



# Home Visit Guide



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## Purpose of this Guide

This guide is intended to be used by parents, community leaders and community members who have completed Kupenda / Kuhenza's Disability Training Workshop. Such trainees will possess the knowledge, attitudes and skills needed to effectively advocate for improved care and inclusion for people with disabilities and their families. Trainees will have also signed an agreement indicating their intention to support such groups through effective education on disability causes, treatments and rights as well as timely service provision and loving inclusion in family and community life.

## Home Visit Preparations

### Gather Information

- Look up the Disability Act of the country in which you are working. A good starting point is <https://dredf.org/legal-advocacy/international-disability-rights/international-laws/>
  - Ensure you've read the Act and are familiar with the local laws regarding people with disabilities
  - Bring one copy of the Act to leave with the family
  - If possible, develop a short (ideally 1-page) *Short Summary of the National Act or Local Laws regarding Disabilities* to pass out and any other supportive legislative summaries (see example in Appendix B)
- Research available assessment, health and education services for people with disabilities and then prepare a *Service Referral Guide for Children with Disabilities* for the area in which you are working (see example in Appendix D)
  - Include schools, clinics, and nonprofit organizations that can provide services for children with disabilities.
  - Include local facilities, but also look beyond in case there are more services available at the county and national levels.
- Gather information regarding any resources or programs available for people with disabilities and how they can get involved (see sample in Appendix C).

### Prepare Handouts

Before preparing your handouts, decide on the language(s) in which you facilitate these home visits. If you choose a language other than English, translate the documents into that language.

Then prepare 1 copy of the following handouts for each family you will visit

- Disability Handbook (Appendix A)
- National Laws Regarding the Rights of People with Disabilities (see sample in Appendix B)
- Information regarding any resources or programs available for people with disabilities and how they can get involved (see sample in Appendix C)
- Service Referral Guide for Children with Disabilities (see sample in Appendix D)

- Brochure of the organization that trained you (see sample Kupenda / Kuhenza Brochure in Appendix E)

## Prepare Equipment and Contact Information

On the day of the visit, bring the following items with you:

- 1) a cell phone with a full-charged battery
- 2) a clipboard with paper and a pen to take notes
- 3) A phone number for the local law enforcement personnel readily available in case you have to report an unsafe situation.
- 4) A phone number for the closest organization or government agency that deals with abuse cases in case you have to report an abusive situation.



# Conducting the Home Visit

## Introduction

Many benefits exist to visiting families of children with disabilities in their homes. Observing a child's living situation (i.e., conditions of the home, safety concerns, status of neighborhood and community, and so forth) can provide valuable and relevant information for assessment and support planning. Also, interventions delivered in the home, rather than in an office, might be easier for families to implement, since the home is where problems often occur. Finally, service barriers such as limited transportation and scheduling conflicts can be avoided with home-based services. Despite the benefits of seeing children in their homes, there are some inherent challenges and things to keep in mind when interviewing parents and children in their home.

## Scheduling the Visit

Follow these steps to schedule a home visit.

- 1) **Gathering Information:** Once you learn of a child with a disability, obtain as much information as possible from the informant so you can be prepared. Take notes to help you remember. Ask about the child's
  - a. age
  - b. education level
  - c. health
  - d. family members
  - e. disposition / personality
  - f. language (and those spoken by the child's family members)
  - g. description of the disability
- 2) **Scheduling a Visit:** Most importantly, gather the phone number of someone in the child's home, ideally a parent or the child's caregiver. If the family does not have a phone, determine the location of the home. Call the parent and schedule the appointment – ideally 3 days before the visit. If the family does not have a phone, visit them and ask to schedule a visit in the future.
- 3) **Introducing Yourself:** When scheduling a visit, be very clear about who you are and the purpose of you visit. Follow the guidelines in **Box 1** below.

### Box 1: Introducing Yourself

1. Introduce yourself
  - a. Provide your first and last name
  - b. Explain the disability training you've received (from whom, when, what content)
  - c. Explain that you are a community Disability Counselor and Advocate
  - d. State and explain your occupation

- e. Explain that you will share information with them about the rights of children with disabilities, how to care for these children, and where to refer them for services
- f. Describe success stories of individuals and families you've helped, if possible, with pre- and post-photos that show their improvement. Explain whether you provided them help with assessment, counseling, medical care, education access, etc.)

