

Bethel Baby Home

Zambia

IMPROVEMENT ROADMAP

October | 2023



Overview of this Children's Home

Background & Mission

Bethel was founded in 2014 by two sisters who had a vision to care for children between the ages of 0 - 5 who are in need of care through providing a loving and nurturing environment. In 2018, the Bethel project was adopted by Every Orphan's Hope and the home has continued to serve children in need of care. The vision of the home is to glorify God through providing an environment that ensures orphans and vulnerable children are raised in Christ. Bethel provides a loving and nurturing environment for children between the ages of 0-5. Bethel provides a clean and safe environment that ensures each child's physical, social, emotional, spiritual and educational needs are met with Christ at the center of everything.



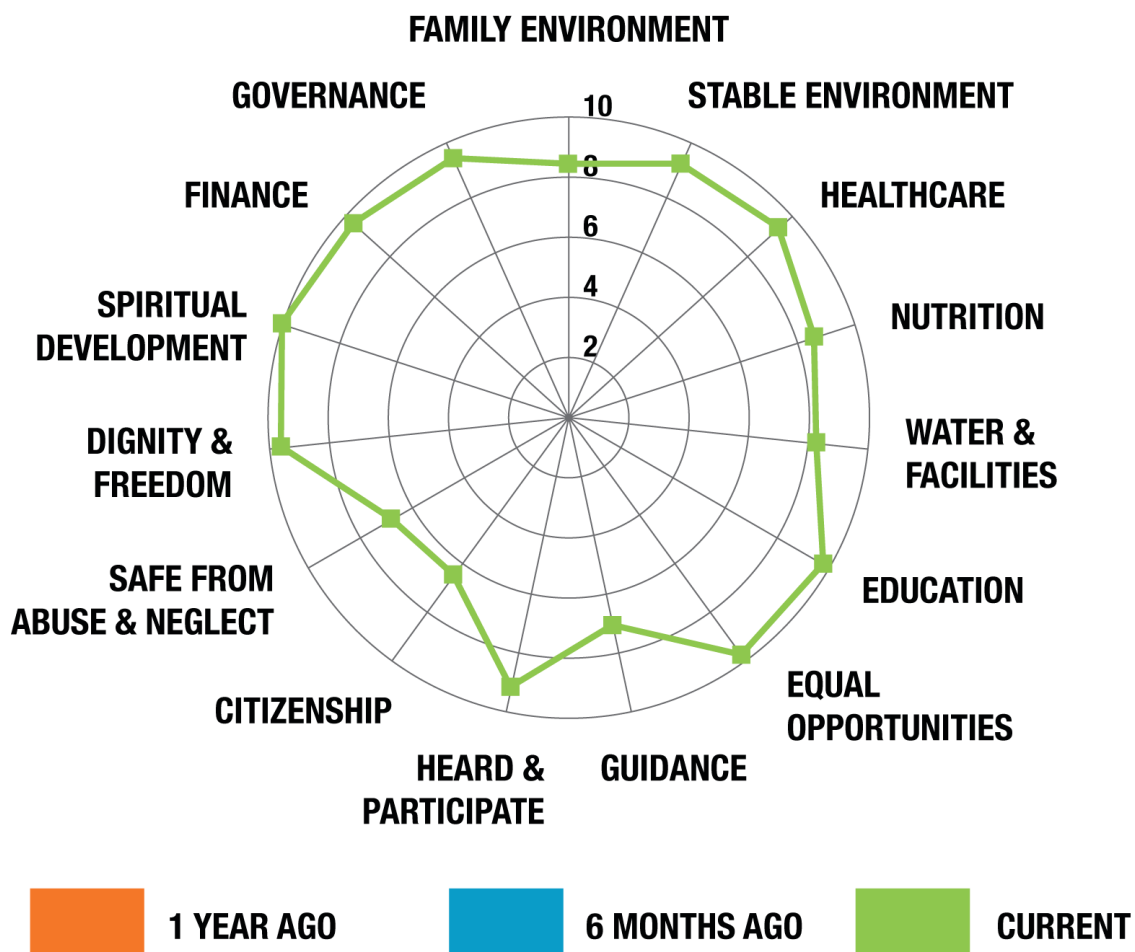
The Thrive Assessment

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

TRAUMA INFORMED CARE TRAINING

PROJECT DESCRIPTION	The project will include the Bethel director partnering or engaging a trauma informed care trainer to set up training sessions for all caregivers twice a year. The director will set up two training sessions to train caregivers on trauma informed care ensuring children have informed and compassionate caregivers.
ESTIMATED FUNDING	15,000 ZMW \$648 USD

