migrating. A fee of more than 500 British pounds is required in case placement is secured. An English proficiency test must also be undertaken and information on this can be found at the British Council Library located at the British High Commission along Upper Hill Road, Nairobi. Other institutions also administer the examination e.g. AUSI College in Westlands, Nairobi. As of June 2009, the testing fee is Ksh.12,000 and one has to book at least three months in advance.

To obtain registration in the USA for nurses, it is mandatory for them to sit an exam conducted by the Commission on Graduates of Foreign Nursing Schools (CGFNS). These exams are done in March, July and November every year at different centres in the world. Nairobi, Kenya is one of the centres. Prior to this, basic education certificates need to be verified and a registration fee of US\$418 paid (rate as of June 2009). After passing the exam, one needs to register with a recruitment agency that will book her/him for the licensing exam NCLEX, after which the agency will process the employment application in an American healthcare institution. The process takes time, usually between 4 to 6 years. Unfortunately, there are no registered agencies in Kenya for recruiting health workers abroad. Many nurses have fallen prey to unscrupulous agencies that have stolen their money and vanished.

Checklist:

General requirements for registration by a foreign regulatory body:

- ✓ Copies of all your basic education certificates.
- ✓ Copies of diploma, degree or masters certificates.
- ✓ A copy of certificate of registration by the relevant registering body e.g. Nursing Council of Kenya.
- ✓ A copy of the practicing license.



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"I saw an advertisement in the Newspaper of a recruitment agent who had come to Kenya and was recruiting nurses who had passed CGFNS to work in USA. I attended the seminar in one of the big hotels in Nairobi and found many of my colleagues there too. The agent was a Kenyan living in the USA and she sounded very genuine. I even signed a contract with her and sent Ksh.150,000, which is equivalent to US dollars 1,875 to her through a banker's cheque to facilitate employment. After three months, she did not respond so I sent my cousin who resides in the USA to check on the agency at the physical address she had given me. My cousin called and informed me that no agency existed with the name and address that I gave her. I was in deep shock since I didn't believe that a fellow Kenyan had actually conned me of such a large sum of money. That was my savings for many years". (A Kenyan nurse in the process of migrating to USA).

The above documents need to be certified by a lawyer before being sent to the regulatory body in the destination country. For nurses, an academic transcript to the registering body of the destination country needs to be sent by both the Nursing Council of Kenya and by your training school. The registration fees cost Ksh. 5,000 and Ksh. 1,000 respectively.

These documents will verify your qualifications and show your professional record indicating that there is no pending case of professional misconduct filed against you.

Checklist:

- ✓ The types and years of working experience in a detailed curriculum vitae.
- ✓ Payment of an application and registration fee.
- ✓ A certificate of good conduct from the criminal investigation department.
- ✓ An English proficiency test result.

Confirm if additional requirements, qualifications or examinations are required in order to register in the destination country.

Managing your Finances

Drawing up a budget will provide some idea of how much money will be available to save or send home. Considerations should be given to how savings will be managed. Obtain information on access to banking, ways to remit money, placement of savings, pension and social security contributions. In Kenya, money can be sent and received through remittance outlets, such as Western Union and Money Gram, through post offices and local banks country wide. International banks can be used to transfer funds from bank accounts abroad to banks accounts locally. You will need to know the swift code of your bank in order to facilitate this transaction. Friends and relatives traveling back home can also be requested to bring money. However, this is not advisable as it often carries a lot of risk to both the sender and the carrier of the money. Foreign currencies can be readily exchanged to Ksh and vice-versa at foreign exchange bureaus and banks in many towns in Kenya.



Taxation

Tax systems vary vastly from country to country. Migrant workers are NOT exempted to pay these taxes. Ask the amount of tax you will be expected to pay and inquire when it should be paid and the timing of payments, e.g monthly or annually. Clarify whether it will be automatically deducted from your salary and if not, what other ways of tax payments are available.

Some countries have laws that exempt tax of agency workers and they can claim these expenses in different services and commodities, for example:

- Accommodation: either privately rented or hospital accommodation.
- Protective clothing purchased with a valid reason, e.g. aprons.
- Travel costs, e.g. train and air tickets or mileage.
- Food, if the worker was out of his or her home for up to 7 hours.

The above can be reimbursed upon submission of a receipt, except for food in some cases.

Employment Contract

Work contracts should be attested to by a labour officer from the Ministry of Labour in order to ensure that they are not below the minimum standard provided for by the Employment Act of Kenya.

The contract should be fully understood and properly reviewed before appending your signature. Seek assistance from your trade union. They will be able to help. Protection clauses, exclusions, benefits and unclear statements should be further explained until they are clearly understood.

Have a copy of the signed contract before leaving the country. In the event that the prospective new employer can only be contacted through the internet, your sister trade union in the destination country can help investigate if such employer really exists. The trade union there can make enquiries and establish contact with the employer.

