

# Miale Ya Tumaini Children's Rescue Centre

Kenya

## IMPROVEMENT ROADMAP

November | 2023

# Overview of this Children's Home

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## Background & Mission

Diana Wambui Ngugi is the Director of Miale Ya Tumaini (Kiswahili for Rays of Hope) Children's Rescue Centre which is situated along Gataka road in Ongata Rongai, Kajiado North Sub-County. A few years ago as she carried out her duties as a Community Social Worker in the nearby Kware slums, she realized that the hungry children of the community spent their time begging for food instead of going to school. Diana didn't look away and was determined to create a community center to help children get off the street and into school. She tried to find funding support to help her launch the community center that was desperately needed, but continually came up empty until she crossed paths with Kenya Works ([www.kenyaworks.org](http://www.kenyaworks.org)). Partnering with Kenya Works proved to be much more than financial support for the community center. The organization shares the common values of empowering children to succeed in school by offering enrolled children a safe haven, daily meal, help with homework, and parental outreach to address common concerns of impoverished families, such as financial literacy, parenting skills, as well as medical and psycho-social services. Through the help of Kenya Works, the empowerment and feeding center was opened in 2014.

For 3 years, Diana kept monitoring the children who flocked to the center to eat and realized that the need was greater. Some children required more than just food, and she therefore decided to open the rescue center in 2017. The home is currently supporting 144 school-age children rescued from abuse or neglect and includes 14 children with special needs who were transferred to the center after their initial home closed down during the Covid pandemic. Kenya Works continues supporting the center and recently purchased land where construction works which were in progress have since been completed and the home which has since inception been on leased land moved to the new and more advanced modern structured premises.

Miale ya Tumaini's vision is to ensure no child goes to bed hungry within its community and to have an empowered community, with a mission to reduce poverty levels in the community through feeding, empowerment and access to psychosocial services.

## Recent Accomplishments

- The home is now engaging the services of a tutor with an assistant to provide 1:1 academic guidance to the children and assist them with homework.
- The number of caregivers and social workers increased to offer better service to the children.
- The home was moved to a new facility with modern structures and more space for the children's comfort as well as enhanced security.
- Additional play area for the children was acquired. Caregiver training commenced.



