



Casa Hogar Sion

Baja, Mexico

HOME IMPROVEMENT ROADMAP

February | 2023



Overview of this Children's Home

Background & Mission

In 1999, Mamá Carmen and Papá Jorge Gonzalez opened the doors of their own home to abandoned children living on the streets. Word spread in the community about what Jorge and Carmen were doing for these children in the community. Before long, relatives of more children who could not care for them were dropping the children off in the middle of the night in the backyard of Jorge and Carmen's home to be cared for by them. Even children came to their doors who were frightened because of a history of abuse in their own homes.

Not having enough space in their own home, Mamá Carmen and Papá Jorge used their retirement funds to buy a small property 24 years ago in Tijuana. There, they built Casa Hogar Sion, an orphanage to care for as many children as possible in their new space.

Thanks to the efforts of affiliated churches, independent groups, and private donors, Casa Hogar Sion currently has seven buildings, all the children go to school and some of them who are older are in private schools or in technical careers. Mamá Carmen not only wants to protect and care for her children but also wants to provide them with opportunity and hope by focusing on education and leading by example, mom, dad, and staff care for their children and their children's children. Ultimately, this home is a community established in harmony and love as a family, thereby helping children and adolescents see it as their home and not as a temporary living situation.

Casa Hogar Sion is located in Tijuana and serves children between the ages of 4 and 23 years old. Although some children are brought there for short stays of 1 to 2 years, most of the children will live there for 5 to 10 years or more.

The orphanage has a dedicated staff of 15 people, 10 of whom live and work there. Casa Hogar Sion is fully responsible for the children in their care and is committed to providing a quality education for all of them. They pay for all children to attend private schools in middle and high school because of the higher quality education it provides. If children successfully complete high school, they provide scholarships for higher education. Almost 25 years after this home was founded, 1,500 children have passed through, some of whom have been adopted, others have been reintegrated into their families and those who have remained have been supported to become professionals.

Overall, the mission of Casa Hogar Sion is to provide children with the security of a home for a better future. They hope that the boys and girls they serve will become successful professionals or entrepreneurs who serve society and their families with the social, moral, and spiritual values they receive at Casa Hogar Sion.

Recent Accomplishments

The directors fulfilled some of the strategic initiatives derived from their last Improvement Roadmap; they purchased a variety of new kitchen utensils, as well as a power generator to use in case of power outages, which allows them to feel safe in the event of these types of outages that happen frequently at Casa Hogar Sion. It is worth mentioning that both needs were covered with the funds available through A Child's Hope Foundation.