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Checklist:

What are the terms and conditions of employment?

- ✓ Work permit requirements (application process, fees, possibility of extension and who meets the cost, i.e. you or employer).
- ✓ Written details of the employment offer and contract – salary, hours of work, leave entitlements and benefits, including medical cover.
- ✓ Check the salary against salary of locally recruited nurses, rates, frequency of pay and benefits including bonuses.
- ✓ Calculate net salary after all deductions have been made.
- ✓ Income taxes.
- ✓ Job description (title, proper description of duties and required competencies).
- ✓ Hierarchy of authority.
- ✓ Nurse to patient ratio.
- ✓ Conditions of work (rest periods, shift lengths, overtime).
- ✓ Workplace safety.
- ✓ HIV/AIDS policy at workplace.
- ✓ Anti-discrimination and equal opportunity policies.
- ✓ Workplace violence policies and grievance procedures.
- ✓ Promotion opportunities.
- ✓ Probation period. Orientation or transition (terms and conditions including possible wage reductions).
- ✓ Skills training and workplace orientation.
- ✓ Cultural and community orientation in host community.
- ✓ Evaluation process.
- ✓ Recruitment fees or bonuses (conditions).
- ✓ Pre-employment medical exams (costs).
- ✓ Travel assistance (to and from home country, home-leave, emergency travel).
- ✓ Access to local/national/international trade union.
- ✓ Notice period, in case of termination of services.
- ✓ Redundancy.
- ✓ Review existing collective agreements, if there are.



What are the credentials of the employer?

- Patient population (categories and numbers).
- Work environment (type of building, patient units).
- Employer's safety records and policies (infection control, protective equipment, anti violence policies).
- Financial category of the institution (public, private or both).
- Financial viability of the employer (sources of revenue, bed vacancies, budget deficits in recent years).
- Personnel employed (categories, numbers, turn-overs).
- Location of facility (safety, available day and evening transportation).
- Housing (location, accommodation for family members).
- Grievance procedures.
- Attitude towards unions.
- Reference from workers and unions (ask for the name of a local union or see enclosed contacts and union resources in this kit).
- Existing collective agreements (ask for a copy).

Sample salary calculation

Basic salary:

Other benefits:

Gross salary (salary before deduction of taxes):

Net Salary:

Consider: Accommodation costs,
food,
transport,
communications (e.g. calling home)
clothing
and entertainment.

Make these deductions to see how much savings you can make and what you can send home!

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Housing and Living Arrangements

Inquire if accommodation will be provided and who will meet these costs. If you will be required to meet these costs verify the amount to be paid, categories of housing, distance to work place, safety and frequency of payment (e.g. weekly or monthly rent). Check whether it will automatically be deducted from the remuneration package.

On the day of arrival, it is important to arrange where you will stay especially if no one will receive you. Have a map of the place where you are going. If you know someone in the destination country, talk to them about living there, culture and other practices in that country.

Pre-Departure Services

Before you leave for your destination, establish whether there are pre-departure services available that can assist with your adaptation in the destination country. Ask your recruiter, prospective new employer, trade union or appropriate government agency for information.

Safety and Security

Safety and security measures are applied in all phases of the migration process.

It starts with the police clearance that you have to obtain in Kenya. A certificate of good conduct will be issued to you after finger prints have been taken, as proof that you are clear of any criminal charges. This is acquired at the Criminal Investigation Department, headquarters located at Muthaiga along Kiambu Road, Nairobi. The process takes 3 weeks and costs Ksh.1,000. The Department is usually very busy. It is advisable for one to go early in the morning.



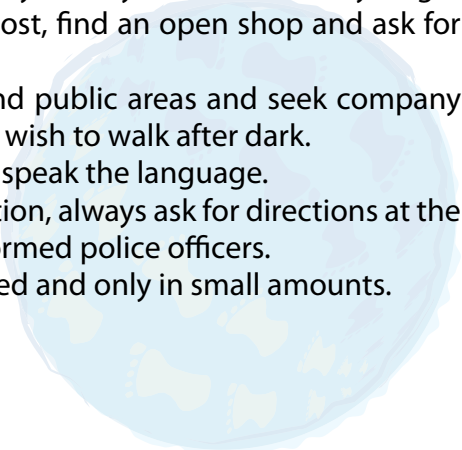
After acquiring the certificate of good conduct you will be in contact with immigration authorities at the airport in Kenya and at the destination country, where you will be asked many questions, often including personal information that can make one feel uneasy. Remember, that this is for your own and other citizens' safety. Have your air ticket, passport, letter of employment, signed contract and currency of the destination country in your hand luggage as you may be asked to present as proof. However, be careful not to surrender any of your important documents or money to anyone. Ask questions if you are not clear on something. Make sure your identity documents are with you at all times. Authorities may decide to open and search anyone's luggage before being allowed to go through customs in the destination country. Keep a close eye on your belongings.

