

# Care Management Plan

## 2016 – 2017

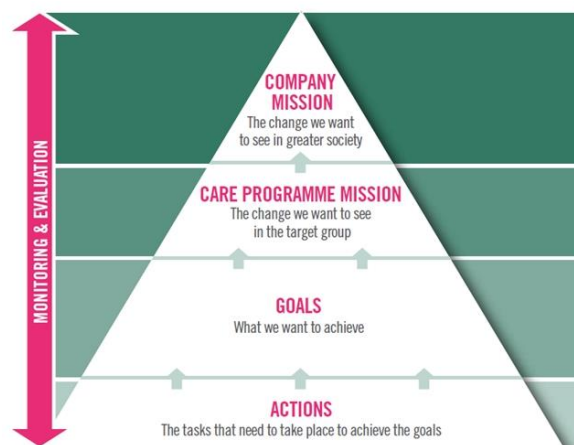
### Costa Rica



## About the Care Management Plans

This document explains the bigger picture of our projects in Costa Rica and how the combined daily tasks of all of our volunteers help us to achieve long term goals. By following Task Lists, our volunteers work towards our Goals, through which we contribute to our Care Programme Mission which combined with our other projects, helps us to reach our Company Mission.

Here we will lay out the priorities, resources, monitoring tools and evaluation systems used to make our ambition a reality.



## Our Resources

### Human Resources

- Volunteers are of course our primary resource to achieve our goals. We welcome over 3,000 Care volunteers per year globally.
- The staff at our placements support and facilitate our actions
- Over 600 Projects Abroad staff members provide the structure we need for worthwhile projects.

### Physical Resources

- With over 50 Projects Abroad offices worldwide, there is always somewhere for volunteers to work together and share experiences
- We provide all necessary placement materials and regularly construct and renovate care centres.

### Online Resources

- Our Volunteer Resources Database shares thousands of ideas among our community
- The Care Database is used to track our projects all over the world
- Personalised MyProjectsAbroad webpages prepare each volunteer for their Care project.

### Financial Resources

- Funds for all of Projects Abroad's work come solely from volunteer placement fees. These are distributed via monthly budgets, to ensure fair allocation of funds for each destination.
- Occasionally the Projects Abroad community may send donations directly for a specific placement or project.

### Intangible Resources

- The good reputation of volunteers in local communities is what makes our work possible. This reputation has been earned over years of dedicated volunteer contribution.
- This is supported by the combined knowledge of our extensive staff network.

# Our Care Management Plan Goals in Costa Rica for 2016-2017

The following goals have been selected from a list of nine by our local staff and partners. Each placement may be working on one or more of these goals. We try to put volunteers in the most suitable placement based on what we know about them. We provide workshops, training, volunteer guides and checklists for each of these goals.



## Improve English

English has undeniably become the global language for business. With an increasingly important Tourism sector in Costa Rica, with visitors from the USA and Europe, a good grasp of English can greatly increase a person's employment prospects. Volunteers, in particular native speakers, can offer invaluable help in improving the students' and also the teachers' phonetics, pronunciation and grammar.



## Increase Numeracy

Counting is another essential skill for every person to master. Giving children at kindergarten age a solid foundation on which to build their skills will give them a valuable head start when they begin attending school. Through individual numeracy checklists, we are able to identify and focus our efforts on those that seem to be struggling, by providing support and guidance to build on what they are learning in school.



## Improve Hygiene Levels of the Children

Access to hygiene and adequate sanitation has long been linked to community health, education and overall development. Teaching children good hygiene practices from an early age is key to improving their opportunities later in life. Projects Abroad volunteers aim to measure and improve hygiene standards over time through our Hygiene Checklist. We educate and run activities to promote proper hygiene, with the aim of improving overall health in these care centres.



## Improve the Level of Stimulation to Each Child

Many of the children we work with in Costa Rica grow up without one or both of their parents, finding themselves frequently left with little company. It has been shown that a lack of stimulation in early years, particularly in situations of poverty or neglect, can lead to delayed development later in life. It is vital that volunteers use their time to improve the sensory, motor, emotional and cognitive development of the children we work with.



## Improve the Quality of Life for Those Living with Disabilities

In many countries, only few resources still are allocated to disability care, and the study of Special Needs Education may not be a priority. Despite government efforts, it is still difficult for adults with disabilities in Costa Rica to find employment. By working with special education centres, volunteers introduce creative activities to help develop various motor skills. By keeping a record-keeping system on the development of each person, we are able to ensure continuity in the level of support they receive.

