



Volunteer Guide

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Introduction

Dr Joyce Hill, a family medical practitioner and her husband, Robin, have the desire to help the local Chinese Children's Welfare Institutes in the work that they do, in caring for abandoned babies. The Hills do this by providing personal care and seeking medical treatment for sick babies and those with surgically correctable deformities. The Hills are Christians and believe that these babies are precious children of God that were fearfully and wonderfully made with such special plans. Their financial support comes from donations from their friends and from their own funds.

A Brief History

1994: The Hills came to China with their two youngest (of seven) children.

August 1999: They adopted a special-needs little girl, now called Kaitlyn ("Katie") Jayne, born in Tianjin.

February 2000: Robin, a British citizen, worked for a Swedish engineering company as one of their senior managers. Joyce, an Australian citizen, worked with the International SOS medical clinic as a family doctor. After being in China for four years, Robin resigned from his company after 20 years of service to help his wife set up the foster home, which they felt was the Lord's calling. With permission from the Beijing Children's Welfare Institute, they began taking children into their home in a small village south-east of Beijing.

November 2002: The Hills started working on their new center for the New Hope Foundation in Bei Wu, in the Shun Yi district of Beijing. This new home cared for 26 babies at time. This was done under the New Hope Foundation Limited which is a registered charity in Hong Kong, which is wholly owned by Robin and Joyce Hill.

February 2003: The New Hope Foundation Limited began to support Sai Qi Foster Home run by Ms Xu, by raising funds and arranging for medical care for their children. This was handed over to Harvard China Care after approximately 18 months.

2004: The Shunyi Outreach Foster Program was started in conjunction with Love Without Boundaries, a program that places babies in local Chinese family homes.

January 2005: New Hope Foundation Limited opened the Show Hope Special Care Center – Jiaozuo in Henan Province. This unit was set up to care for up to 12 severely disabled babies that were expected to die.

September 2006: New Hope Foundation Limited opened their second Special Care Unit in Luoyang. This unit was setup to care for up to 45 severely disabled babies that were expected to die.

October 2006: In the Shun Yi New Hope Foundation a small 9-bed “step up, step down” unit was opened in conjunction with Love Without Boundaries. This unit, called the “Heartbridge Unit”, is for physically vulnerable infants waiting for surgery or immediately after surgery. During 2007 this was increased to an 18 bed unit.

October 2007: The Xinyang Special care unit opened. This unit cares for up to 18 babies that are severely disabled many of which are not expected to live. The unit is staffed by New Hope Foundation employees with our own medical staff in charge. The babies that come into the unit are comforted and fed, and if they do not survive they pass away in a loving environment. The babies that survive are cared for in the chronic care areas and receive the very best care and physical therapy we can give them.

July 2009: With the help of Show Hope (A non-profit organization that mobilizes individuals and communities to meet the most pressing needs of orphans in distress by providing homes for waiting children through adoption aid grants, and life-saving medical care for orphans with special needs), a 6-storey, 5,820-square meter facility opened as part of the Chinese government’s Blue Sky Project to upgrade the Luoyang Children’s Welfare Institute’s facilities. Maria’s Big House of Hope in Luoyang cares for 140 babies that are in three groups: palliative care, long term chronic care and operable babies. Maria’s also has a small operating theatre and training area.

The Hope Vision

Our Vision

- to take physically handicapped babies under six months old and provide them with a caring and secure environment;
- to provide long-term care in as close to a normal home environment as possible;
- to seek out the very best medical solution for their handicap and facilitate their treatment;
- to work closely with the local Children's Welfare Institutes to give these children the very best opportunities for the future; while also raising the awareness of the needs of these abandoned children in China;
- to employ and train local staff, as well as work closely with local community to help support their needs;
- to provide an opportunity for volunteers to get be involved with the care of these children;
- to provide training and support for prospective foster parents in conjunction with the local Children's Welfare Institutes; and to keep accurate records of the children's development so that they have a "history".

