



# The Philosophy and Practice of The New Hope Foundation

*“To comfort always, to relieve often, and to save sometimes.”*

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# Our Vision

- to treat babies in our care as if they are our own natural babies
- 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 very closely with the local Children's Welfare Institutes to give these children the very best opportunities for the future and also raising the awareness of the needs of these abandoned children in China
- to employ and train local staff, as well as working 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 keep accurate records of the children's development so that they have a "history"

## Key Success Factors

### Bonding

Each nanny cares for the same two or three 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 individual's 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. Spacious play areas and small personalized bedrooms (maximum four beds per room). Play areas are kept separate from dining areas. All babies have their own personal towels and clothing selected by their nannies.

### Treating medical problems

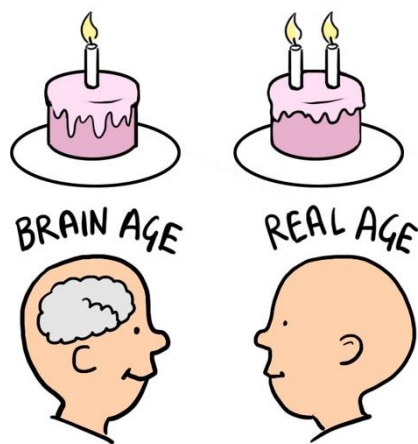
Find the very best treatment plan for each baby and follow through keeping accurate records of all treatment given. Each center having an isolation area for sick babies is mandatory to be able to

control spread of infection. It is also necessary to have good regular sterilization routines. On-site medical staff able to deal with simple medical problems that arise, and also to do routine health checks and immunization.

## Baby Care

### Understanding Trauma

Most of the babies whom we have with us have been rejected and would have had difficult and painful experiences. They are helpless and are totally dependent on us to love them and protect them from harm. At **ALL** times, be gentle with them and treat them as precious creations of God and let them know that they are loved. **No baby will be abused verbally or physically in any way. Anyone who treats a baby unkindly in any way will be dismissed immediately.**



#### *Real Age vs. Brain Age*

At all times, we must remember that because of the difficult and hurtful experiences the children have experienced, their emotional maturity and behavior might not coincide with their real age. Indeed, their brains have not been given the opportunity to develop as they should. It is the Nanny's job to help the baby grow and develop, making up ground on what has been lost.

Therefore, we as caretakers must continually evaluate our expectations for the child's behavior and react with compassion, understanding, and patience.

### Individualized Care

All babies are individuals and although we try to fit them into our routine to make our work easier, please allow for their individual personalities so that they will grow as normal children in a loving home environment and not as "institutionalized" children. For example, some babies feed every 2 hours and some feed every 5 hours. Some sleep well and some don't. Some may be colicky and cry when being fed. Some need more physical contact and want to be held more than others. Get to know your babies well and give them the care that they need.



Hug and hold  
your children

### The Baby's Schedule

Each baby will have her own schedule prepared by the Director. The Nannies and Supervisors are required to follow this schedule precisely. **DO NOT CHANGE ANYTHING ON THE SCHEDULE WITHOUT THE KNOWLEDGE OF THE DIRECTOR.** This is very important to the baby's wellbeing. If there is anything on the schedule that the staff feel would be better for the baby, they are required to discuss this with the Director first.

## How Your Babies Communicate

Before they are able to speak, their only way of communicating is by facial expressions and by crying. Crying means that they could be tired, hungry, sad, lonely, bored, frightened, in pain, needing physical contact, teething, too hot, too cold, or any combination of the above. They could also upset by loud noises or crowds of people. Be sensitive to their needs.



Look into the child's eyes as much as possible

## Learning New Parenting Methods

You may have children of your own or you may have been taught your own way of caring for babies. Some of the methods outlined here may be very different from what you have been taught before, but we ask you to follow our principles of baby care while you are working in this Home. This is very important.