DISCIPLINARY GUIDELINES

PROJECT DESCRIPTION	The Bethel Baby Home Director would like to partner with ministry social workers to develop disciplinary guidelines to help guide caregivers in providing positive discipline for children.
ESTIMATED FUNDING	0 ZMW \$0 USD

CHILD INTAKE ASSESSMENTS AND COUNSELING

PROJECT DESCRIPTION	Bethel Homes director would like to engage counseling experts to carry out intake assessments on all children being admitted into care to help determine each child's psychological needs. Once needs are determined, a therapist must be engaged to provide counseling services.
ESTIMATED FUNDING	15,000 ZMW \$648 USD



Right to Live with Family

SURVIVING

SUSTAINING

THRIVING

Bethel has children between the ages 0 to 5 and each caregiver is assigned to no more than 5 children to care for. Laundry and cooking are chores done by other employees at the home. Outside of providing care and support to the children, caregivers are also required to keep the homes clean. Bethel has a shift schedule that allows caregivers to rest 6 days every 3 weeks. The caregivers are also entitled to 24 days of leave annually which they are allowed to use to meet their own personal needs.

At Bethel, sibling groups are always placed in the same home and are assigned to the same caregiver to allow for bonding. The social worker on site is always in contact with family where possible, and they always work towards reunification and reintegration when it is in the best interest of the child.

Trauma informed care training has been conducted at the home, however, it is inconsistent. Additionally, the caregivers have received free therapy services from other organizations in the past, but this has only happened once. The manager of the home is aware that training and therapy are very necessary for caregivers to equip them to provide excellent care.

- ☐ Implement trauma informed care training for mothers, to be conducted every 6 months.
- ☐ Implement a biannual therapy assessment for the caregivers.



Right to a Stable Environment

SURVIVING

SUSTAINING

THRIVING

There are rules set for all homes and the mothers explain the rules to their children. However, consequences for inappropriate behavior are sometimes inconsistent because the home does not have set disciplinary guidelines for infractions. The social worker, counselor and home manager do meet with the mothers to discuss behaviors and find solutions to behavioral issues when infractions occur. All children are called by preferred names and no demeaning names are tolerated. For bonding purposes, children have meals, watch tv and do other activities in their family groups as well as have time every day for unstructured play.

To ensure that the caregivers have time to rest, they are entitled to 6 days off every 3 weeks as well as 24 days annually to use at their own discretion. After the probation period, caregivers are offered a 2-year contract that is renewable.

- ☐ Develop disciplinary guidelines



Right to Healthcare

SURVIVING

SUSTAINING

THRIVING

The home conducts a monthly clinic facilitated by the nurse to monitor the children's growth and weight. Each child at the home also has a vaccination card that keeps record on all government mandated vaccinations. Even though all medical issues are recorded and the nurse keeps track of all prescribed medication, the information is kept in each child's files but rather in the nurse's report book. The home also has a private hospital as well as a government hospital they regularly use for the children's health needs. Vision and dental care needs, however, are only provided when it is necessary. To cover medical costs, the home receives a monthly medical fund that covers all medical expenses.

Each child at the home is provided with a toothbrush and brushes their teeth every morning. However, they are not consistent with brushing their teeth in the evening. The children's hair is washed, cut and/ or braided weekly to ensure it is kept clean.

- ☐ Implement annual dental and visual exams
- ☐ Remind children to brush their teeth twice daily



Right to Nutrition

SURVIVING

SUSTAINING

THRIVING

All children receive three balanced meals and two snacks daily. The meals include protein, carbohydrates, and 2 to 3 servings of fruits and vegetables. The meals prepared at the home are local, familiar to the children, tasty and nutritious.

To ensure high levels of hygiene, the cooks are required to renew their food handlers' certification every 6 months. However, the certification does not include training on food safety and preparation. Additionally, even though the pantry area is always kept clean, the home has problems with cockroaches in the hot season, hence there is a need for fumigation as a preventative measure.