"To comfort always, to relieve often, and to save sometimes."

Key Success Factors

The key success factors are as follows:

Bonding

Each nanny cares for the same two babies each day. This allows for normal emotional bonding to occur.

Responsibility

Nannies have the complete responsibility of feeding, bathing and playing with their babies. They are also trained to give prescribed medicines, just like any mother.

Training

Nannies are carefully trained using the New Hope Foundation guidelines for looking after the babies. These, at times, can be very different from local or individuals methods. It is stressed that the New Hope Foundation way is not necessarily the only way, or better than other ways, it is just the uniform way that these babies will be treated so that their routines do not change.

Working hours

Staff working hours are set so that the staff can give the very best attention to the babies in their care.

Facilities

The facilities are bright, colorful, and clean. There are spacious play areas and small personalized sleeping areas (maximum four beds). Play areas are kept separate from dining areas. All babies have their own personal towels and clothing selected by their nannies.

Treating medical problems

An isolation area for sick babies is mandatory to be able to control spread of infection. It is also necessary to have good regular sterilization routines. We have an on-site medical staff

that is able to deal with simple medical problems that arise, and is also to do routine health checks and immunization.

Child Protection Policy

State Parties shall protect the child from all forms of physical or mental violence, injury or abuse, neglect, maltreatment or exploitation, including sexual abuse.

Members of the New Hope Foundation have a common commitment to the prevention of child abuse and the protection of children.

The abuse and exploitation of children happens in all countries and societies across the world.

This policy sets out common values, principles, and beliefs and describes the steps that will be taken in meeting our commitment to protect children.

The policy was adopted by the Board of New Hope Foundation Ltd.

Introduction

Our values, principles and beliefs:

- All child abuse involves the abuse of children's rights
- All children have equal rights to protection from abuse and exploitation
- Child abuse is never acceptable
- We have a commitment to protecting children with/ for whom we work

What We Will Do

We will meet our commitment to protect children from abuse through the following means:

- **Awareness** - We will ensure that all staff and others are aware of the problem of child abuse and the risks to children.
- **Prevention** - We will ensure, through awareness and good practice, that staff and others minimize the risks to children. Using modern surveillance technology and special open building designs provide a safe and open living environment.
- **Reporting** - We will ensure that staff and others are clear what steps to take where concerns arise regarding the safety of children.
- **Responding** - We will ensure that action is taken to support and protect children where concerns arise regarding possible abuse.

In order that the above standards of reporting and responding are met, New Hope Foundation Management will:

- take seriously any concerns raised
- take positive steps to ensure the protection of children who are the subject of any concerns
- support children, staff or other adults who raise concerns or who are the subject of concerns
- act appropriately and effectively in instigating or co-operating with any subsequent process of investigation
- are guided through the child protection process by the principle of 'best interests of the child'
- listen to and takes seriously the views and wishes of children
- work in partnership with carers and/or other professionals to ensure the protection of children

Our commitment to protect children

All New Hope Foundation employees will sign up to and abide by the attached code of conduct.

All partners will sign and abide by the code of conduct.

All staff and volunteers will have access to a copy of the child protection policy.

Recruitment procedures will include checks on suitability for working with young people. Induction will include briefing on child protection issues.

Every workplace will display contact details for reporting possible child abuse and every member of staff will have contact details for reporting.

Systems will be established by every member to investigate possible abuse once reported and to deal with it

Code of conduct

Staff and others must never:

- hit or otherwise physically assault or physically abuse children
- develop physical/sexual relationships with children
- develop relationships with children that could in any way be deemed exploitative or abusive
- act in ways that may be abusive or may place a child at risk of abuse
- use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- behave physically in a manner which is inappropriate
- have a child/children with whom they are working to stay overnight at their home unsupervised
- do things for children of a personal nature that they can do for themselves
- condone, or participate in, behaviour of children which is illegal, unsafe or abusive
- act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse
- discriminate against, show differential treatment, or favour to particular children to the exclusion of others
- This is not an exhaustive or exclusive list. The principle is that staff should avoid actions or behaviour which may constitute poor practice or potentially abusive behaviour.