Once in the destination country, immigration authorities may visit you from time to time even after settling down in order to check, among other things, the expiry of your permit. Before receiving anyone into your new residence, make sure that the person explains the immigration procedure that he/she is about to do and ask for his/her identity documents. This is for your own safety. Do not surrender your identity documents to anyone. There are cases where migrants are victimized by swindlers and bogus personalities pretending to be immigration officials, recruiters or agency workers offering jobs. Be very careful.

Checklist:

For your safety:

- ✓ Avoid looking lost or staring, as you may look like an easy target to crime (in the event you get lost, find an open shop and ask for directions).
- ✓ Walk on well lit main streets and public areas and seek company from known people in case you wish to walk after dark.
- ✓ Select countries where you can speak the language.
- ✓ At the airport or at a railway station, always ask for directions at the information desks or from uniformed police officers.
- ✓ Carry only cash that you will need and only in small amounts.



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Join the Union!

Joining a sister union in the destination country is strongly encouraged. Membership in a trade union can provide you with protection and various services that are on offer. Membership information can be obtained from PSI affiliates all over the world. See list of sister unions in the annex of this kit.

Your union back home can also facilitate and ensure contact with unions in the destination country. In Kenya, you can contact:

Union of Kenya Civil Servants (UKCS) Ufundi Coop Plaza Moi Avenue, Next to Jevanjee Gardens P.O. Box 48083, 00100 GPO Nairobi, Kenya Phone: +254 2 722455382 Email: ukcs59@yahoo.com	Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA) P.O. Box 41763 or P.O. Box 20002 Nairobi, Kenya Phone: +254 2 211840, 2 221191, 2 336638 Email: info@kudheiha.co.ke
Kenya Local Government Workers Union (KLGWU) Dundee House, Parliament Road County Lane, P.O. Box 55827 Nairobi, Kenya Phone: +254 2 250111/2 Email: klgwuhq@yahoo.com	Union of National Research Institutes Staff of Kenya (UNRISK) Post code 00506 P.O. Box 27723 Nairobi, Kenya Phone +254 2 335079 Email: unriskhq@yahoo.com

You may also visit the website: www.world-psi.org/migration



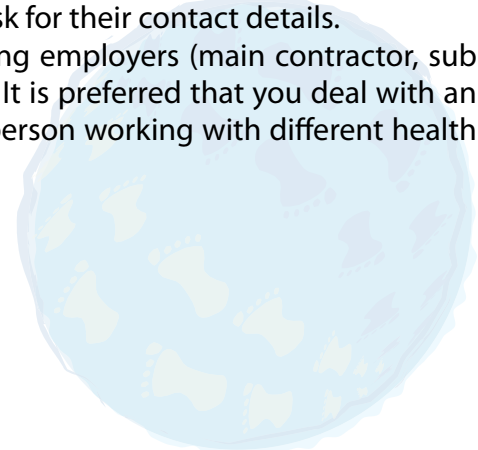
Recruitment Agencies

In Kenya, legitimate international recruitment agencies are rare. Those that can assist with application to work abroad are often located in the destination countries and are contacted through the internet. This is usually a tricky affair for the potential migrant worker as more often than not, many health workers have been deceived and have lost a lot of money. Before engaging a recruitment agency, confirm whether they are registered at the Ministry of Labour, whose offices are located at NSSF building, Block C community area in Nairobi. This is under the Employment Department. Inquire if there is an existing bilateral agreement between Kenya and your country of choice. For example, Kenya and the Republic of Namibia have a bilateral agreement on the temporary migration of nurses.

In case you engage a recruiting agency in Kenya, confirm its credentials and ensure that it will be able to service your needs. Find out what support the agency will provide in an event that something goes wrong with the employer or there is a case of violation of contract. Make clear calculations on the amount of money you will receive after all deductions are done and ensure that the exact amount promised is what is received. After the agreement has been struck with the recruiting agency make sure that you keep your side of the agreement.

The recruiting agency should:

- Have legal registration to recruit.
- Have a track record of successful placements and references of satisfied clients from Kenya. Ask for their contact details.
- Disclose the type of contracting employers (main contractor, sub contractor, private or public). It is preferred that you deal with an agency that has a dedicated person working with different health professional groups.



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Do not:

- Deal with individuals who cannot provide proof of being authorized representatives of a licensed recruitment agency.
- Process your application or do any transaction outside the registered address of the agency, if the agency is accessible in Kenya.
- Respond to newspaper or media advertisements that invite you to apply and submit a fee with your application to a post box address. Respond with great care when applications are done via the internet and dedicated websites.
- Leave the country without the relevant work permit or visas required by the country you are going to.
- Leave the country with a tourist visa with the intention to work abroad.
- Work with anyone promising to fast track your application.