**Note:** if you haven't had a chance to help anyone yet, use the example of the person with a disability whose testimony you heard at the workshop. If possible, show a video or play a recording of that person giving their testimony.

- g. Explain that any information you gather from them will be used to advise them on how to best help their child

**Note:** If the family continues to resist your support, return with:

- Their village chief or a local government leader (who can vouch for your honest intentions) or
- A person with a disability whose life has improved because of care and support they received from you or the organization who has trained you

## Beginning the Visit

Upon first contact with a family, Disability Advocates are often met with some barriers. The advocate's ability to gain entry into the home is often directly correlated to whether the family will resist or comply with the support and recommendations you provide.

Here are some suggestions for entering a family's home for the first time:

- 1) Greet the first person you meet with a warm smile and ask them to bring you to the head of the family
- 2) Greet the head of family warmly and then provide the same information you provided when you called (see **Box 1** above). Again, you may choose to provide more or less of this information, based on the head of the family's willingness to receive you.
- 3) Once the head of the family directs you to the child's parents or caregivers
  - a. Greet the family and allow them to arrange the meeting point
  - b. After being seated, ask for others who are close to the child to join the discussion
  - c. Ask for the child to join the discussion as well
- 4) After all members have gathered

- a. Greet them, introduce yourself and ask each person to make a self-introduction. If possible, let the child introduce herself or himself. Ensure you understand how each person is related to the child and how they support the child.
- b. Repeat as much of the information in **Box 1** as you think is necessary to gain their trust

### Beginning the Interview

- 1) **Purpose.** Before you begin asking questions, explain the following:
  - a. you are going to ask the family about their child who has a disability
  - b. You'd like to learn about their concerns for this child so that you can work with other service providers to help them.
- 2) **Confidentiality.** Reassure the family that all information they share will be kept strictly confidential. Also explain that, at the end of the interview, you may ask to share some of the information with service providers who can help them and their child.
- 3) **Content**
  - a. You should complete the questionnaire by interviewing the person or people who take care of the child most of the time.
  - b. Remember, there is no right or wrong answer. Encourage the respondent to answer each question to the best of their ability.
  - c. If they do not know the answer, make notes of what they do know.

As you begin to interview the family, practice the listening skills outline in **Box 3** below.

### Box 3: Listening Skills

The skills will help you to establish a positive environment, clarify what the family member is saying, gather information, and offer support and encouragement:

1. **Attending** is the use of physical behaviors such as smiling, leaning forward, making eye contact, gesturing, and nodding to convey to clients that the counselor is interested in and open to them.
2. **Open-ended and probing questions** invite more than one or two-word responses. These can be used to gather information, increase clarity, stimulate thinking, or create discussion.
3. **Empathizing** means placing yourself in the client's situation while remaining objective. Empathizing requires the counselor to not be judgmental and to be sensitive and understanding.
4. **Paraphrasing** means the counselor uses different words to restate in a nonjudgmental way what the client has said. This is intended to help the client to know that the counselor is aware of the client's perspective and has heard what he or she has said. Paraphrasing and restating also allows the client to correct any misunderstanding on the part of the counselor.
5. **Reflective listening** involves repeating what a client has said, paraphrasing, displaying empathy, and reflecting back verbal and nonverbal feelings. For example, saying, "So you feel..." or "It sounds like you..." ensures the counselor understands what the client has said.

## Intake Form

**Note:** If you don't have time, resources or equipment to print out this form, you can write the answers on a separate sheet of paper. If you do that, please include the sub-heading names and the number of each question. Please also label each page with the name of the child and a page number to keep the order clear.

Name of person filling out this form: \_\_\_\_\_

Day: \_\_\_\_ Month: \_\_\_\_ Year: \_\_\_\_

### A. Child Information

1. Child's Name:
2. Child's Age:
3. Child's Gender:
4. Disability (*tick all that apply*)

- ☐ Cerebral palsy
- ☐ Hearing impaired
- ☐ Limb deformity
- ☐ Mental impairment
- ☐ Other \_\_\_\_\_
- ☐ Unknown

If unknown, please describe:

5. If physically impaired answer the following:
  - a. Can child walk?
  - b. Does child need assistance to walk?
  - c. What is impacted (*tick all that apply*):
    - ☐ Right arm
    - ☐ Right leg