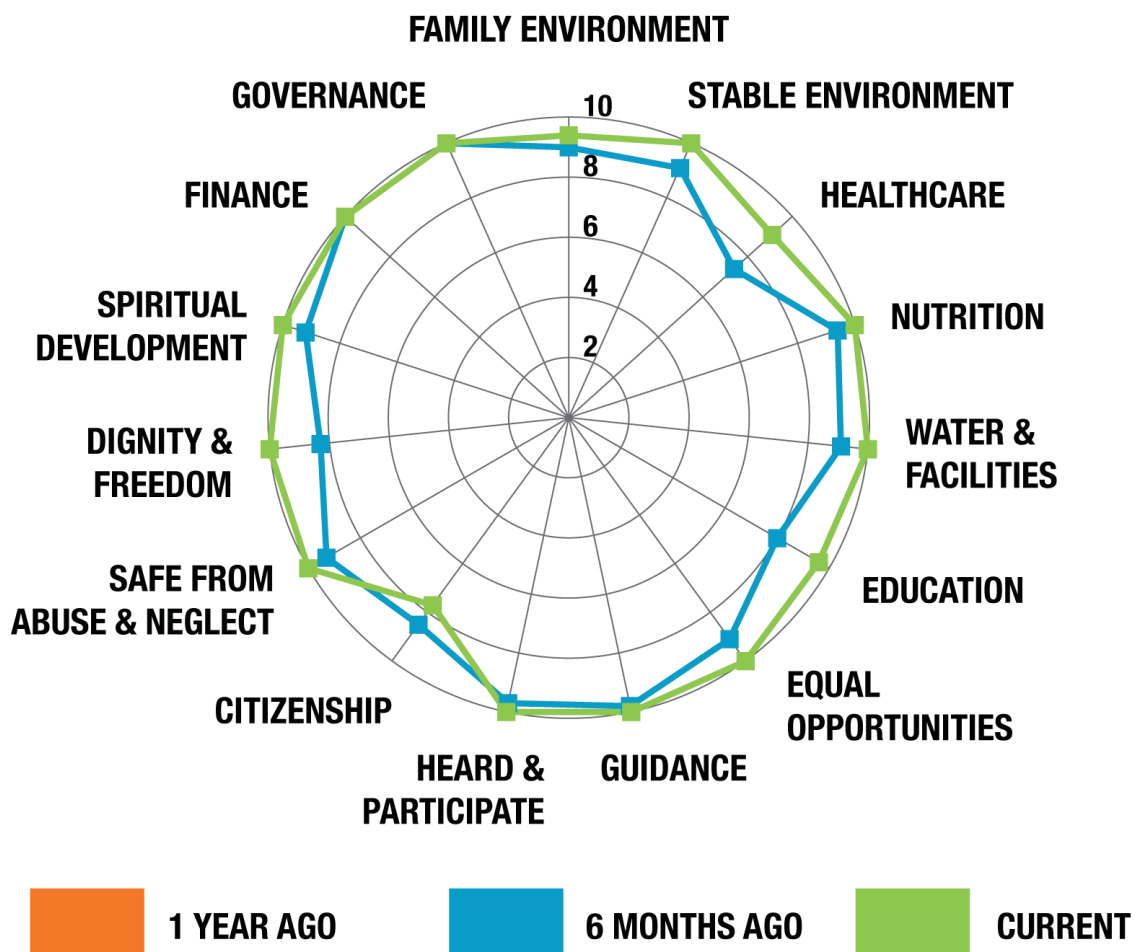


# The Thrive Assessment

## 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 compiled into an Improvement Roadmap.

## Current Thrive Scale



# Strategic Initiatives

## CAREGIVER TRAINING

|                                 |                                                                                                                                                                                                            |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PROJECT SUMMARY</b>          | Most training is currently conducted in-house, but the quality of care for the children would improve more if caregivers could receive training from more advanced trainers (13 caregivers 5000 KSH each). |
| <b>INITIAL ANTICIPATED COST</b> | 65,000 KSH \$425 USD                                                                                                                                                                                       |



## Right to Live with Family

**SURVIVING**

**SUSTAINING**

**THRIVING**

The home has ensured that all children receive individual focus from the caregivers by increasing the number of caregivers. The total is now thirteen, nine matrons for girls and four patrons for boys. The home is currently supporting 144 children. Although the ratio of children to caregivers has improved, it is not yet sufficient due to the set up of the home where children keep coming and going. The home has at least seven adults at night and since the staff are entitled to one day off per week, this is a clear indication that they spend at least six days a week with the children, proving that the home functions as a family. The home maintains records of the children's background information. They do family tracing and ensure that the police reports concur with the information that they have about the children. The home has an in-house trauma training every three months and occasionally from an outside trainer. They have established an onboarding training for the caregivers with an in-house appraisal which is a determinant of their salary increment. This has motivated them to work harder for the betterment of the children.

The home encourages family bonding by letting the children eat and play together. Siblings are put in the same room based on gender to keep the family bond as well. The home has five social workers, three full time and two on call, who are dedicated to ensure the child reunification process is successful. The home also has five counselors, three full time and two on call, who ensure that evaluation of caregivers happens every two weeks. The two counselors and social workers are often called to offer a different and neutral opinion about the children, which has shown a great impact on behavioral change and growth generally. There is an open door policy for parents to visit their children.

☐ Continue with current practices.



## Right to a Stable Environment

SURVIVING

SUSTAINING

THRIVING

Upon admission, children are given the home rules and encouraged to adhere to them. The social workers, counselors and caregivers organize and hold family meetings to educate the children on rules and regulations. Since the younger ones don't understand the concept of being grounded as punishment, those who do not break the rules are rewarded, which encourages children to keep the rules as well as motivate those who break the rules to change so that they can also be rewarded. For the older ones, punishment is often assigned in the form of an extra activity such as splitting firewood, cleaning the dining hall or washing clothes for the smaller children for a week. The home advocates for equality among all by ensuring that all children are called by their original names, hence no nicknames are allowed in the center. The home gives children an opportunity to choose the games they want to play. They encourage them to play together, participate in family group work and eat together. Caregivers have in-house meetings with the counselors every week. All the staff are entitled to one day off per week and 21 days leave per year. They are also committed to a contract that is renewable after every three months. The turn over rate is stable. Caregivers hold discussion meetings weekly with social workers and counselors to discuss ways to improve care of the children as well as receive guidance on how to deal with disciplinary issues. Birthdays are celebrated every month, children also have movie time with all the staff and rewarding of children who performed well in their academics is done one every term.

☐ Continue with current practices.