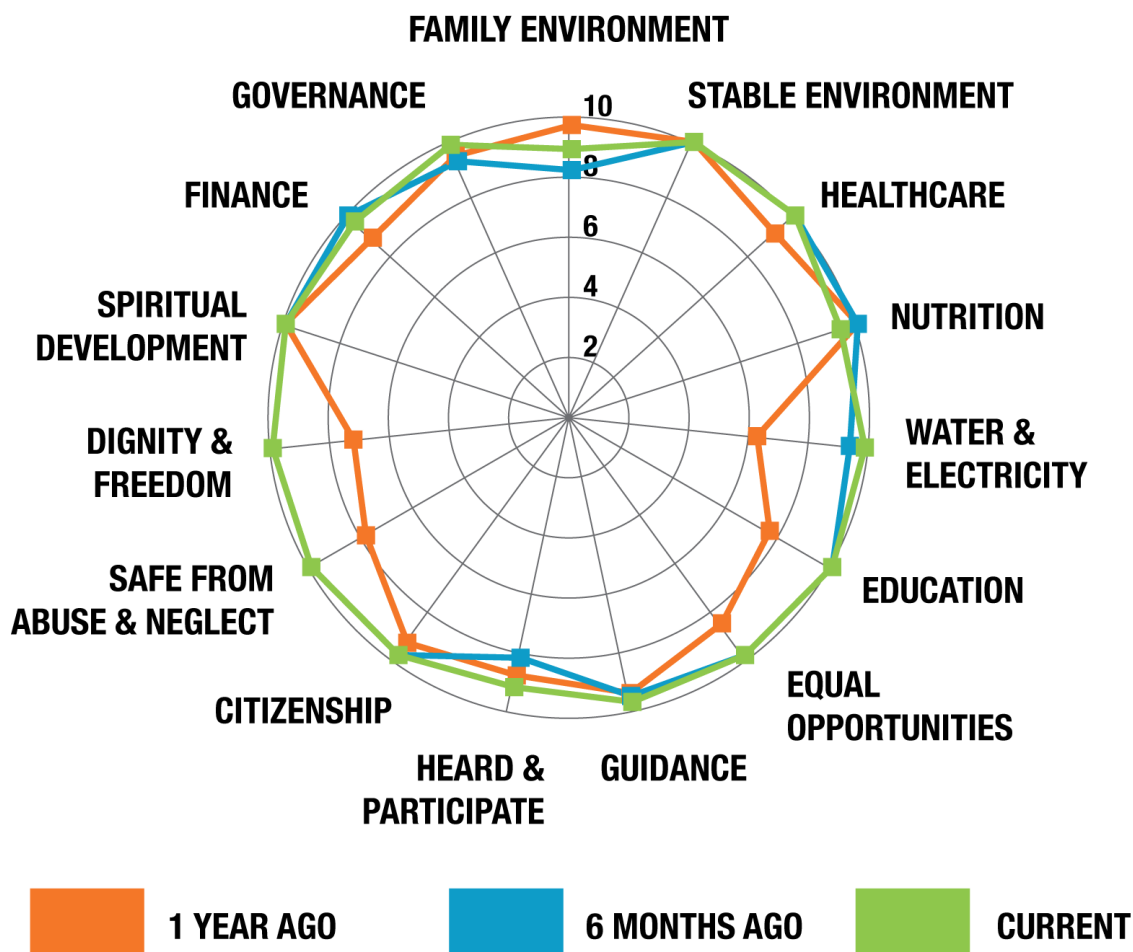
The Thrive Assessment

What is the Thrive Assessment?

In 1959, the United Nations (UN) adopted the Declaration of the Rights of the Child, which defines children's rights to protection, education, healthcare, shelter, nutrition and more. We have codified all 13 Rights, as well as a Finance Standard and a Governance and Human Resource Standard, resulting in a total of 15 standards. These standards ensure that children receive care that truly helps them to thrive, now and in the future.

The Thrive Assessment will be administered every 6 months with each partner home to chart the progress of each standard. Our team works with caregivers to outline next steps which are then compiled into an Improvement Roadmap.

Current Thrive Scale



Strategic Initiatives

SAFE SCHOOL TRANSPORTATION

PROJECT DESCRIPTION	Casa Hogar Sion has three means of transportation to take the children to school at different schools. However, at the moment the three vehicles: a truck, a van and another vehicle need registration renewed in order to be able to travel in a reliable way for transporting children to school. Two of the vehicles, both the truck and the van, also require the urgent replacement of all four tires since they are already in poor condition and pose a risk in case of an accident.
ESTIMATED FUNDING	<\$5,000

KITCHEN EQUIPMENT

PROJECT DESCRIPTION	At Casa Hogar Sion they are at the forefront in caring for, cleaning, and providing continuous maintenance to the kitchen equipment, however, they currently have shelves that are already rusted and even though they have been cleaned they need to be changed due to the wear and tear of so many years, in addition, in these shelves they store and accommodate non-perishable food, therefore, it is essential to make a change as soon as possible. Another of the needs detected is that their trash cans both inside and outside the kitchen are very worn out and new ones are needed.
ESTIMATED FUNDING	<\$5,000

MEDICAL SERVICE FOR EMPLOYEES

PROJECT DESCRIPTION	Currently, Casa Hogar Sion's employees do not have consistent health care benefits in case of injuries, emergencies, surgeries, chronic degenerative diseases or routine medical check-ups. Therefore, in order to provide this preventive and immediate care service, it is necessary to have the necessary money so that the employees can buy their medical treatments, have general examinations, and have the necessary support to attend subsequent or emergency consultations.
ESTIMATED FUNDING	<\$5,000



Right to Live with Family

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is currently at the **THRIVING** level. The home currently serves 40 children, who are housed in buildings separated by gender and within the buildings, separated by age. Each of the dormitories has the capacity to house 6-14 children, depending on the size. Most of the children living at Casa Hogar Sion do not have family members. Those who do have family are permitted to receive visitors as long as DIF authorizes it, usually twice a year. The children have primary caregivers who stay with them day and night, thus providing stability where a loving family environment is promoted.