- ☐ Left arm
- ☐ Left leg
- ☐ Head
- ☐ Back
- ☐ Other: \_\_\_\_\_

6. If the child's hearing is impaired, select the level of hearing (*tick one*):

- ☐ Not hearing at all
- ☐ Residual (i.e., can hear loud bangs)
- ☐ Can hear if the speaker is very close
- ☐ Can hear but not well enough for a formal classroom
- ☐ The child does not have any difficulty hearing

7. If the child's speaking is impaired, select the level of speaking (*tick one*):

- ☐ Has no difficulty speaking
- ☐ Has only minor speech problems
- ☐ Can say some words but not clearly
- ☐ No speech at all

8. What age did the child become disabled?

9. Other information on child's disability:

10. Socialization of the child (does the child interact with other children at home/ school):

11. How does the community treat the child?

12. Where does the child attend school?

- a. If in school list grade level: \_\_\_\_\_
- b. If not in school explain why: \_\_\_\_\_

## B. Family Information

1. Location:

2. Contact phone number:

3. Distance of the parents from closest school with special needs services:

4. Family details (*tick one*):

- ☐ Orphan
- ☐ Father deceased
- ☐ Mother deceased
- ☐ Divorced and living with mother
- ☐ Divorced and living with father
- ☐ Divorced and both parents care for child
- ☐ Parents married and living with child

5. Father's Full Name: \_\_\_\_\_

6. Father's Occupation: \_\_\_\_\_

7. Father's Education level (*tick one*):

- ☐ Primary school to grade \_\_\_\_\_
- ☐ Secondary to grade \_\_\_\_\_
- ☐ College
- ☐ University
- ☐ Above University

8. Mother's Full Name: \_\_\_\_\_

9. Mother's Occupation: \_\_\_\_\_

10. Mother's Education level (*tick one*):

- ☐ Primary school to grade \_\_\_\_\_
- ☐ Secondary to grade \_\_\_\_\_
- ☐ College
- ☐ University
- ☐ Above University

11. Guardian's Full Name (*if applicable*): \_\_\_\_\_

12. Guardian's Relation to the child: \_\_\_\_\_

13. Guardian's Occupation: \_\_\_\_\_

14. Guardian's Education level (*tick one*):

- \_\_\_ Primary school to grade \_\_\_\_\_
- \_\_\_ Secondary to grade \_\_\_\_\_
- \_\_\_ College
- \_\_\_ University
- \_\_\_ Above University

15. Religion of the family: \_\_\_\_\_

16. Name of Church or Mosque (*if applicable*): \_\_\_\_\_

17. State of permanent house:

- \_\_\_ brick/tin roof
- \_\_\_ brick/thatched roof
- \_\_\_ mud/tin roof
- \_\_\_ mud/thatched roof
- \_\_\_ mud/grass

18. Is the house owned or rented?

19. Number of each the family has (put the number next to each item):

- \_\_\_ wives
- \_\_\_ children
- \_\_\_ cars
- \_\_\_ motorbikes
- \_\_\_ bicycles
- \_\_\_ cows
- \_\_\_ goats
- \_\_\_ chickens

20. How many children in the family

- a. Number of brothers:
- b. Number of sisters:

21. How many of the other children are in school?

22. What are their class levels?

## B. Attitudes and Beliefs

***Note: If family members express superstitious, incorrect or potentially harmful beliefs about their child's disability, patiently listen to them and record their thoughts. At the end of this section you can then then gently share with them the medical and legal information you learned about disabilities in your Kuhenza Disability Advocacy Training.***

1. What do you believe is the cause of the child's disability? What makes you think this is the cause?

2. What were your feelings about having a disabled child when the child was born or first became disabled and how do you feel now? If the attitude has changed, what changed your attitude towards your child?
3. What are some of the beliefs and/or attitudes of the community towards your child?
4. What methods have you tried to help and/or “heal” your child?
5. What kind of assistance does your child need?
6. Do you know what your child’s legal rights are? If so, please share the rights you believe they have.

## Counseling and Service Referrals

### A. Review the Child's Rights

After completing the intake form, give the family a copy of the *National Laws Regarding the Rights of People with Disabilities* that you have prepared (see sample in Appendix B)

- Go through the areas that needs to be addressed with the parents, based on your interview
- Explain the common causes of disabilities and if the disability is found in the disability guidebook, refer to the information there and share with the family
- Explain both the parents' rights and their child's rights.
- Emphasize the child's rights to health care, education and protection.
- Answer any questions the family or child may have.
- Leave them with a copy of the *Appendix B*.