## Right to Healthcare

SURVIVING

SUSTAINING

THRIVING

The home provides medical checks upon admission and when the need arises. They also benefit from free medical camps organized by the community hospital. Due to the nature of the home where children keep coming and going, they haven't been able to maintain documentation for vaccinations, apart from a few who come in at an early age. The home has equipped all the hand washing points with enough water and soap where all children are educated on how to wash their hands and encouraged to keep their hands clean regularly. With the presence of one of their older children who is studying pediatric nursing, the home is able to cater to the health needs of the children. They also work closely with the community hospital, who provides medical attention to the children. All the girls washrooms are equipped with bins to dispose of used sanitary pads, which are sufficiently provided (disposable and reusable). They are also taught how to wash their reusable sanitary pads. Brushing of teeth is mandatory and is done twice every day. Younger and special needs children are cleaned up quickly after soiling themselves. Visual and dental care is done when need arises. Upon admission, children are checked for lice or ringworms, and appropriate treatment is carried out if needed in order to avoid spreading to the rest of the children. The home ensures that every child has a medical file, and they have a fully equipped first aid room within the new premises. Since the home works closely with the nearby Saitoti hospital, which is a government facility, children are able to see doctors and get medical attention without any hindrance. In addition, all the children have a medical cover and those with special needs are taken for medical checkups. Orthodontics treatment is also done when need arises.

- ☐ Seek ways to organise yearly medical camps where dental and optical check ups can happen for every child.



## Right to Nutrition

SURVIVING

SUSTAINING

THRIVING

The home has made significant improvements since they moved to their new premises. They are now focused on providing all the calories needed for children's growth and development. With the help of the older children, cleanliness of the highest quality is maintained in the kitchen and the dining hall. To ensure the safety of the food, fumigation is done often to drive away insects, and the building is well ventilated. The meals are well prepared by the cooks, with the help of one of the older children who is studying culinary arts. All the children receive a balanced diet and meals every day with protein provided once in a day. A nutritionist from the government hospital pops in once in a while to give advice on feeding. Children are served veggies twice a day and fruits once a day. The cooks go for a medical check after every six months, and thereafter renew their food handlers certificates every year. Once in a while there is a health personnel from the government facility who holds talks with the cooks on health and hygiene.

- ☐ Continue with current practices.



## Right to Safe & Adequate Water & Facilities

SURVIVING

SUSTAINING

THRIVING

All the government entities concerned did an evaluation and inspection of the new premises and approved the use of the available water source, which is treated and safe for consumption. All bathrooms and living areas have functioning light bulbs. The sewer line is well installed with no dangers of contaminating domestic water. The home has solar panels in place to be used in case of power outages. All the rooms have smoke detector alarms, and a fire assembly point is identified within the home. The staff together with the children recently participated in a fire drill exercise to educate the children. There is also a documented emergency plan and maintenance personnel available to ensure the new facility is well maintained and safe. The outside area is well fitted with security lights as well as a guard on-duty during the day and night to ensure safety. In house training has been done with the staff on the importance of drinking water in relation to health, and they are always reminding the children to drink water, which is readily available and accessible to all.

☐ Continue with current practices.



## Right to Quality Education

SURVIVING

SUSTAINING

THRIVING

All children of school age have been enrolled in school. The home also does accelerated learning where necessary. Assessment of the children has been done by the tutor to identify children with learning difficulties. These assessments have enabled one on one tuition, which has had a great impact on their performance. With the help of the tutor and his assistant, all children above 11 years are able to read and write, except a few with special needs. These special cases are taken for assessment at KISE (Kenya Institute of Special Education) and Mathari Hospitals, where they too are getting the required assistance. Children under the age of three join the play group class with their caregivers to prepare them for school. The new facility has a library which is fully equipped with reading materials. Due to the availability of sufficient reading material, all school going children are able to read. During the on-going holiday, children have reading time every afternoon. The home has now established a transition house within the former facility where the older boys (High school and above) remain living. This will also serve them as they pursue education post orphanage. Currently children are not allowed to use computers due to lack of parental control softwares. All the staff hold talks with the children regarding their academic progress and improvement twice a term, after midterms, and after end term exams. Children are provided with appropriate and sufficient toys to play with daily.

☐ Consider ways to make the computers accessible for the children.