According to their employment contract, caregivers commit to work for at least one year and this contract is renewed each year as long as performance has been favorable. It is worth mentioning that there are caregivers who have requested their contract for an indefinite period of time because they have found their life mission at Casa Hogar Sion. In regards to training, caregivers have been trained in trauma, treatment, and discipline with the children, as well as topics related to behavior, traits, and values of a family by psychologists Jill and Horacio. Additionally, the home has an established routine for the incorporation, training, and evaluation of caregivers. Likewise, caregivers are evaluated by DIF once they are hired at the home. This evaluation is accompanied by recommendations which are strictly followed to strengthen the caregiver's skills. Once this process is completed, a letter of reliability is obtained certifying that the caregiver meets the requirements of being a quality caregiver.

- ☐ Design an established written plan for onboarding, training and evaluation of caregivers.
- ☐ Evaluate caregivers on a quarterly basis on the child care standard by a certified specialist.
- ☐ Train staff weekly on how to handle any crises or challenges they have encountered during the week.



Right to a Stable Environment

SURVIVING

SUSTAINING

THRIVING

At the present time, Casa Hogar Sion is at the level of **THRIVING** within this category. The home has a list of rules that are clear, consistent, and appropriate for the children's age and level of understanding. They have a variety of strategies in place to continually remind the children of these rules, and in the event that a child violates the established rules, consequences are implemented based on positive discipline and age-appropriate measures. While children are called by their preferred name, there are times when the children call each other by nicknames and are reminded to call each other by their given name. The sibling groups living here are permitted to eat, work, live, and play together continuously in order to strengthen family ties.

On a weekly basis, caregivers meet with psychologists Jill and Horario to discuss behavioral issues in order to establish effective discipline strategies for the children, as well as receive guidance on how to create a more stable, loving, and nurturing environment. Caregivers rest one day per week with another caregiver filling in for them. Caregiver turnover is less than 10% per year. Currently, new processes are being implemented so that caregivers participate in joint activities and play with the children on a daily basis to strengthen a sense of belonging. In this home, there are activities in which all the children participate. For example, birthday celebrations, cupcake decorating contests, an upcoming talent contest, and sports activities such as soccer, biking, piano lessons and singing. Additionally, the older girls have participated in a beauty course where they learn how to apply makeup and nails. All these opportunities indicate children have activities where they can spend recreational time pleasantly within the rules established in the home.

- ☐ Develop a survey of children on what activities they would like to do to strengthen and promote the right to a stable, loving, and nurturing environment.
- ☐ Continue with the good work they are doing in this area.



Right to Healthcare

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is at the **THRIVING** level within this category. On an annual basis, each child is taken to their wellness check-ups and medical examination. Specialized check-ups are also addressed according to the needs of the children, from dental, psychiatric, neurological, and visual. Currently, 9 children require glasses. Each child has a complete medical file in which all health information is recorded by the support nurse, who is also in charge of administering medication. On an annual basis, personnel from the State Government Health Center visit this home to administer and record vaccinations. Additionally, there is a local doctor working at the Castillo Clinic one block away from the home, where they count on professional support in case of emergencies.

Soap and water are hygienically available in the dining room and restroom areas, and caregivers are responsible for reminding the children about hygiene measures. Children in the crib area have their diapers changed according to their needs. All children brush their teeth two to three times a day. Children are continuously checked for head lice, and if found, they are treated accordingly. They have twenty-first aid kits, of which two are fully stocked and the rest contain the essentials and are distributed in each bedroom. The home also has a medical fund for medical emergencies. Furthermore, some measures have been implemented to orient and/or train the staff when there are children with special conditions. Adolescent girls have access to feminine hygiene products and receive guidance from the nurse, Yamileth, and the psychologist, Jill, as well as guidance from the caregivers about their menstrual cycles, what to expect, and how to take care of themselves.