Documents to obtain:

Below are some of the relevant travel, immigration and employment information that must be obtained:

- Birth certificate. This will ensure that a passport is obtained if you have not acquired one. It is obtained at District Offices around the country and at Sheria House in Nairobi under the Office of Registration of Persons. It takes up to three weeks to process the document.
- A valid passport until after one's planned return date. This document is obtained at the Immigration Office in Nairobi, Nyayo House and in Mombasa and Kisumu cities, provincial headquarters at a cost of Ksh 3,040. The process takes two to three months.
- Evidence of qualifications relevant to the type of work required.
- An updated and detailed curriculum vitae setting out work experience to date.
- Verification from a Kenyan professional council e.g. Nursing Council of Kenya for nurses. This is located along Ngong Road, Nairobi.



KENYA



- Evidence of English language ability if English is not your first language. The English proficiency exam, IELTS, is done at the British Council Library located at Upper Hill Road, Nairobi, next to the British High Commission office at a cost of Ksh.14,000 or at the AUSI office located in Westlands, Nairobi. The exam is booked three months prior to being done.
- Work permit. This application may require attendance in person at the Embassy or High Commission at least once or several times. Finger prints and a digital photo may be taken.
- Immunization certificates/results. These can be obtained at government clinics which are located at the airports and the main City Council clinics at a cost of Ksh.1,200. Private Hospitals also provide these immunizations, though their charges may be higher than in the public clinics.
- A full medical check up and report by a medical specialist engaged by the particular Embassy or High Commission. These may include chest x-ray to exclude infections like pulmonary tuberculosis, blood test for HIV and any disabilities. Many receiving countries do not allow individuals who are HIV positive to enter their countries.
- A police clearance form, also known as a Certificate of Good Conduct, which is obtained at the Criminal Investigations Headquarters located at Muthaiga along Kiambu road in Nairobi at a cost of Ksh.1,000. This takes about four weeks to obtain.
- Some countries may require you to obtain third party malpractice insurance.



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Pre-Departure

What needs to be done before you leave?

Family Responsibilities

When you have decided to leave, ensure that arrangements have been made on the following:

- Persons to care for your family in your absence. Make the necessary arrangements.
- Attending to payment of insurances, policies and family member upkeep.
- Arranging with relevant town/city authorities or private landlords for cancellation of contracts. Clear water and electricity bills before leaving.

A limited number of migrant workers take their families with them. This is only possible if your contract allows you to do so. If you are allowed to, and you plan to bring your family, you need to gather as much information as you can obtain regarding immigration procedures, possibilities for spouse to work, schooling for children, social security coverage and other amenities for family members and children.

Professional Responsibilities

Inform your respective health registering council in Kenya of your intent to migrate and ensure that your name is voluntarily removed from the register. If you choose to maintain registration in Kenya, enquire what is expected, e.g. for nurses, it is the Nursing Council of Kenya. To maintain registration, a mandatory fee of Ksh. 5,000 should be paid and a continued nursing education credit of 60 hours every year should be demonstrated from a recognized body in the destination country.



Register on Websites for Kenyan Migrants

Register on websites developed to support Kenyans in diaspora as users before you leave Kenya. You can find these contacts at

www.kenyadiaspora.org

Have you Joined the Union?

Ensure that you are able to obtain membership in the sister union in the destination country, before leaving Kenya. Exploitation and abuse can be avoided if a migrant is a union member and she or he can get access to union assistance in the destination country. Contact your local Kenyan union to find out more (contact information listed at Annex 1).

A Code of Practice on the ethical recruitment of health workers can provide a framework for regulation of the recruitment of these workers and provide protection to them. The code is important because it will provide fairness and transparency with the rights and responsibility of all parties respected, and all workers including migrant workers will have equal rights guaranteed without discrimination. PSI and its affiliated public sector trade unions worldwide are campaigning for the adoption of such Code of Practice.

Learn more about PSI's campaign at www.world-psi.org/migration or contact your union.



KENYA



Departure

Ensure that all original travel, employment and immigration documents are carried in your hand luggage and are kept safe. These include:

- A valid passport with expiry dates longer than six months of stay or a valid travel and immigration document.
- Work permit and/or visa.
- A transit visa and other registration procedures in case you may transit in another country before arriving in the destination country.
- Work contract in a language that you understand, duly signed and attested to by the Ministry of Labour of Kenya.
- Money changed into the currency of the destination country, in small denominations and also of country of transit if necessary (Note – do not carry travelers bills or cheques).

Money can be changed in banks or foreign exchange (forex) bureaus in towns and cities all over the country.

Make two copies of all travel documents to provide for a back up in the event of loss or damage of the original documents. Leave one copy at home with a person that you trust who would be contacted in case of an emergency and one copy in your luggage. Contact your relatives/friends and recruiting agency to confirm the date of travel and flight number (airline), who will come to pick you from the airport and how to get to your residential place. If travelling alone, find out which transportation to use and the cost of fare. Secure your accommodation well in advance.