## Right to Equal Opportunities

SURVIVING

SUSTAINING

THRIVING

All sleeping areas are fitted with cabinets for storage of the children's belongings. There is a photo album for every family well kept in the office and the children are allowed to access them from time to time. Children who are old enough to attend school have been enrolled, and they have access to a library with all age appropriate books. The home has incorporated an assistant tutor to ensure they meet the academic needs of all the children. The home abides by all the requirements set by the government to cater for children with special needs, such as ramps to accommodate those who use wheelchairs. Home tracing of children's families and relatives is done successfully. The counselors offer mental therapy to the children to prepare them for transition outside the orphanage. The home has set aside resources for children with learning disabilities, with an occupational therapy and play room in place.

☐ Continue with current practices.



## Right to Guidance

SURVIVING

SUSTAINING

THRIVING

Upon employment, all staff are given job descriptions that guide them during their service at the center. They are also oriented to the child protection policy that explains how to handle children. Children are taught about self protection and consent as well. The home has 3 counselors who provide psychological healing therapy on a weekly basis. Evaluation of the caregivers is done on a daily basis as they touch base with the Director, social workers and counselors about how the children under their care are doing. On developmental changes like puberty, the home counselors educate them with the help of the caregivers and social workers. Children have received education on responsible sexual behaviors, which is still ongoing. The home has rules which govern the children and staff, and function as part of the policy of the home. The caregivers are trained in house on how to manage children's sexual behaviors. The home has strong football teams both for boys and girls, and they are exposed to an outside environment by allowing them to participate in tournaments organized in the community. The home has a transition plan where the old facility has been turned into a transition house for boys who are in high school or college. The home is also focused on identifying the gifts and talents of each child, hence some children are exposed to learning from institutions that nurture talents. They have identified children's talents and skills, and the home enrolls them in church programs to nurture them. Constant communication with vocational training institutions has pushed some of them to offer training to some of the children.

☐ Continue with current practices.





## Right to Be Heard and Participate in Decisions

SURVIVING

SUSTAINING

THRIVING

The children are allowed to decide what they want to do except sleep during the day. The home has scheduled a meditation time for all children which is done everyday. This is done in the gazebo found within the compound, although they are free to do it in a place where they feel comfortable since they have enough space on the new premises. Once a month, they are allowed to decide what they want to have for lunch and supper. Children always choose what they will wear, but with the caregivers' guidance. The health care workers together with home caregivers hold talks with the children on matters of medication and procedure explanation. Unless otherwise excused, all children are expected to participate in extracurricular activities, even if it means cheering for players. The home has a care plan where they maintain children's photo albums from the time they join the home until their exit. An individual development plan, which is updated every so often, is in place for every child. The children are given leadership roles such as caring for the young ones during play time as well as during outings.

☐ Continue with current practices.



## Right to Be Prepared for Citizenship

SURVIVING

SUSTAINING

THRIVING

Due to the nature of the home, they are not in a position to maintain documentation for all of the children. However, for children that tracing has been successfully accomplished, the home maintains the documents in files. Children are taught by their caregivers about the importance of being responsible and are given a chance to help in the home's daily activities. They strictly observe all the national and local holidays. They recently participated in a tree planting activity on a day that was set aside by the government as a holiday. Since they just moved to new premises, there is no debris and equipment is stored in an appropriate place. Multiple times a month, the home takes the children to participate in sports activities such as football tournaments or talent shows organized in the community. They organize trips, hikes and nature walks for the children which happens during holidays. The children also get to do community service once in a while. The caregivers have mentored the older children on how to make budgets and most of them can order at a restaurant and pay.

☐ Continue the effort of acquiring children's birth certificates.



## Right to Safe from Abuse & Neglect

SURVIVING

SUSTAINING

THRIVING

The home has two security guards, one working during the day and the other at night. They also have a perimeter wall surrounding the premises. Children have private dressing rooms with separate big bedrooms for boys and girls. The home often has in-house training on matters of morality and discipline not only for the children, but also for the staff. They have also set a policy that bars one on one time between children/children, children/staff and staff/staff. The staff also sign a written agreement related to the policy. The national government child protection policy ensures that no child suffers any form of abuse, and the home abides by it. The home has an in-house monthly training for caregivers on the recognition and prevention of child abuse. They have also trained and discussed with the children the importance of reporting, in case of any form of abuse. In case of any outdoor activities, a child MUST be accompanied by an adult. The home has rules and guidelines that govern visitors who come to the home such as registration at the gate and no buying of gifts for one child since it affects the self esteem of the others who have no one to visit them. For the staff, they have to bring a copy of their ID, police clearance and three references as a way of evaluating their backgrounds. Children are not left in the crib for a long time and are allowed to walk around the compound. Admission assessments are carried out by the therapist to evaluate the child's needs and enable them work through trauma with counseling.