- ☐ Continuously verify that toilets have soap available to reinforce hygiene measures.
- ☐ Continue with all the current good practices done for the well-being and health of the children.



Right to Nutrition

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is at the **THRIVING** level. Based on the nutritional plan of the “Plato del Buen Comer,” children receive the adequate amount of calories per day recommended for their optimal development. The food served here is hygienically prepared, tasty, and appetizing, including protein-rich dishes accompanied by two to three servings of both vegetables and fruits. The kitchen, dining area, and food storage are free of toxic substances and pests because they are fumigated once a month. The kitchen and stove areas are well-ventilated. The food storage area is currently sorted using an organizational technique in which non-perishable food is arranged according to expiration dates, with food that is close to its expiration date being placed in the first row.

Kitchen staff have received training on the “Plato del Buen Comer” (Mexican Nutritional Standards), where they received guidance on the hygienic handling of food, storage strategies, and cleaning and disinfection of work areas in the kitchen. All the information acquired in this training has greatly supported the creation and preparation of menus by the kitchen staff, ensuring that the children receive sufficient nutrients on a daily basis. At Casa Hogar Sion, involving children is very important, and for this reason, weekly menus are placed in the dining room so they know what they will be eating.

- ☐ Seek the help of a nutritionist to assess each child and identify the number of nutrients they need to receive on a daily basis.
- ☐ Procure new training for cooks in food safety and preparation.
- ☐ Buy kitchen equipment such as shelves and bins for indoor and outdoor garbage.



Right to Clean Water and Electricity

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is currently at the level of **THRIVING** in this category. Recently, the facilities of this home have been inspected by the firefighters of Tijuana, and they are awaiting the corresponding inspections by Civil Protection. The home is in compliance with the requirements and codes of the local authorities. In addition, they have their own Internal Civil Protection Plan that's been authorized and is in the process of renewal. This plan establishes emergency procedures in case of unexpected events such as fire, flood, and earthquake, among others. The home also complies with the corresponding first aid, fire, evacuation, and rescue training, and has a plan for the review and maintenance of civil protection materials.

The property has a water purification system located inside the dining room, which provides water that is safe to drink, free of chemicals and bacteria, and is easily accessible whenever the children wish to drink it. Within the home, there is a qualified, reliable, and efficient staff member that provides maintenance support to meet the ongoing and preventive needs of the facilities. When necessary, a qualified external person is hired to carry out more complex repairs. On a monthly basis, a checklist is made to detect preventive and corrective maintenance needs, from which a plan is established to ensure that any outstanding needs are met. The electrical infrastructure, both exterior and interior, is in good condition, safe and sufficient to ensure the safety of the children. They have solar panels that have been working extraordinarily well and have allowed them to reduce the cost of paying for electricity. The light bulbs in the bathrooms and living rooms of each of the buildings are working properly. They have a safe drainage method that does not contaminate the drinking water supply, as well as sink faucets and shower heads that are in good condition. Furthermore, in advance, the home always has additional shower heads available for replacement when needed.

- ☐ Continue to follow up on the renewal of the Internal Civil Protection Plan.
- ☐ Create a written annual plan to address property maintenance.



Right to Quality Education

SURVIVING

SUSTAINING

THRIVING

Currently, Casa Hogar Sion is at the **THRIVING** level. All school-age children attend school most of the time and are enrolled in various levels of education ranging from kindergarten through university, with the vast majority attending public schools. In order to reinforce each child's learning, the caregivers at the home monitor their school progress by analyzing the grades of each child according to their report card. If any child's grades are low in any subject, they are given the necessary support to improve. Likewise, caregivers guide the children in completing their homework and children have been taught how to use a computer, all with the goal of helping them retain the knowledge they acquire each day. Within the home there is a computer room with internet access and a library area that contains a wide variety of books age-appropriate for the children in their own language. The house has toys and materials according to the developmental needs of the children as well.

Each child is evaluated to identify any learning problems, and from the age of seven onwards, they check to ensure children can identify each letter of the alphabet, perform basic mathematical operations, and read. Children who are not yet school aged are offered activities that stimulate their general development, including being read to and told Bible stories on a daily basis. Another important aspect at Casa Hogar Sion is that they have funds and housing available so that older children can continue with additional education after their time at the home is over.