## The Basics

### *Bathing and Dressing*

- 1) Babies should be bathed or washed twice a day. Once in the morning and again in the evening before bedtime. Babies enjoy this time so give them time to play in their bathes with a few toys.
- 2) Make sure the water is at a comfortable temperature.
- 3) Have all the things you need (towel, face towel, shampoo etc.) ready before you put the baby in the water. Never leave a baby alone in the bath, even for a few seconds.
- 4) Be gentle when you wash them. Their skin is very tender. They usually don't like water on their faces. Just wash their faces gently with a wet face towel. Wash their hair daily.
- 5) Towels are not to be shared. Each baby will have 2 towels of its own. Hang the towels to dry when you are finished. Put the towels in the laundry to be washed at least once a week or before, if they are dirty.
- 6) When drying the babies, pat them dry rather than rubbing. Check their bodies for skin problems, diaper rash, rashes in the folds of their necks, armpits, and thighs. Apply diaper rash cream when necessary. If the rash is unusual or severe, let your supervisor know and she will inform the doctor.
- 7) Wash your hands before and after every diaper change
- 8) Never leave the baby alone on the change table even for a few seconds. They could turn over and fall off.
- 9) Always dress them in clean clothes and fresh diapers. If they have dirtied or wet their clothes during feeding, change them. Stained clothes are to be returned to the laundry to be treated with stain- remover. Dress them appropriately according to the weather. The room temperature in the Home should be at a constant, comfortable temperature, so there is no need to over-dress the babies in the Winter. If your babies' clothes are too small or stained, please inform the supervisor so that new clothes can be chosen for the baby. Do not go to the storeroom to change the clothes yourself.
- 10) For babies who are just learning to crawl or walk, do not put socks or shoes on them while they are indoors. Babies learn different sensations through the soles of their feet. You will deprive them of this learning experience if you keep their feet covered all the time.
- 11) Encourage toddlers to dress themselves, even allowing them to choose what they would like

to wear as long as it is appropriate.

- 12) Babies' nails need to be cut or filed. This is best done while they are asleep. Their hair is to be kept neat and tidy.

### *Sleep Time*

- 1) Most babies need to have a morning nap and an afternoon nap. Younger babies need more sleep than older ones. Assess babies' needs according to their age and put them to sleep as necessary.
- 2) Different babies have different rituals about going to sleep. Some will go to sleep as soon as they are put down, some may cry for a short time (1 to 2 minutes) before falling asleep. Don't leave your baby to cry till she is distressed. Some may need to be rocked. Some want a pacifier. Do whatever your baby needs to make their sleep time pleasurable.
- 3) Put them in their cribs to sleep and close the door to shut out noise. Check on them frequently. Some babies need to be patted back to sleep if they wake too soon. Babies are irritable if they do not get enough sleep.
- 4) Small babies should be put to sleep on their sides or on their backs, but if an older baby turns over to sleep on her tummy, that's also ok.
- 5) Remove all bibs or anything that may tighten around the babies' necks while they are asleep.
- 6) Very young babies do not need a pillow. Make sure that they are warm under their blankets but not too hot.
- 7) If their sheets are dirty or wet, change them. Fold their blankets and tidy their beds after they wake up.

### *Feeding*

- 1) Your babies should be fed according to their requirements. Their Feeding Charts must be filled out after every feed.
- 2) Wash your hands well before you prepare their milk or cereal feeds.
- 3) The cook will prepare food for the older children. Encourage older children to feed themselves if they want to, even if they make a mess. Make sure the children wash their hands before they eat.
- 4) If the baby is not hungry, encourage but do not force feed. Do not feel guilty or discouraged if your baby does not finish her food.
- 5) Only bottle-fed babies will be allowed to be fed in the Playroom. All other children must be fed in the dining room. No drinks or food is allowed in the Playroom.
- 6) Solids should be started between 4 to 6 months of age. Start with a teaspoon of watery rice cereal, slowly adding more and thicker cereal as the baby learns to use her tongue to swallow. Add different cereals to her diet to get her used to different tastes.
- 7) Older babies should be encouraged to drink water and fruit juices especially in hot weather. Encourage older children to use a cup.
- 8) After feeding, clean the bottle and utensils. Return the bottles to the sterilizing containers. Dry the plates and cups and put them back in their places.
- 9) Throw away any uneaten food or milk.

- 10) Clean up the area of any food or liquids that may have been spilt around where you have been feeding. The area may be needed to feed another baby.

### *Play Time!*

- 1) Playtime is very important in a child's development.
- 2) When they are not asleep, they should be in the playroom or in the outdoor playground if the weather permits. Toddlers may be allowed to play outside and get dirty, but must be washed after playtime and changed into clean clothes.
- 3) Make sure that they play with toys that are appropriate for their ages and not dangerous to them, e.g. small toys that can be put into their mouths and choke them should not be given to them.
- 4) Make sure the toys are clean.
- 5) Teach them to share toys and play together and put away their toys when they are finished.
- 6) If you have to leave your child for a few minutes, make sure someone else is watching your child for you.
- 7) If the weather is nice, take your children for walks even outside the compound.



## Isolation Rooms

Care of the babies in the Isolation Rooms is under the direct supervision of the Doctor. The control of the spread of infection is very important in this area. Extra care must be taken with regards to cleanliness.