Arrival in the Destination Country

Inform the appropriate authorities and concerned persons on your arrival, which includes the following:

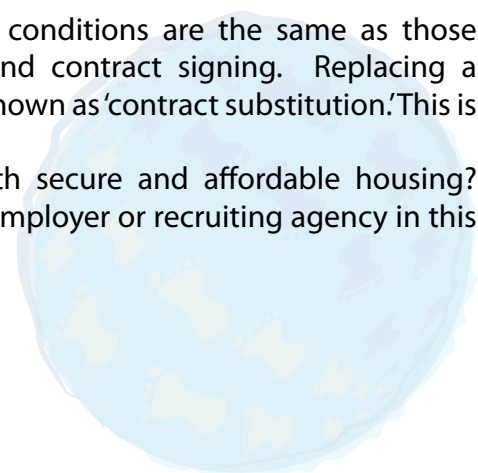
- The employer
- Relatives and friends in the destination country
- Family and friends back home
- The Kenyan Embassy or High Commission in the destination country
- Proper regulatory bodies (e.g. professional regulatory body, work permit and licensing offices)
- Your union and professional association back home
- Sister union in the destination country

Employment

Once you have began to work, make sure that what you were promised is what you get. Always refer to the terms of reference in the contract that you signed and check that no change has been implemented. Do not give your passport to anyone. You must keep it with you at all times. In case your employer or recruitment agency asks to keep your passport, alert your union immediately.

Checklist

- ✓ Assess whether employment conditions are the same as those agreed during recruitment and contract signing. Replacing a contract with another one is known as 'contract substitution.' This is unacceptable and illegal.
- ✓ Have you been provided with secure and affordable housing? Was the agreement with the employer or recruiting agency in this regard honored?



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- ✓ Are other basic services available and accessible, such as public transport, post office, supermarket, health facilities, social services, migrant support activities and other networks?
- ✓ Open a bank account as soon as possible and submit to the employer or agency for your salary payments to be made.
- ✓ If planning to send money back home, what are the services that can be used or what are the savings and investment packages available?
- ✓ Make contact with the local union representative and keep contact with the union back home.
- ✓ Are there integration services (e.g. language training and cultural orientation), policies on racism, racial discrimination and xenophobia including grievance handling procedures at the workplace and in the community?
- ✓ Are there other support services for Kenyans available in the destination country? Make contact with the nearest Kenyan Embassy or High Commission.
- ✓ If you plan to migrate permanently or stay for a long period of time, find out if it is possible to gain citizenship or resident status from the relevant authorities in the destination country. You will need the following information:
 - Requirements and procedures.
 - Support agencies (e.g. immigration lawyer).
 - Important documents you may need police clearance, birth certificate, social security number, drivers license, family documents, employment records and education certificates.

Kenyan Embassies and High Commissions

Kenya has Embassies and High Commissions all over the world. If there is no Kenyan Embassy in your country of destination, ask the nearest High Commission for assistance. Some of these embassies have their own websites where detailed information on the embassy is provided. For a complete list of Kenyan Embassies and High Commissions abroad, consult the website:

<http://www.statehousekenya.go.ke/missions/africa.htm>



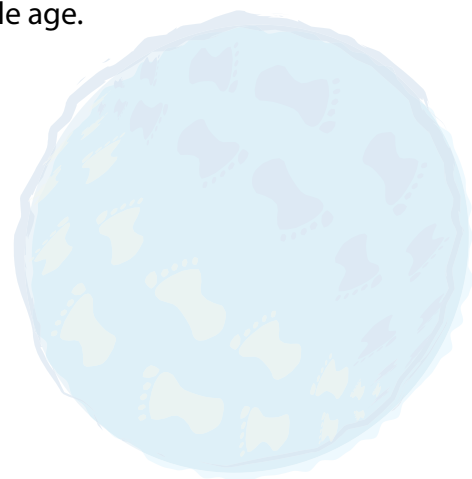
Returning Home

A time may come that you may wish to return home permanently. Try as much as possible to save money for such an eventuality to ensure that you are not stranded in a foreign country. Some migrant workers have found themselves in a predicament of not having saved sufficient funds to prepare for coming home.

If planning to return, enquire whether there are services and incentives available for returning Kenyan migrants that can assist you. For example, the Housing Finance Co-operation of Kenya assists migrants to invest in real estate properties back home. The Central Bank of Kenya also has some initiatives.

At present, employment opportunities for returning health workers are difficult, thereby further contributing to the problem of brain drain and shortage of staff in Kenya's health care systems. This is a serious problem that public sector trade unions in Kenya are trying to address through social dialogue and collective bargaining with Government and health sector employers.

At a personal level, the bottom line is for you to ensure that you are prepared to go back - even before you decide whether or not to migrate for work. Get the right information, weigh your decisions carefully, join the trade union and ensure all the support services you can muster including social security for you and for your family. Save and invest for your return home. Lastly, make sure that you do not lose your skills and can continue to contribute to Kenya health systems if returning home within employable age.