Currently, one of the challenges the home is facing is that the vehicles used to transport the children to various schools have very old tires. In addition, they need to renew their vehicle registration. This situation has been of great concern to their directors.

- ☐ Address the issue of the transportation vehicles by replacing tires and renewing vehicle registration.

Right to Equal Opportunities

SURVIVING

SUSTAINING

THRIVING

In this category, Casa Hogar Sion is at the level of **THRIVING**. All children living in the home have a designated space for their personal items. All children receive the same opportunities to develop their education by attending school, receiving educational counseling, having access to a wide variety of books, receiving psychological attention, and participating in extracurricular activities according to their interests such as piano lessons, singing, baking, soccer, and cosmetology. Additionally, the children have all the support they need for optimal integral development. Special adaptations are also identified and made for children who require them, as is the case of the nine children who need glasses.

In order to prepare adolescents for a healthy transition to adulthood, Casa Hogar Sion carries out various activities that provide teenagers with the opportunity to obtain tools and skills that allow them to establish a more independent life. Therefore, they are assigned responsibilities according to their age, given tasks related to their studies, oriented to the value of their life, and taught the reality that it is to live outside the home. As young adults approach the end of their stay in the home, they make a written life plan which provides them with a broader view of their life.

Caregivers act as role models for the children in their care. As the directors, Mamá Carmen and Papá Jorge have been great examples and guides to motivate and generate an environment of values and positive behavior. Additionally, the directors are open to providing necessary support to caregivers in order to acquire skills that will help them be good examples for the children.

- ☐ Establish a written plan for transition to adulthood.
- ☐ Continue with the orientation and training processes so that caregivers can be role models for children.



Right to Guidance

SURVIVING

SUSTAINING

THRIVING

Currently, Casa Hogar Sion is at the **THRIVING** level within this category. The home has a monthly plan to strengthen values in both the children and the staff. In the kitchen each month, they post the meaning of a value and bible verses related to the value. Additionally, they read devotionals and reinforce in the children good behavior related to the value that is being emphasized for that month. Currently, psychologists Jill and Horacio provide individual psychological care on a weekly basis to all the children living at Sion and biweekly group therapy. Caregivers discuss and talk to the children about the changes associated with puberty, and the psychologists

reinforce this information and provide guidance on responsible sexual behavior. In addition, one of the psychologists conducts aptitude assessments for adolescents over the age of 15 to identify their academic abilities and long-term educational goals. The adolescents are supported in writing their Life Plans and are given the opportunity to engage in activities that will enable them to acquire the psychosocial competencies to successfully face the demands and challenges of daily life.

There is a great deal of communication and support with young adults who are currently studying a technical or university career, thus providing them with the guidance they require. Both young adults and adolescents have caregivers, directors, and psychologists who are ready to listen and guide them on any topic they wish to discuss, as well as guide them in their self-discovery and self-expression. In this home, there is a written job profile for when they are looking for new caregivers. The caregivers have frequent orientation and skill-building activities, which help them to become better quality mentors for the children and reinforce good behaviors with the children.

- ☐ Evaluate caregivers by a specialist to determine that they are quality mentors for the children.
- ☐ Create a written life skills program for children.



Right to Be Heard and Participate in Decisions

SURVIVING

SUSTAINING

THRIVING

Casa del Sion is currently at the **THRIVING** level. The children at this home have the option to choose the clothes they wear on a daily basis, as well as decide on the activities they wish to participate in during their free time. They usually choose to play soccer, basketball, or ride a bicycle. The children are also allowed to participate in menu planning, mainly on special occasions.

Each time the children are taken to receive medical treatment, they and their caregivers are explained what procedures will be performed and are allowed to ask questions to avoid a possible traumatic situation. The home has an individual development plan for some of the children who require support either for physical, emotional or mental health. According to the diagnosis and treatment, they rigorously keep a punctual agenda in which they record the medical or specialist appointments according to the child's individual development plan. In order to strengthen leadership in the children, they are assigned tasks and activities that allow them to make decisions, seek solutions, negotiate, reach agreements and promote teamwork as well as apply creativity according to the situation in which they are involved.