It is important for all staff and others in contact with children to:

- be aware of situations which may present risks and manage these
- plan and organize the work and the workplace so as to minimise risks
- as far as possible, be visible in working with children
- ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed
- ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged

In general it is inappropriate to:

- spend excessive time alone with children away from others
- take children to your home, especially where they will be alone with you

Volunteers

Each of New Hope Foundation's institutions is entirely self-sufficient, with volunteers providing an important extra dimension which is beneficial for the babies. As a member of the New Hope staff team you will act as a representative for the New Hope Foundation and will be expected to uphold the values outlined in the previous chapters so please act accordingly.

Our nannies (known as ayis) will bathe, feed, dress etc their babies, it is important that they, not you, do these jobs for bonding and medical recording purposes. Each ayi looks after two babies (the same two each day), with 3 shifts of ayis (morning, afternoon, and night).

Our volunteers have five main roles:

- 1) Running pre-school/kindergarten
- 2) Writing monthly/quarterly sponsorship updates
- 3) Accompanying and caring for babies during surgery/hospitalization
- 4) Scrapbooking
- 5) Odd jobs (gardening, maintenance, etc)

Needless to say, you're welcome to spend your free time in the children's playrooms provided it's not nap time (typically between 11am-2pm) or bedtime (between 6-7pm).

Flexibility and time management are crucial. Your work will require independent-thinking and for you to take a proactive approach to each aspect. Efforts combined with a positive mental attitude will ensure that all parties get the most out of your time at New Hope. And remember, have fun – the babies will respond well to your positivity, making the experience enjoyable for all. Ultimately, you will be helping to build on the existing caring environment to make each and every child feel happy, nurtured and loved by someone from outside their immediate New Hope family. The short-term benefits of your help will be obvious, but the long-term benefits, such as making them feel comfortable with strangers, are skills they will carry forward with them through life so please do your job properly.

How we provide for our volunteers:

- 1) Housing (in single or double occupancy en-suite guest rooms based on availability, linens included)
- 2) Meals (Chinese style breakfast 7am, lunch 11am, and dinner 5pm are served in the foster home's canteen)
- 3) Basic breakfast staples (cereal, bread, etc), tea, juice, and coffee
- 4) Access to laundry facilities, wi-fi internet, guest kitchen, book library, and lounge

Running Pre-School/Kindergarten

Some of the older children – typically age 18-months and up – will enjoy attending the entirely volunteer-run pre-school or kindergarten which will be up to you to manage and conduct. On the first day, we'll discuss timings before putting up a print-out of the timetable in each room and ensuring that each of your children is brought to class by his or her ayi.

Structure

Pre-school classes run Monday to Friday with classes generally starting at 8 or 9am to 11am and 2pm to 4 or 5pm. Each class starts on the hour and lasts 45 minutes and will typically contain 3-4 children. The exact class schedule will be determined and distributed by Milly, our Operations Manager. Please be prompt.

Initially, we will tend to group the children together in classes by age but as you get to know each individual child and see how they tend to behave in class; there is scope for making re-arrangements provided you discuss it with both us and the children's ayis. However, for the most part, it is easiest for everyone (the children most of all) if you keep a consistent routine.

Language

The children, of course, respond best to commands in Chinese but learning to speak English will be highly beneficial for them – especially as many of them will be adopted by English-speaking families and are likely to be growing up in the West (usually North America). Generally, just hearing English will help them to get used to it but it's useful to be able to repeat each statement in Chinese first, and then follow it with the English equivalent. Often children who have been raised bilingual go on to find learning a third, fourth, fifth etc language far easier. This combined with the fact that with China's rapid economic growth comes an increase in interrelations between China and the West, means that learning English will be incredibly beneficial for the children later in life. As many of the children are still very young, we're talking about the very basics (such as singing the alphabet) but it all helps.