☐ Continue with current practices.



## Right to Dignity and Freedom

SURVIVING

SUSTAINING

THRIVING

The caregivers ensure that children are bathed on a daily basis and immediately when they soil themselves. There is an affirmation for being kind and good behavior is rewarded. Every child has their own bed with enough linens that are cleaned every week and daily for those soiled. The blankets are cleaned once every month. Each child has their own tooth brush and a towel, which is cleaned once a week. They have enough clothes and undergarments, which are always kept clean. Children are taught how to clean their own clothes, towels and under garments where possible. The new premises have enough playgrounds for all children and they are allowed to speak their native languages, especially between siblings so as to nurture their bond and sense of identity. The home allows the older children to do extra chores where they can earn some cash to prepare them for post orphanage life. The home has established a way to teach the savings to the children and each one of them has a card where savings are recorded and withdrawn when required. This has made it possible to start off businesses for some of those who have gone through vocational training.

☐ Continue with current practices.



## Right to Spiritual Development

SURVIVING

SUSTAINING

THRIVING

Church service is now conducted within the home every Sunday where a pastor comes in for spiritual nourishment. There is also a program in place where a priest comes once a week to conduct a mass. Children are also allowed to participate in running of the mass/service. Devotion is done twice a week and prayers are conducted every morning and in the evenings. The children have Rosaries, hymn books and bibles that they use during church service and devotions. The home uses the gazebo as the place for meditation, but the children are allowed to use any place they feel comfortable. They participate in religious holidays with fun activities organized during Easter and Christmas.

☐ Continue with current practices.



## Financial Standard

SURVIVING

SUSTAINING

THRIVING

The home has an income tracking workbook where all records are maintained, both soft and hard copies, with up to date receipts of all the monthly expenditures filed. Tax returns are filed on time every year. The home has a purchase policy that states that quotations should be submitted. If the price of an item being purchased is above fifty thousand Kenya shillings, three quotations are needed. If the amount is more than 20 thousand, two quotations, and for ten to twenty thousand, one quotation. Any requisition for miscellaneous items should be made early, except in cases of emergency such as medication. The home has an annual budget that they operate on. They also reconcile their bank statements on a monthly basis, although they operate on fluid spending. They have both internal and external auditors with a detailed plan for major expenses. A qualified and professional accountant who is employed by the home ensures validation of organization books annually.

☐ Continue with current practices.



## Governance and Human Resource Standard

SURVIVING

SUSTAINING

THRIVING

The land where the new premises are located is under Kenya Works with an MOU and an open lease to Miale Ya Tumaini. There is an orientation and induction that happens before any new caregiver starts working in the home. The home has an organizational chart that outlines supervision and enables delegation of duties and responsibilities. Staff meetings happen every week as well as when the need arises. All staff are entitled to one day off weekly, with two days off every month and accumulates to 21 days a year. However, no staff are allowed to take leave during christmas holidays. In-house training on child attachment, development, care for the sick and good hygiene happens every week. Sometimes Saitoti General Hospital steps in to offer this training to the caregivers. The home's board of directors is active and meets once every year. Each employee has a file with all the required documents which are kept safe. Employees are encouraged to further their studies through training and acquiring new skills, which is recognised and filed too. Staff receive both in-house and external training on the importance of child participation.

☐ Continue with current practices.







# Current Improvement Partners



## Child in Family Focus

Child in Family Focus is driven by the need to bridge the advocacy and awareness gaps evident in the alternative care arena in Kenya. The organization is committed to raising awareness about disadvantaged children in need of permanent, safe and loving homes and eliminating the barriers that hinder them from realizing their basic need of a family. The organization engages, enlightens, and empowers children's institutions and families for life changing outcomes. Learn more at [www.childinfamilyfocus.org](http://www.childinfamilyfocus.org).



## Kenya Works

Kenya Works collaborates with Kenyan communities to enhance self-sufficiency and reduce poverty within Kenya. They work to increase opportunities in education, financial literacy, and social support by working actively and directly with individuals, groups and communities across Kenya. Learn more at [www.kenyaworks.org](http://www.kenyaworks.org).

For a list of projects and opportunities to coordinate on go to  
[www.ACHF.org/Projects](http://www.ACHF.org/Projects)





**A CHILD'S  
HOPE**  
FOUNDATION