- ☐ Implement a development plan for each child and update it on a monthly basis.
- ☐ Continue assigning leadership roles to the children that could develop into the formation of committees.



Right to Be Prepared for Citizenship

SURVIVING

SUSTAINING

THRIVING

Currently, Casa Hogar Sion is at the **THRIVING** level. All children have their own birth certificate that identifies them as Mexican citizens. In addition, in order to strengthen their sense of dignity and responsibility, the children are taught to repair the damages committed through additional chores, or in case of damaging or breaking something, they are taught to earn the amount corresponding to the required repairs. Likewise, all children are encouraged to fulfill the personal responsibilities that have been assigned to them on a weekly basis according to their age in order to contribute to the general welfare of the home. The children are also taught topics related to ethics and the democratic process, through guidance and good examples. As a result of this guidance, children have managed to keep the walls clean and free of scratches. Adolescents over the age of 15 are supported by their caregivers who teach them how to perform general activities such as going to the store, paying for items, ordering their food, changing a light bulb, etc. The children of this home have participated in service activities in the community by serving in groups where they have delivered clothes, cut hair, shared the word of God, cooked food to serve to others, and even visited a nursing home on a couple of occasions.

To strengthen the sense of belonging at Casa Hogar Sion, children and caregivers are continuously informed of important events. Children have the opportunity to attend school trips and special events outside the home as long as authorized by DIF. The home celebrates and observes both national and local holidays with various activities where the children are given the opportunity to enjoy the festivities by eating sweets or sharing special meals in accordance with the holiday they are celebrating. The home is clean and free of garbage and other objects that obstruct passage in the hallways and various areas. Additionally, bicycles, tools, garbage cans, and large materials are stored in their corresponding places.

- ☐ Train children in topics related to ethics and the democratic process.
- ☐ On a continuous basis, make rounds through the corridors of the home to verify that passageways are free of obstructions.



Right to Be Safe from Abuse & Neglect

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is currently at the **THRIVING** level. In this home, they have been very committed to protecting and caring for the children who live there. Each time a new child joins the home, psychological evaluations are conducted in order to guide and help them work through their traumas. Likewise, all children over 5 years of age have been given the opportunity to receive orientation on abuse and age-appropriate reporting methods by the Municipal Police and the State Prosecutor's Office. Within the home, there are bedrooms separated by gender and age

in accordance with government standards, and there is a private and safe space for the children to bathe, toilet, and dress. The property is well-lit on the outside and a good level of security exists in terms of the surrounding community, which provides a safe environment inside the home as well.

Within the home, policies have been implemented in regards to child protection regulations, which are focused on caring for and preventing children from being physically, sexually, verbally, psychologically, and emotionally abused. Caregivers are constantly reminded to avoid corporal punishment and it is forbidden to discipline children by withholding food or raising their voices. Instead, caregivers have been trained to use positive discipline through the time-out technique or to withdraw privileges. Over the past six months, all staff members have been trained by psychologists Jill and Horacio in positive discipline techniques, alternatives to corporal punishment, and how to identify, prevent and avoid abuse. The home also has a policy that an adult who is not a caregiver cannot be alone with a child and a written policy for visitors that includes not taking photographs, not entering the bedrooms without the authorization of an adult or the presence of a caregiver, and registering on the visitor's list before entering the home, among other guidelines. The staff members that work in this home accompany the children at all times in the event of going off-site. Sion has an established process for checking references and background checks of staff and frequent visitors, through the use of a letter certifying no criminal record and a request for references.

- ☐ Continue to provide training to children on abuse and reporting methods.
- ☐ Continue training staff on how to identify, prevent and avoid abuse.



Right to Dignity & Freedom

SURVIVING

SUSTAINING

THRIVING

Casa del Sion is at the **THRIVING** level in this category. All children are bathed daily, and appropriate measures are practiced with the younger children. In addition, all children have sufficient clothing and underwear, their own toothbrush, clean towel, bed, as well as clean blankets and sheets. Toys and materials are available for all children, allowing them to engage in age-appropriate activities. The children are also given the opportunity to do additional work in which they can earn an allowance or privilege. The constant focus on values, education, and positive discipline provided at Sion has motivated the children to be kind to one other. In addition, children are informed in advance about the consequences of non-compliance with the rules of the home.