- 1) Babies and staff in this area are to be kept apart from the healthy babies to prevent the spread of infection. Other babies or staff who are not assigned to work in this area should not enter the isolation area when sick babies are there.
- 2) Staff must wear their over-garments in the isolation area and take them off when they leave, putting them back on when they re-enter.
- 3) Staff must wash their hands when entering and leaving the area. As well as other times as described when caring for babies.
- 4) Babies must remain in the isolation area until they are clear of infection. The Doctor will decide when the babies are well and can leave the Isolation room.

# The Nanny's Duties

## Accountability

- 1) The Nanny will take instructions from the Director or the Assistant Director.
- 2) The Nannies are expected to ask questions. The directors are here to teach, help, encourage the Nanny and answer any questions the Nanny may have.
- 3) The Nanny is held accountable to the strict rules of hygiene and baby care that they have been taught. Frequent hand washing is essential for both the Nanny's health and that of the babies. The Nannies are required to wash their hands before and after they change or feed the babies.
- 4) The Nannies are encouraged to bring any difficulties with co-workers (which they are



unable to resolve themselves) to the superiors. We all try to work together for the good of the babies to give them the best possible care and any problems which arise should be dealt with quickly and amicably.

## Manageable Workload

- 1) The Nanny will have a maximum of three babies in her care during her shift.
- 2) The Nanny's shift will be limited to 8 to 12 hours to help ensure she is rested and alert.

## Preparing for Work

- 1) The Nanny will wear her uniform at all times during her shift and her dress and appearance should always be clean and presentable. Standardized uniforms in all care centers helps the babies and toddlers quickly recognize caregivers and feel safe in new environment if moved.
- 2) Before the Nanny comes on duty, she must be sure that she is not ill and she has had adequate rest. Caring for babies can be a tiring and stressful job and she needs to be physically and emotionally ready for the task.
- 3) The Nanny must use the provided hand sanitizer immediately upon entering the Home.
- 4) The Nanny is required to arrive on time for her shift to receive information about her babies from the previous caregiver during the take-over time. Tardiness and absenteeism without good cause will not be tolerated.

## The Nanny's Demeanor

- 1) The Nanny is encouraged to always maintain a peaceful and happy environment for the babies—to speak softly at all times. Babies are easily upset by loud noises. If a baby is screaming and won't settle, they are to take her to another part of the building or outside to settle her without upsetting the others.
- 2) While on duty, the Nanny is expected to be awake. While the babies are awake the Nannies are expected to be caring for them or playing with them. They may bring something to read or do to keep themselves occupied while their babies are asleep.
- 3) The Nanny is encouraged to offer to lend a hand to another caregiver who is having trouble with her babies if the Nanny's own babies are happy or asleep.



## Child Care

- 1) A baby is never to be left alone with no adult in the room, even for a short time. If a Nanny is having trouble with a particularly fussy baby and she finds herself getting tired and angry with the baby, they must let your superiors know.
- 2) The Supervisor will take a kind and helpful attitude toward the Nanny that is having trouble and will not demean or embarrass the Nanny.
- 3) The Nanny must let the Supervisor know **immediately** if the baby shows any signs of illness, unusual fussiness or poor feeding.

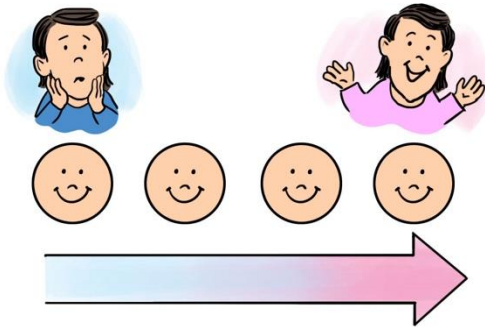


## Making Eye Contact

The babies in our care have undergone difficult and hurtful experiences that have affected the ways in which they relate to others. Nurturing good social skills is therefore a vital part of the restorative care we provide. One way in which we do this is by making eye contact with our babies. Eye contact is a skill that will encourage brain development and increase the

Look into the child's eyes as much as possible

babies ability to form meaningful relationships with others.



## A Positive Learning Experience

A Nanny's job is to encourage her babies as they grow, to be independent, to teach them to dress themselves, use the toilet, to wash their hands etc. These skills should be taught with a positive attitude and plenty of smiles. We seek to employ Nannies who will enjoy caring for the babies.

## Choosing hospital treatment

1. Every child is precious and is of infinite worth so we approach the decisions as if each child was our own child. This has been a principle we have held from the start of our work in China and is foundational to the care given in our Care Centers.
2. The cost of the treatment or hospital is not a major factor in the decision. What is most important is the quality of care given at any hospital we use.  
We have been fortunate to be able build up over the years, a network of both local Chinese medical specialist and foreign specialist who advise us as to the best treatment plans for each child. Being willing to ask questions is an essential part of finding the right treatment for each child.
3. Each child requires individualized consideration of key factors that include age, home CWI's preferences, medical conditions, health status, physical resilience, ability to travel, and the amount of trauma he or she has been through.