Play!

Our pre-school area is pretty well-stocked on the toy front although with so many children using them they're very well loved so there's always room for more if you have any space in your suitcase. Puzzles, books, crayons and games are in good supply with the toy kitchen and Velcro food is a popular favourite. Please remember to reward good habits with hugs and praise and penalize bad behaviour with a firm voice and timeout as needed. Most importantly, have fun!

Writing Sponsorship Updates

Updates for our sponsorship program are sent out 4 times a year: February, May, August, and November. We try to make them as personal and fresh as possible, communicating as much as we can about how the child has changed since the last update. Children that are sponsored range in age from a few months to several years old.

The smaller the child, the more difficult it is to write an update that is interesting and refreshing. It's vital to spend as much time with the child (whether younger or older) as possible so that their personality begins to come out to you more and more. The best update is not a list of developmental accomplishments but the writer's personal account of the child through interaction which indirectly leads to many developmental accomplishments as well as a better picture of the child as a whole. It's encouraged that you look at the child's previous update (if there is one) to see how they have changed since the last update. This type of well-balanced update gives the sponsor a great look into the child's life and how they are changing and growing.

Updates also require photos of the children. We usually try to include 2-3 photos: one up close face shot, one action shot, and another cute photo of the child. The best way to do this is take pictures of the children monthly and put them in each child's folder on our server. When the time comes to pull together an update you will have several photos to choose from.

Finding a place to begin is often the hardest step, but there are plenty of resources (including examples of previous updates) to get you going.

Accompanying and caring for babies during surgery/hospitalization

On occasion a New Hope baby will receive surgery/treatment outside of China, by the doctors of MedArt, a medical volunteer organization based in Hong Kong, in the US, or other countries. Volunteers are needed to accompany and care for these babies during their travel and treatment which can last between one week and up to 2 months and requires round the clock duty in a hospital setting. Volunteers are expected to update us on their and the baby's status as needed.

Volunteers will be given a signed letter authorizing them as temporary guardians of their charge for use at immigration and hospital admission in addition to an amount of petty cash to use for transit from the airport to the hospital. All reasonable expenses (travel, meals, baby needs, laundry and paid nursing staff and accommodation during breaks) are provided by New Hope and are reimbursed upon return. Please save your receipts.

What to pack:

Laptop/books/music/etc – you will have a lot of downtime in the hospital.

Walking/running shoes and clothing – there will be opportunities to take breaks while your baby is napping/sleeping and staying physically active is a crucial part of staying healthy during your hospital stay.

Things to keep in mind:

Caring for a baby who is enduring long and often uncomfortable procedures and treatment is a tough but incredibly rewarding experience. Volunteers who can remain positive, flexible and cooperative with hospital staff (nurses, doctors, technicians) will be most successful in this task!

Scrapbooking

This is something we do for each of our children, so that they have a physical representation of their time with us at New Hope. Each child's scrapbook contains the basic information like their name, birthday, birthplace, etc and starts with a picture of them at the very beginning when they first came to us. Following that is a documentation of their early years of their life with plenty of pictures (with captions and notes written by their aiyis).

The Basics:

There's an example book outlining the do's and don'ts of scrapbooking which will show you the ideal outline for which each child's book should look like by the time we have send it off. Typically, the scrapbook will go straight to the adoptive parents of the child.

Supplies:

Everything, from the folders themselves to the glue, colouring pencils and stickers will be provided on site in the scrapbook cabinet (in the upstairs living space by the office) but you're welcome to bring any extra arts and crafts that you think would make a fun addition to a child's scrapbook. There are plenty of photographs to choose from for each child and they're all digitalized on the office computers so it's simply a case of printing them out. The cabinet is at liberty to get very messy if not kept organized so please put each scrapbook back in the right file according to the child's room.

Get Creative!