- ☐ Provide food safety and preparation training for cooks
- ☐ Hire fumigation services to prevent cockroaches in pantry



Right to Safe & Adequate Water & Facilities

SURVIVING

SUSTAINING

THRIVING

Bethel Nursery Home goes through annual inspection to ensure minimum standards of Health and Fire Safety are met. They have an adequate number of taps and bathroom facilities to serve the number of people accommodated at the home, and a sewer system is in place for proper disposal of waste. In addition, the home ensures that drinking water is always boiled and cooled for hygiene and safety purposes. They also have an outdoor area with adequate lighting for children's safety.

The home has fire extinguishers in designated areas in order to safeguard against fire, however, they do not have a documented emergency plan and they do not have annual drills to prepare for an emergency. The home currently does not have an emergency plan for flood or loss of electricity. In order to handle general maintenance issues, the home has a designated maintenance team member that addresses issues as they occur, and as funds become available. Lack of an alternative power source causes lighting and water problems when there is a power outage for an extended period of time and sometimes causes inadequate lighting for children's safety.

- ☐ Implement emergency drills annually
- ☐ Investigate an alternative power source of electricity



Right to Quality Education

SURVIVING

SUSTAINING

THRIVING

The home has a preschool, and all children start at the age of 3. The teachers at the home follow the Zambian school calendar, hence children are assessed every quarter to monitor performance and determine any educational needs. Those needing help are given extra lessons to help them catch up with their peers. The home also recently added a library to enhance the children's reading experience. In addition, the children are exposed to online educational tools because the home has internet access. Reading in local languages is added to the school curriculum when the children are in grade one. Even though the home has a library with over 75 books, they still need variety to help meet all the children's reading needs.

Inside each home, children have age appropriate toys and resources tools both in the home and outside to help caregivers as they monitor milestones. For children that are reintegrated, the home may support the child with education and other needs, but this is provided based on the needs of the child and availability of funding.

- ☐ More books for the library

Right to Equal Opportunities

SURVIVING

SUSTAINING

THRIVING

The home is set up to ensure that each child has some personal space for storing clothing and toys. Regarding health and mental needs, the management team ensures that children have access to medical care as well as assessments for children that show signs of learning disabilities. For children with learning disabilities, the teachers have afternoon classes with them for one-on-one classes.

The home also has both male and female staff members that have been mentors to the children and although there is limited consistency, they do find time to be positive role models and provide counsel.

- ☐ Build a more intentional strategy for both for male and female mentors.

Right to Guidance

SURVIVING

SUSTAINING

THRIVING

The home has clearly stated expectations for all caregivers that are used when recruiting new caregivers. All the homes also have clearly set rules for caregivers to help guide the children in the home. However, there is inconsistency in disciplinary measures between the caregiver and the relief caregiver. During the probation period, caregivers are evaluated and monitored to ensure they are of sound character in order to safeguard quality care.

To help prevent child sexual misconduct, children are not left unsupervised. However, caregivers have not received formal training on helping children understand their bodies and managing sexual behavior. Currently, therapeutic and psychological support are only provided to children when it is deemed necessary, thus creating inconsistency.

- ☐ Provide training for mothers on managing sexual behavior in children
- ☐ Find therapeutic resources for children to receive psychological healing weekly



Right to Be Heard and Participate in Decisions

SURVIVING

SUSTAINING

THRIVING

The home ensures that caregivers create time for the children to engage in free play, thereby encouraging creative thinking and problem solving. The children are also free to wear their preferred clothing with guidance. Leadership roles are encouraged with some children who show interest in roles such as helping the caregiver with laundry or unsetting and cleaning up after eating. This practice, however, is not intentionally encouraged by management and is not consistent with all caregivers.

Children are always given age appropriate information about any needed medical procedure to reduce anxiety and help the child be comfortable.

- ☐ Have intentional discussions with all caregivers to ensure that all children are encouraged to take leadership roles



Right to Be Prepared for Citizenship

SURVIVING

SUSTAINING

THRIVING

All children 18 months and below have a birth record or “under 5” cards because all children in this age group are required to receive government mandated vaccinations. Generally, clinics will give guardians this documentation to help track vaccination records. However, for children 18 months and older, this documentation is sometimes difficult to obtain if the home did not receive information on the child when they arrived or if the child’s stay at the home is considered temporary.

Christmas Day and New Year’s are two significant holidays the home observes, but other holidays like Easter, and Independence Day are not observed consistently. Caregivers participate in activities with the children such as taking walks several times a month. The preschool also plans two educational outings annually and the home plans a Christmas outing every year.