### B. Make Service Referrals

At this point, refer to your *Service Referral Guide* you have prepared (see sample in Appendix D) and make service recommendations.

- Be sure to make assessment, health, education, and therapy service referrals for the child, as needed.
- Remember to make service referrals for the parent(s) and caregiver(s) as well. This may include referrals to parent support groups, information sessions, social workers, church groups, non-profit organizations, etc.
- Help the family to make a plan for accessing those services by providing financial and transportation recommendations as you are able.
- Pick a date that you will follow up with the family to ensure they have accessed the services.
- Answer any questions they may have.
- Exchange phone numbers with the family to facilitate follow up.
- Leave them with a copy of the *Service Referral Guide* (Appendix D).

### C. National Health Insurance or Other Affordable Health Care Options

If the family has not yet enrolled with the national health insurance, review the eligibility requirements and enrollment processes with them (see sample in Appendix C).

- Help them understand where they must go to register and what they must bring with them.
- Help them make a plan to register.
- Answer any questions they may have.
- Leave them with a copy of the *National Health Insurance and Membership Requirements* document you have prepared (see sample in Appendix C)

## D. Disability Handbook

- Before showing the family a copy of the *Disability Handbook* (Appendix A), explain that this resource:
  - Describes some of the most common childhood disabilities;
  - Includes causes, treatment and prevention information; and
  - Includes diagrams and photographs of children with disabilities.
- Present the booklet and, if the disability is identifiable, refer them to the page where their child's disability is. Then:
  - Review the information together
  - Answer any questions the family may have
  - Make sure you let the child ask questions if he / she is able
- Encourage the family to share the information they learned from your session with other families in their community and refer others who may need care to service providers you have recommended in your *Service Referral Guide* (see sample in Appendix D).

## Ending the Home Visit

Prior to dismissing yourself from the visit, be sure to

- summarize the content of the information that you have shared with and gathered from the family.
- Identify any “to do” items that will be completed by you and the family.
- Make sure families have your contact information for follow-up, as they most likely will have questions after you have left their home.
- Give the family a copy of a brochure about the organization that provided you with a Disability Training (see sample in Appendix E)

## Submitting the Intake Form

### Questions

If you have questions about this form or have difficulty filling it out, please call the office of the organization that has trained you. If the organization is Kuhenza for the Children, you can reach their office at +254 715383335/ +254 752622844.

## Submission

Once you have completed this form, please deliver it to the office of the organization that has trained you. If the organization is Kuhenza for the Children, their office is located along the Malindi and Watamu Road at the junction opposite the petrol station.

## Other form Submission Options:

If you cannot easily deliver this form to the office, you can also submit it:

- Through the Disability Advocate Community Leader who was designated to oversee your region during your disability training (contact your training organization's office if you don't have this person's contact details)
- Through What's App (for Kuhenza for the Children, send forms to the What's App number +254 704 783 361).
- By calling the office and sharing the information over the phone to a staff who will write it down (for Kuhenza call +254 715383335/ +254 75262284)

## Appendix A: Disability Handbook

See attached.

# Appendix B: Sample Summary of National Laws Regarding the Rights of People with Disabilities (Kenya)

## INTRODUCTION?

Persons with disabilities have the same rights as every other Kenyan Citizen.

But persons with disabilities are often denied their rights.

The Government has passed some laws to protect persons with disabilities including *Kenya's Persons Disability Act of 2003* and...

This document summarizes these laws.

## BASIC RIGHTS

?

Persons with disabilities have the right to live. It is against the law to kill a person with a disability.



?

No one is allowed to discriminate (treat differently) persons with disabilities because of their disability.



?

Persons with disabilities have the right to be called using names that are respectful.

## CHILDREN WITH DISABILITIES?

?

Children with disabilities have the right to be given nice names (that do not focus on their disability).



They have the right to be registered directly after birth.

They have the right to be fed.

They have the right to stay in the home with the family.



They have the right to enter into places of worship (churches, mosques).

?

They have the right to play with their friends.



They have the right to take part in the decisions about their lives.

## Rights in Court



Children with disabilities have the right to justice.

When necessary, children with disabilities have the right to a free lawyer.

People who are deaf or hearing impaired have the right to a translator.

Children with disabilities must not be questioned by the police without their parents or caregivers present.

Children with disabilities should not be detained by the police. When a child needs to be detained, it should be for the shortest time possible and he or she should be separated from adults.

## Political Rights



Persons with disabilities have a right to vote in all elections.