If you're particularly good at art or drawing, please feel free to make the most of your talent and really personalize these books.

Remember, a scrapbook is an important reference for the child to be able to look back and see what his or her life was like prior to adoption so please handle with care.

Before You Come: The Necessities

Passport/Visa:

Ensure that your passport is at least 6-12 months in date (obviously longer if you are planning on staying with us or in China or travelling for any length of time greater than that) and make photocopies of your passport as a safety precaution should you lose it. For anyone whose nationality is not Chinese, you will require a visa to visit China. These will be issued by the Chinese embassy in your country and will take a minimum of 2 weeks to get to you so we recommend that you secure it as soon as possible. Typically, a visa will last 60-days and it is best to opt for a multiple entry visa as you will need this should we have to send you further afield (e.g. to Hong Kong) with a baby for surgery. When asked for your reason for travelling to China, you should select 'Tourist' and, as with the passport. Make multiple photocopies of your visa as well.

Insurance:

New Hope Foundation does not provide medical or travel insurance. This is something you should source before you come. Either contact your bank or insurance companies for details or alternatively, search online and make sure you do your research.

Plane Tickets:

It is up to you to purchase your own ticket to China and please email to let us know the time and flight number as soon as you know so that we can come get you or send a driver. Either way, you will be met at the airport by someone holding a sign with the New Hope logo and your name on it.

What to Pack

Clothing

As you can see from the table above, Beijing's temperatures vary widely but most of the annual precipitation happens in the months of July and August. Pack clothes which can be layered up in the winter and do dress casually and comfortably (but conservatively). We keep the children's rooms nice and toasty in the winter, but a warm coat plus gloves, a scarf and hat are all seriously recommended for when you're outside. We ask that shoes not be worn inside so we recommend that you bring a pair of indoor-shoes. You will be able to use the washing machine and tumble dryer any time after 5pm.

Beijing Average Climate by Month:

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
High (°C)	1.11	3.89	11.11	19.44	26.11	30	30.56	29.44	25.56	18.89	10	2.78
Low (°C)	-9.44	-7.22	-1.11	7.22	12.78	17.78	21.11	20	13.89	7.22	-5.6	-7.22
Precip(mm)	.1	.2	.4	1	1.1	2.8	6.9	7.2	1.9	.7	.2	.1
High (°F)	34	39	52	67	79	86	87	85	78	66	50	37
Low (°F)	15	19	30	45	55	64	70	68	57	45	31	19

Toiletries

Please bring your own shampoo, body wash, toothpaste etc. You will find that you can buy almost all the same brands as you can get at home at any of the western-style shopping malls (the closest being 'the Lido', a mall which provides for a big ex-pat community about 30 minutes' drive from the foster home) or at Jenny Lou's, a supermarket/convenience store we visit regularly.

First Aid Kit

Always useful when travelling, include painkillers, plasters and diarrhoea tablets and any personal medication you will require (contact your doctor).

Appliances and Electronics

Power in China is provided at 220V and uses several different plugs but US 2-pin plugs will work so bring adapters. There is a hairdryer in one of the rooms. Remember to bring chargers and if you have a camera, you will find it very useful here!

Lodging

We provide on-site accommodation for our volunteers in two guest rooms separated by gender. Each have two twin beds, are en-suite and have plenty of closet and general living space. If it is particularly busy or if there is a New Hope employee visiting the foster home, you may be required to share. Larger groups visiting during the summer are housed in fully furnished Mongolian yurts.

Please help us save on energy costs by turning off all lights, electronics and air conditioners when leaving your room.

Bedding and Towels

We will provide the following bedding: sheets, duvets, pillows, duvet covers, pillowcases and extra blankets. We will also provide towels.

Cleaner

A member of the New Hope cleaning staff will clean your room daily.

Laundry

Volunteers and guests may use the laundry facilities on the ground floor opposite the Nemo playroom after 5pm. There are washing machines, powdered detergent, and dryers available (although line drying is encouraged, especially during summer months).