KENYA



Conclusion

Having the right information before making the decision to migrate contributes significantly to a positive experience for migrants in destination countries.

This notwithstanding, most health workers would always concur that “Wherever you go...East...West.... home is always the best.”

Returning health workers indicate that their experiences were both positive and negative.

Positive aspects of international working experience

- It offers opportunities to enhance one's career through short and long courses that are available to nurses willing to advance their studies.
- Most patients are aware of their conditions since most of them are computer literate and search for information through the internet, unlike our patients back home. It is easy to explain to them the procedures that are being carried out.
- Equipment is always available and repaired or replaced frequently. Most admissions are planned. There is no lack of drugs and supplies. There is no sharing of beds or facilities unlike back home where patients have to share in crowded public hospitals.
- Every health discipline is responsible in the care of the patients e.g. drugs are administered by pharmacists and nurses are left to do nursing procedures only, unlike at home where there is scarcity of other health professionals thus nurses have to step in and give drugs, physical exercises and others. This is often the case in public institutions.
- Systems are computerized and it is easy to access patient's records and information unlike back home.



- Nurses to patient ratios are much less. Thus a nurse can competently give care to patients allocated, thereby giving more job satisfaction.
- Health workers are treated with respect by fellow staff, the patients and the public, thereby raising the self esteem of workers.
- Health workers are paid well and within a fortnight. It was unbelievable what nurses are paid in destination countries compared to what is paid back home.
- Learning different cultures of the world is interesting and helps one understand and accept why some people behave in a different manner. This is really an eye opener and a good learning experience.

Negative aspects of international working experience

- The climatic conditions are difficult and at times unbearable. The long and cold winter spells always made one miss home.
- The people are not as sociable as Kenyans back home. Migrants feel very lonely. They are isolated and do not have friends to whom they can share their concerns.
- Some health workers in destination countries are at times hostile because they think that migrants are taking away their jobs. They regard us migrants as a threat.
- There is some form of discrimination especially from the patients who feel that migrants are not smart enough to give them care. They always counter check with other nurses if the treatment they are given is correct. This is demoralizing initially, but attitudes change overtime as we are able to prove ourselves.
- The people back home expect a lot of assistance in terms of money (remittance). Migrants are discouraged to do home leave because they are expected to spend or dole out money to relatives and friends. People back home believe that we earn so much especially when they convert the foreign currency to Kenyan shillings. They often forget the difficulties, isolation and loneliness that we, migrants, experience when living abroad.

KENYA



Annex 1

Local Union Contacts In Kenya

Union of Kenya Civil Servants (UKCS) Ufundi Coop Plaza Moi Avenue, Next to Jevanjee Gardens P.O. Box 48083, 00100 GPO Nairobi, Kenya Phone: +254 722455382 Email: ukcs59@yahoo.com	Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA) P.O. Box 41763 or P.O. Box 20002 Nairobi, Kenya Phone: +254 2 211840, 2 221191, 2 336638 Email: info@kudheiha.co.ke
Kenya Local Government Workers Union (KLGWU) Dundee House, Parliament Road County Lane, P.O. Box 55827 Nairobi, Kenya Phone: +254 2 250111/2 Email: klgwuhq@todays.co.ke	Union of National Research Institutes Staff of Kenya (UNRISK) Post code 00506 P.O. Box 27723 Nairobi, Kenya Phone +254 2 335079 Email: unriskhq@yahoo.com



Annex 2

Public Services International (PSI)

Sister Unions in Popular Destination Countries
of Kenyan Migrants

EUROPE			
European Federation of Public Service Unions (EPSU) 45 rue Royale, Box 1 1000 Brussels Belgium Phone: +32 2 250 10 80 www.epsu.org	UNITED KINGDOM UNISON 1 Mabledon Place London WC1H9AJ United Kingdom Phone: +44 8453550845 www.unison.org.uk	IRELAND IMPACT Nerney's Court Off Temple Street Dublin Ireland Phone: +353 1 8171500 www.impact.ie	GERMANY Ver.di Paula-Thiede-Ufer 10 Berlin Germany Phone: +49 3069560 www.international.verdi.de
MIDDLE EAST			
PSI Sub-Regional office for Arab Countries Yachoui Center, 6 th Floor Jal El Dib Lebanon Phone: +961 4 712954			
PSI International Secretariat			
Public Services International 45 avenue Voltaire, BP 9 01211 Ferney Voltaire, France Phone: +33 4 50 40 1214 Fax: +33 4 50 40 7320 Website : www.world-psi.org/migration			