# Hospital List

This is a list of hospitals used by New Hope Foundation and we have found that we get excellent treatment for the children in our care. It is not meant to say that these are the only hospitals we will use as there are many others in China that will also give the same level of treatment.

医院	手术	Hospital	Main reason for care
北京安贞医院	心脏手术	Beijing Anzhen Hospital	Heart surgery
儿研所	骨科手术	Beijing Er Yan Suo Hospital	Orthopedic surgery
北京大学第三人民医院（北医三院）	心脏手术	Beijing Third Hospital of Peking University (Bei Yi San Yuan)	Heart surgery
北京武警医院	眼科手术	Beijing WuJing Hospital	Eye surgery
北京阜外医院心血管病医院	心脏手术	Beijing FuWai Heart Hospital	Heart surgery
北京爱尔英智眼科医院	眼科手术	Beijing Intech Yinzhi Eye Hospital	Eye surgery
北京友谊医院	耳科手术	Beijing YouYi Friendship Hospital	Ear surgery
浙江大学医学院附属儿童医院	心脏手术	Hangzhou Children's Hospital of Zhejiang University School of Medicine	Heart surgery
香港港安医院	复杂肠胃手术和膀胱外翻手术	Hong Kong Adventist Hospital with MedArt help	Complex gastrointestinal and bladder exstrophy surgeries
中国人民解放军第九十一中心医院	唇腭裂手术	Jiaozuo 91st Hospital	Cleft lip and palate surgery
洛阳第三人民医院	常规儿科治疗	Luoyang 3rd People's Hospital	Medical treatment
解放军第九十一中心医院	造瘘手术、关瘘手术，和常规儿科手术	Luoyang Women and Children's Hospital	Colostomy and colostomy reversal surgeries, general pediatric surgery
南阳市中心医院	可以做造瘘手术	Nanyang Central Hospital	Able to do colostomy surgery
山东省立医院	胆道闭锁手术	Shandong Provincial Hospital in Jinan City	Biliary atresia
上海儿童医学中心	儿科手术，儿科重症监护，心脏手术	Shanghai Children's Hospital	Pediatric surgery, Pediatric ICU care, Heart surgery
复旦大学附属儿科医院	儿科手术，儿科重症监护，心脏手术	Shanghai Fudan Children's Hospital	Pediatric surgery, Pediatric ICU care, Heart surgery
苏州大学附属儿童医院	新生儿手术，脊柱裂专科，泌尿系，尿动力学检查	Suzhou Children's Hospital of Soochow University	Neurosurgery, spina bifida clinic, urology, urodynamic studies
天津第一人民医院	肝移植	Tianjin 1st Central Hospital	Liver transplant
河南省人民医院，	儿科手术，儿科重症监护，心脏手术	Zhengzhou Henan Provincial People's Hospital	Pediatric surgery, Pediatric ICU care, Heart surgery
河南省妇幼保健院	血液学	Zhengzhou Henan Provincial Women and Children's Hospital	Medical cases including hematology
河南康复辅具技术中心	做康复护具和支具	Zhengzhou Henan Assistive Device and Recovery Technology Center	For making braces and orthotics

Additionally, we consider ourselves to be so incredibly fortunate to be in China where there are so many excellent doctors and expert treatment options available. Some of the best surgeons in the world are here. One of the best cleft lip and palate surgeons we have ever seen retired in Beijing not long ago. He was one of the best in the world. He would always want to know how his patients did. We have learned that statistics and numbers do not tell the whole story, as many factors influence the quality of healthcare. One of the major components is the approach of the attending physician or surgeon. We trust the anesthesiologist who we see stay with the child the whole time until the child wakes up, and then with tenderness carries the child himself or herself. When we see an anesthesiologist, who is too busy and distracted, we are not as confident that he or she will make the best decision for the child each time. We trust the surgeon when we see him giving our children the detailed attention that they need. If a surgeon is always too rushed or busy, then we have seen results that are not as favorable. One time when a surgeon traveled a long way to visit us at the foster home to see some of the children he did surgery on, he still remembered not only the children's names but also the names of the nannies who took care of the children in his hospital. This is the sort of surgeon that we think will try to make the best decision for the child each time. These are the sorts of things that we look for when evaluating doctors and hospitals to see if they would do a good job with the children we have had the very great privilege to care for.

We truly believe each one of these children is worth every effort we can make to ensure they receive love and care while they are with us, and that they get the best treatment or surgery at just the right time, at just the right hospital. Matching a child with the right doctor at the right time is a complex endeavor. But even though it is so complicated, we believe it is possible to do if the center of it is love.