Computers and Internet

Wi-fi is available in the guest rooms and lounge for volunteers with laptops. We also have a designated volunteer computer in the lounge which has internet connection and from which things can be printed on the staff printer. The connection is fairly slow so please refrain from downloading any large files. Please respect the government's firewall and understand that certain websites, such as Facebook and Twitter, are banned here. Something else to bear in mind when contacting anyone whilst you're in China is that emails, texts and phone calls may be monitored.

Book library

We have accumulated a fair amount of English-language books from volunteers over the years – including an English to Chinese dictionary and some useful child development books.

Earplugs

For light sleepers, we recommend you bring earplugs as the building is very open and the children wake up as early as 5am.

Food & Drink

We do not charge our long term volunteers for the food provided on site at the canteen and are happy to buy the basics for you as part of our weekly shop. Please let the staff know if you have any specific food allergies.

Breakfast

Is served every morning between 7:00 and 7:30am in the canteen. It will typically consist of a rice porridge soup and a kind of Chinese pancake or a large sweet dumpling which can be garnished with thinly sliced pickled vegetables.

Lunch and Dinner

Are served from 11:00-11:30am and 5:00-5:30pm respectively. There will always be either rice, noodles or bread rolls on offer to go alongside the two dishes (often one meat and one non-meat) and you are welcome to take some of each.

Drinking Water

The tap water is generally not for drinking, but we have plenty of water-coolers dotted around the foster home, each with the option of cold or hot water.

Staff/Volunteer Kitchen

If you feel like cooking your own food, there is a kitchen at the far end of the 1st floor corridor, past the office. It features all the necessities: cooker, kettle, fridge-freezer, toaster and cooking equipment as well as a dining area.

Local Produce

If you exit New Hope through the main gate, turn left, and walk for 5 minutes you will find yourself in a small village (GuoJiaWu) where you can purchase a selection of fruit. Signs above the doors indicate it is a local store. Alternatively, you can take a bike and turn right upon exiting New Hope and after 15 minutes or so will find yourself in the small town of BeiWu where you can find a significantly larger range of local products.

Jenny Lou's

This is a grocery store tailored to the expat community about a 30 minute drive from New Hope which we use on a regular basis. We are happy to supply you with the basics: bread, milk, butter, juice, cereal, spreads for toast (e.g. peanut butter), tea and coffee. You will be able to pick up many of the same brands you get at home.

Weekends

The weekends are your time and you may use them as you wish. You can visit the city or are welcome to join in with our plans.

Transport:

There are a number of ways to get into the city:

By Bus: There is a bus which goes from GuoJiaWu (the aforementioned village if you go out of the New Hope gates and turn left). It is the 923 and runs every 15-20 minutes between 4:30am and 7:30pm. Taking roughly 2 hours, it will take you as far DongZhiMen (one of the city's biggest transport hubs) and from there you can take the subway, taxi or a more localised city-centre bus. The journey costs 6RMB or 2.40RMB if you have a Beijing Travel Swipe Card.

By subway: This will require one of the drivers to drop you at the nearest station (about 30 minutes away) which will be either the Chinese International Exhibition Centre or SunHe, both on Line 15. From here you will be able to get anywhere on Beijing's extensive subway system for 2RMB. Alternatively, the driver can drop you at the airport which will be quicker for him to get to (20 minutes) and a more direct route via the Airport Express to DongZhiMen station but more expensive, 25RMB.

By car/taxi: If the driver is not busy, he may be able to drop you in the city centre but do bear in mind that there will be several road tolls on your route. He may be able to drop you somewhere else (such as the Lido) where you can then get a taxi into the centre. This will, of course, be more expensive and if you don't speak Mandarin, be sure to have the address of your destination written down.