KENYA



NORTH AMERICA			
PSI Regional Office for Interamerica 1100 H St. NW - Suite 650 Washington, DC 20005 USA Phone: +1 (202) 824-0880	USA American Federation of Teachers (AFT) 555 New Jersey Ave., NW Washington DC USA Phone: +1 (202) 879-4550 www.aft.org	USA American Federation of State, County and Municipal Employees (AFSCME) 1625 L Street, NW Washington, DC USA Phone: + 1 (202) 429-1000 www.afscme.org	USA Service Employees International Union (SEIU) 1800 Massachusetts Ave NW Washington, DC USA Phone: +1 (202) 730-7000 www.seiu.org
USA American Federation of Government Employees (AFGE) 80 F Street, NW Washington, DC USA Phone: +1 (202) 737-8700 www.afge.org	CANADA National Union of Public and General Employees (NUPGE) 15 Auriga Drive, Napean Ottawa Canada Phone: +1 (613) 228-9800 www.nupge.ca	CANADA Canadian Union of Public Employees (CUPE) 21 Florence Street, Ottawa Canada Phone: + (613) 237-1592 www.cupe.ca	CANADA Public Service Alliance of Canada (PSAC) 1100-233 Gilmour Street Ottawa Canada Phone: +1 (613) 560-4200 www.psac.com
CANADA Service Employees International Union-Canada 565 Boulevard Cremazie Est Bureau 4300 Montreal Canada Phone: +1 (514) 727-1696	CANADA Federation Interprofessionnelle de la Santé du Quebec (FIQ) 2050 rue de Bleury 4eme etage, Montreal Canada Phone : +1 (514) 987-1141	CANADA Central des syndicats du Quebec (CSQ) 9405 rue Sherbrook Est Montreal Canada Phone : +1 (514) 356-8888	CANADA Syndicat de la fonction publique du Quebec (SFPQ) 5100 boul. de Gradins Quebec Canada Phone : +1(418) 623-2492
AFRICA			
SOUTH AFRICA PSI Sub-Regional office for Southern Africa Forum VI, Braampark 33 Hoofd Street Braamfontein, Johannesburg South Africa Phone: +27 11 4037765	EAST & WEST ENGLISH-SPEAKING AFRICA PSI Regional Office for Africa and Arab Countries 36 Ave. Du RPT, BP 8473 Tokoin, Casablanca Lomé Togo Phone : +228 223 1261		



Annex 3

Kenyan Embassies and High Commissions in Selected Destination Countries

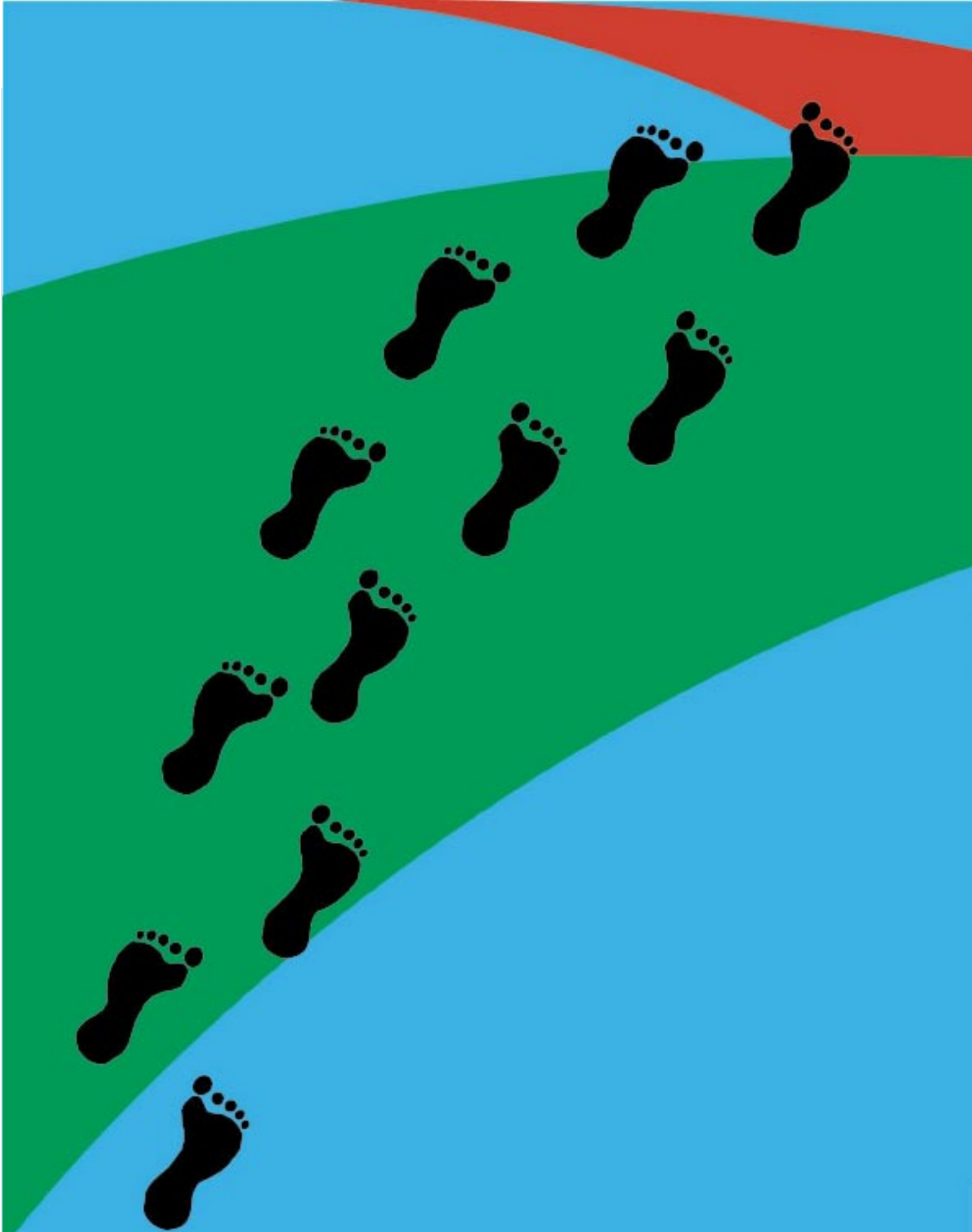
	EUROPE	
UNITED KINGDOM High Commissioner High Commission of the Republic of Kenya 45 Portland Place, London W1B1AS United Kingdom Tel: +44 020 76362371 E-mail: kcomm45@aol.com Other countries of accreditation	IRELAND-DUBLIN Ambassador Embassy of the Republic of Kenya 11 Elgin Road, Ballsbridge, Dublin 4 Ireland Tel: +353-1-6136380 E-mail: info@kenyaembassyireland.net	GERMANY-BERLIN Ambassador Embassy of the Republic of Kenya Markgrafenstr 63 10969 Berlin Federal Republic of Germany Tel: +49 030 25926650 E-mail: office@kenyaembassyberlin.de Other countries accreditation: Republic of Bulgaria, Romania
	NORTH AMERICA	
USA-WASHINGTON Ambassador Embassy of the Republic of Kenya, Washington 2247 R-Street, N.W. 20008 Washington DC Tel: +1 202 4623829 E-mail: info@kenyaembassy.com	USA-LOS ANGELES Consular Park Mile Plaza, 4801 Wilshire Boulevard Mezzanine Floor Los Angeles, California	CANADA-OTTAWA High Commissioner High Commission of the Republic of Kenya, Ottawa 415 Laurier Avenue East Ottawa, Ontario Kin 6r4 Canada Tel: + 1 6135631773/4/6 E-mail: kenrep@on.aibn.com