Casa Hogar Sion has all the safety protocols and supplies required by civil protection regulations such as smoke detectors, fire extinguishers, emergency meeting points, fire brigades, and first aid kits. The home is also equipped with an alarm that allows children to feel safer, sleep peacefully and protect them further against risks from the outside. This alarm provides an important added measure of protection for all those who live in the home.

- ☐ To continue to care for, watch over, and preserve the dignity of each child.
- ☐ Follow civil protection protocols for the safety and protection of all children.



Right to Spiritual Development

SURVIVING

SUSTAINING

THRIVING

Casa Hogar Sion is at the level of **THRIVING**. Affection, love, family unity, faith, open communication, and trust have been values exemplified by Papá Jorge and Mamá Carmen to both the children and staff of Casa Hogar Sion. Their examples guide everyone to an education focused on God that allows them to strengthen the bonds of brotherhood, service, and positive values. Jorge and Carmen are Pastors of a church and are very committed to encouraging spiritual learning through the reading of daily devotionals, praying before meals, and worshiping in special celebrations. In addition, they encourage the children to participate in religious services, as well as in organizing and carrying out activities that allow them to serve their community. Even though the home has daily activities available for children and caregivers to learn more about the word of God, there is great respect for the children who do not wish to participate in these rituals or devotionals. Spiritual and religious books are also available and accessible to all the children in the home, and all children are given the opportunity to put their spiritual learning into practice.

- ☐ Continue with the great work in this area so that children continue to develop their spirituality.



Finance Standard

SURVIVING

SUSTAINING

THRIVING

Currently, Casa Hogar Sion is at the **THRIVING** level in this category. The home has a specialized and qualified staff that register income and expenses through a specialized program, which allows these records to be available and updated whenever they need to be reviewed. They also keep all receipts and create a profit and loss statement. At Sion, they have established controls for the proper use of available funds so as to minimize misuse. To do this, they label expenses to be made, reconcile the bank account on a monthly basis, and have internal controls of the functions and tasks designated to make deposits and purchases, among other activities.

The home is currently supported by an external accountant who assists them in filing tax returns in accordance with the regulations of the Mexican Ministry of Finance, audits the finances and validates the accounting records. In addition, the home works in a transparent manner to show its donors the resources it receives and how they are used. Sion operates under an annual budget for daily operations and additional expenses as they arise, as well as plans and budgets for major construction.

- ☐ Establish a detailed budget for major expenses (over \$25,000 USD).



Governance and Human Resource Standard

SURVIVING

SUSTAINING

THRIVING

In this category, Casa Hogar Sion is at the level of **THRIVING**. According to the statutes stipulated in Sion's Articles of Incorporation, the property and any modifications are insured and cannot be sold for their own benefit. As long as there is a need for displaced children to have a space, the property will continue to be used for the purposes for which it was created. This home has all the necessary licenses, audits, and governance requirements, as well as the documents requested by DIF, which are on display in the main office. They have an active Board of Directors that meets at least twice a year. Sion has an organizational chart that helps them establish lines of work to determine to whom certain tasks will be delegated and/or assigned.

When new caregivers are hired, they shadow an experienced caregiver to learn what the job entails and observe the activities performed. In addition, they have a written job description specifying the conditions of employment and responsibilities. Sion has a vacation and leave policy for staff. Employee files are kept in a safe place and contain information and documentation such as job descriptions, letters of appointment, incident reports, ongoing training, job promotions, and letters of no criminal record, among others. Caregivers have been trained on attachment and child development, the values of a family within a group home environment, and the importance and practical ways to facilitate child participation. They have also received training on CPR, first aid, and how to handle medical situations with children who have special conditions or require treatment. In addition, Sion's staff has received discourses on the subject of water, its use, and conservation by taking temporary measures to reduce consumption. Another way Sion supports personnel is through consistent meetings that are held to discuss issues of concern and improve processes, as well as resolve doubts in order to ensure a good working environment.

- ☐ As far as possible, provide caregivers with a written document outlining their job description and job responsibilities.
- ☐ Reinforce caregiver training on attachment and child development issues.