Tourist Info:

If you're thinking of visiting the tourist attractions, we've got a number of leaflets and books on the matter – including copies of the most recent China Lonely Planet and the Rough Guide to Beijing. The internet is a great resource, and eLong (the Chinese version of Expedia) may be useful if you're planning to go for a quick break further afield.

Weekends In:

Staying in on the weekends is typically a very chilled affair. The Capital Community Church plays a big part in our lives and in the ex-pat community as a whole. We tend to go out for lunch afterwards and pick up groceries at Jenny Lou's.

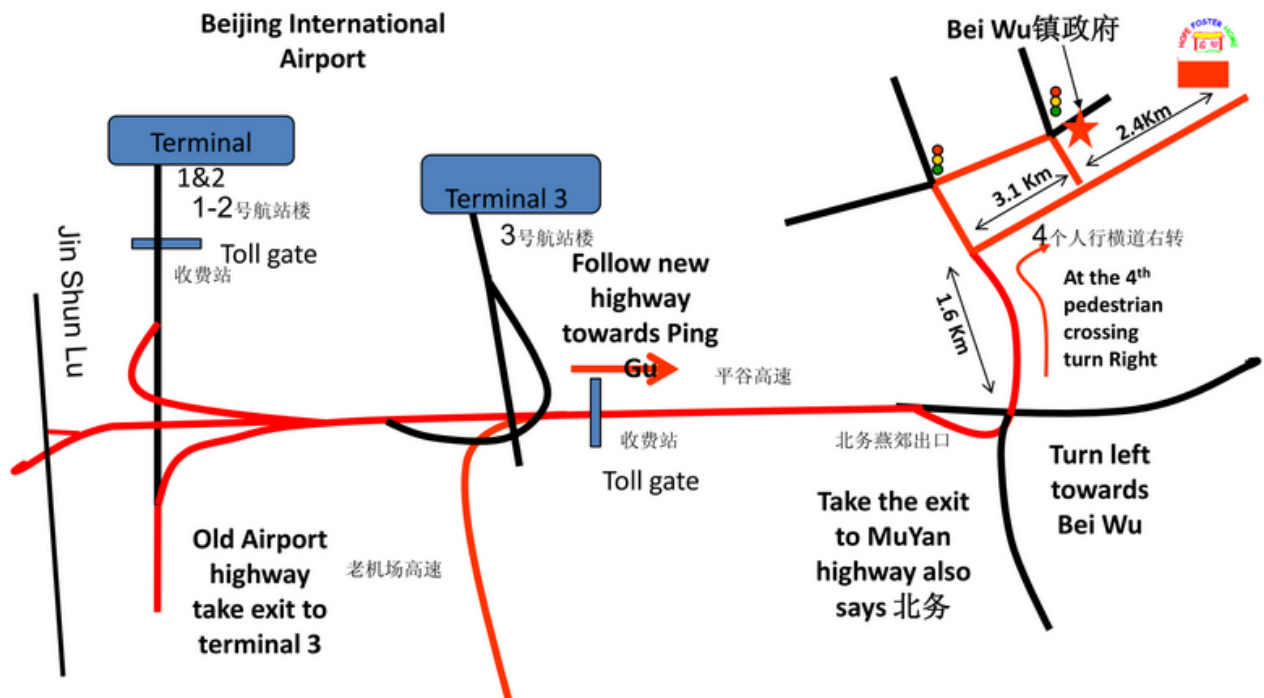
Contact Us

If you have any further questions, do contact us:

Address: 97 ZhongXinJie
GuoJia Wu Village
Bei Wu Township
Shun Yi County
Beijing 101300
People's Republic of
China

Phone: 86-10-61424156 /76
Fax: 86-10-61424196
Email: info@hopefosterhome.com
Website: <http://www.hopefosterhome.com>

For directions in English call 138 0135 1444.
For directions in Chinese call 13651220358.



Robin

Email: robin@hopefosterhome.com

Phone: 86-13801351444

Joyce

Email: joyce@hopefosterhome.com

Phone: 86-13801351244