- ☐ Plan to observe all holidays
- ☐ Plan for more activities outside the home



Right to Be Safe from Abuse & Neglect

SURVIVING

SUSTAINING

THRIVING

The home has engaged a security company to provide security at the home 24 hours daily. Additionally, security officers always restrict visits within a certain time frame and visitors are required to leave contact details. The caregivers in the home are encouraged to always monitor the children and report any signs of abuse to the site manager or social workers. However, caregivers have not had any formal training on recognizing or preventing abuse. For children 5 years old and above, discussions on reporting abuse have not been done formally, but will be addressed on occasion if bullying occurs or inappropriate behavior is noted.

Caregivers are trained by the social workers regarding government requirements on discipline with regards to what is prohibited. However the training does not extend to other staff members and it does not address what appropriate disciplinary measures should be used. On a few occasions, counselors have visited the home, assessed the children, and provided feedback, but this is only occasionally and no consistent counseling is currently provided.

- ☐ Provide training for caregivers to prevent abuse
- ☐ Engage a counselor for intake assessments and counseling when it is needed



Right to Dignity & Freedom

SURVIVING

SUSTAINING

THRIVING

The home has tried to create an environment where children are treated respectfully and are encouraged to learn independence. Children have access to facilities that allow them to bathe daily, and caregivers use baby tubs to bathe infants safely. The home also tries as much as possible to ensure that all children have an adequate amount of clothing, but they have had challenges obtaining enough clothing for the boys at the home. This challenge results because most clothing donated is for girls while boys' clothing tends to be more expensive. Although the home currently has a budget for clothing to be purchased once annually, most children transitioning out take their clothes with them while new children come in that also need clothing.

When it comes to discipline, the home does not have a well-documented guideline for age appropriate disciplinary measures when infractions occur.

- ☐ Develop age appropriate disciplinary measures
- ☐ Arrange for clothing to be bought three times a year



Right to Spiritual Development

SURVIVING

SUSTAINING

THRIVING

The home holds deep Christian values and encourages the caregivers to hold devotions with the children every day. Additionally, they have chaplains that minister once a week to both the children and mothers to ensure spiritual support and growth. The home also provides bibles for all the caregivers and bible story books are available for the children in the library and classrooms.

☐ Continue with the current practices



Finance Standard

SURVIVING

SUSTAINING

THRIVING

The home has an administrative process that helps track income and expenses for accountability. Money is only withdrawn with the authorization of two people and all expenses are audited by an external accounting firm. The accountant prepares a monthly report that is submitted to senior management for monitoring and evaluation.

Annual budgets are also prepared to help determine the needs for each financial year and are done to the best of their ability. However, unbudgeted expenses do occur during the course of the year. Additionally, not all budgeted items are purchased because the home may have not raised enough money to fulfill the needs of the home. In cases like this, the home prioritizes expenses based on urgency and need.

☐ Continue with the current practices



Governance and Human Resource Standard

SURVIVING

SUSTAINING

THRIVING

The home has secured the property to ensure that it cannot be sold for personal gain. The home also provides in-house training to caregivers on bonding and social emotional health. The home director also has discussions with caregivers on age appropriate ways children can participate in the home such as deciding what clothes they will wear, activities they will do as a family and participating in group prayers. The home director indicated that meetings to improve processes in the home need to be done more often. The nurse on site also helps guide the caregivers on how to care for children who are unwell, as well as how to maintain good hygiene standards.

All new caregivers shadow an experienced caregiver before they are allowed to care for their own children. New employees are also provided with the job expectations and benefits that they are entitled to request, as they need it. The home also maintains employee files in a secure place.

- ☐ Schedule more meetings to discuss ways to improve processes with members of staff.



Current Improvement Partners



Every Orphans Hope

Every Orphan's Hope is actively creating opportunities for vulnerable children to be placed in families. For kids that do not have the opportunity to be reunified, adopted, or fostered, EOH provides a family home.

Our partnership with EOH consists of ACHF training members of their staff in the Thrive Certification Program to deploy in the residential care facilities they have and partner with.

For a list of projects and opportunities to coordinate on go to
www.ACHF.org/Projects



Every Orphan's

HOPE



**A CHILD'S
HOPE**
FOUNDATION