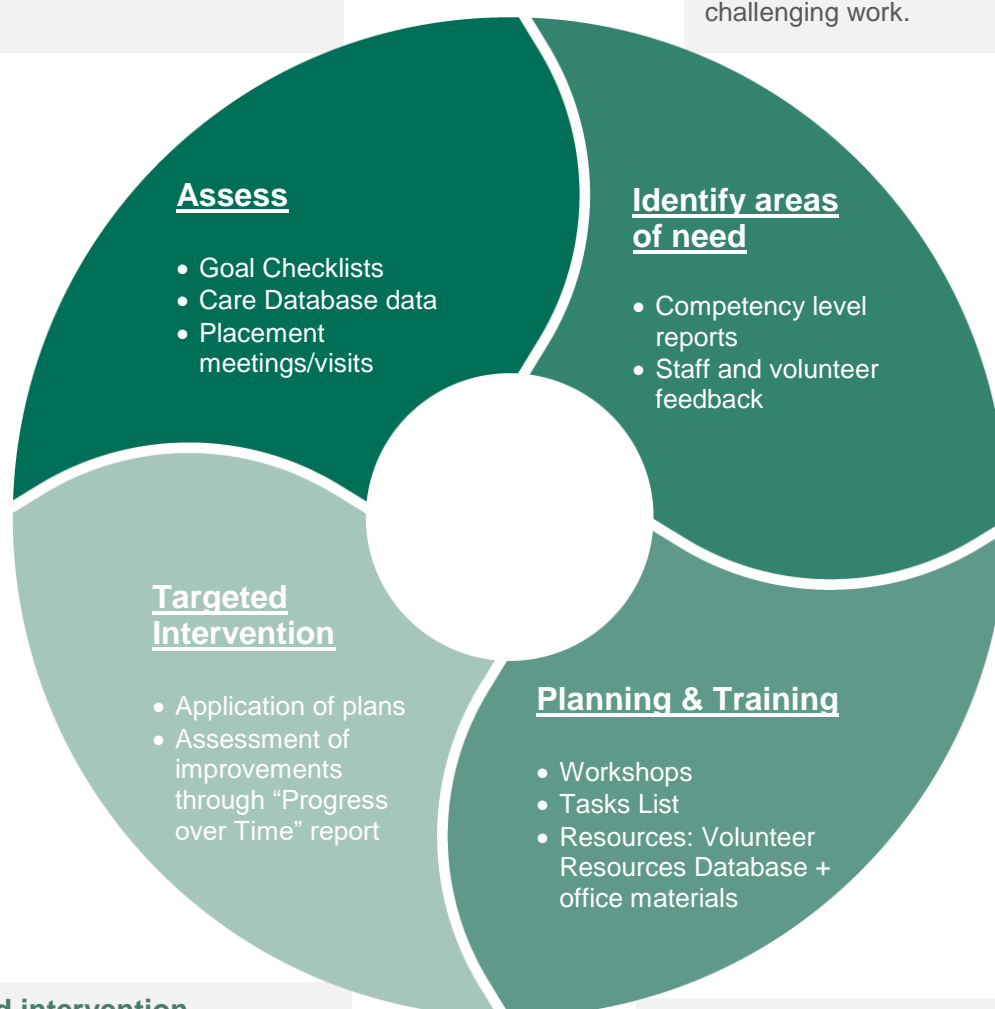
# How we achieve our goals

## Assessment

Through specially designed checklists, our volunteers assess the status of each child or placements in areas related to English, Numeracy, Hygiene and more on a daily basis. This information is uploaded to the Care Database through regular workshops with our team.

## Identify areas of need

Through our reporting system we can identify the areas that most need human or material resources. This helps volunteers to know which children are struggling so that they may conduct remedial classes; and also which students are ahead, so that they are given more challenging work.



## Targeted intervention

Through our steady stream of volunteers year round, we are continuously targeting the areas of need determined by our checklists. Although a 4 week volunteer might not see a tangible difference in the time they are there, we are able to show that over longer time frames each and every volunteer contributes to long-term, sustainable impact.

## Planning and Training

Based on the areas of need we create Task Lists, workshops and community days to direct our impact to where it is most needed. Resources are designed by volunteers and these are shared on the Volunteer Resources Database.