KENYA



	MIDDLE EAST	
UAE- ABU DHABI Embassy of the Republic of Kenya P.O. Box 3854, Abu Dhabi United Arab Emirates Tel: + 971 2 6666300 E-mail: kenya@emirates.net.ae	KUWAIT Ambassador Embassy of Kenya Surra, Block 6, Street 9, Villa 3, Code 45701 Kuwait Tel: +965 5353314/533362 E-mail: Kuwait@mfa.go.ke	SAUDI ARABIA Ambassador Embassy of the Republic of Kenya Diplomatic Quarters P.O. Box 94358, Code 11693 Riyadh, Saudi Arabia Tel: + 996 1 4881238/4882484 E-mail: Kenya@shaheer.net.sa
	AFRICA	
SOUTH AFRICA- PRETORIA High Commissioner High Commission of the Republic of Kenya 302 Brooks Street P.O. Box 35954, Menlo Park 0081, South Africa Tel: 27 12 3622249, 3622250, 3622251 E-mail: kenrep@mweb.co.za	NAMIBIA-WINDHOEK High Commissioner High Commission of the Republic of Kenya, Windhoek 134 Robert Mugabe Avenue P.O. Box 2889, Windhoek, Namibia Tel: + 264 61 225900, 61 -226836 E-mail: kenyanet@mweb.com.na	BOTSWANA- GABORONE High Commissioner High Commission of the Republic of Kenya Plot 786 Independence Avenue Private Bag Box 297 Tel: + 267 3951408/30 E-mail: Kenya@info.bw
SOUTH SUDAN- JUBA AG. CONSUL GENERAL P.O. 208, Juba South Sudan Tel: +2498118236664 E-mail: keconju@yahoo.co.uk	RWANDA- KIGALI Ambassador Kenya Embassy, Kigali Chancery Plot No. 1716 Kacyiru Avenue Del L' Kigali, Rwanda	DRC-KINSHASA Ambassador Embassy of the Republic of Kenya, 4002 Avenue de L'ouganganda Commune De Gombe P.O. Box 9667, Kinshasa, Congo Tel: +243 817008203/00/07 E-mail: kenem-drc@jobantech.cd





PUBLIC SERVICES
INTERNATIONAL



PSI Migration and
Women Health
Workers Project