Persons with disabilities have a right to become members of political parties.

Persons with disabilities also have a right to become politicians.

## Financial Assistance



Persons with disabilities who are registered with the National Council for Persons with Disabilities can receive assistance from the National Development Fund.



The National Development Fund can provide basic care funds to persons with disabilities and their families.



The National Development Fund can sponsor education for persons with disabilities.

The National Development Fund can assist persons with disabilities to establish a small business.

NGOs can also assist persons with disabilities.

## Accessibility and Mobility



Buildings should be constructed in a way that persons with disabilities can enter.



Persons with disabilities must not be denied access to any matatu or transportation vehicle.



Some children need wheelchairs, crutches or other assistive devices to move around. They have a right to receive this equipment from the government.

NGOs can also help children access mobility equipment.

## Healthcare



Children with disabilities have a right to emergency medical treatment. No doctor should refuse to treat a child if the parent is unable to pay.



Some children with disabilities need special treatment (surgery, therapy, medication).



The Government needs to take care of these health needs.

All children with disabilities under the age of 5 have a right to free treatment and medication.

Doctors must not deny persons with disabilities health services because of their disability.

## Work



Employers must not deny persons with disabilities a job because of their disability.

Employers must not treat persons with disabilities differently.



Persons with disabilities are not required to pay income tax.

## Parental responsibility

Parents/Guardians have rights in respect to their Children with disabilities.

Parents/Guardians also owe duties to their Children with disabilities.



Mother and Father are both responsible for the Child, also when not married.

## Parental duties



Parents must give the Child enough food, a home, clothes, medication, immunization and education.



The court may make Parents pay for the upkeep of the Child.

## Protecting the Child from harm



Parents must protect the Child from harm (neglect, discrimination, abuse).



The court may make Parents who do not protect their Child pay a fine (Ksh 200,000/= or 5 years in prison or both).

Children with disabilities sometimes need more care, protection and love.

## Hiding a Child with disabilities

Children with disabilities sometimes need more care, protection and love.

Hiding a Child is not protecting the Child.



The court may make Parents who hide their Child pay a fine (Ksh 20,000/=).

## Education



Children with disabilities have a right to go to school.

It is an offence not to send Children with disabilities to school.

Primary and secondary schools are free of charge for Students with disabilities.



Children with disabilities must not be denied access to any learning institution.

## Appendix C: Sample Summary Information on National Health Insurance and Membership Requirements (Kenya)

### **National Hospital Insurance Fund (NHIF) Membership Requirements**

#### **Who is eligible?**

Any person who:

- is a resident in Kenya (**this includes foreign visitors permitted to work or study in Kenya**)
- Has attained the age of 18 years. (No age limit after the age of 18 years)
- Whose total income from salaried or self-employment is more than Kshs. 1,000 per month or Kshs. 12,000 per year.
- Is drawing earning money in Kenya.
- Is working under contract or casual terms of employment

#### **What do I need to bring to register?**

##### ***Kenyan Residents***

1. Copy of National I.D (including spouse if applicable)
2. Copy of Employer Appointment/Introduction Letter (excludes self employed/voluntary contributors)
3. Colored passport photo (including spouse & dependents if applicable)
4. Original & copies of Birth Certificate(s) for dependents

##### ***Foreign Residents***

1. Copies of passport, alien certificate or work permit (including spouse if applicable)
2. Colored passport photo (including spouse & dependents if applicable)

##### ***Foreign Students***

1. Copy of passport
2. Colored passport photo
3. Submit the required amount under the Voluntary/Self Employed Category

#### **CONTRIBUTIONS AND DEDUCTIONS.**

Formal sector employees' contributions are deducted and remitted to the Fund by their employers. This is done by Cheque or through E-banking.

For members under the voluntary category, they pay Kshs.500 per month (Kshs.6000 per annum). For those in formal employment, contributions are made as per their income.

# NHIF SUPA+COVER

## WHAT ARE THE UNIQUE FEATURES OF NHIF SUPA COVER?

NHIF Supa-cover is no ordinary cover. It is unique in that it has:

- No Age limit
- No exclusion for pre-existing conditions (No medical exams required)
- No deposit required on admission
- Widest branch and hospital network
- No additional premiums for the outpatient cover
- Access to the largest referral hospital network

## WHAT DOES THE BENEFITS PACKAGE ENTAIL?

In addition to the comprehensive inpatient cover where NHIF covers bed rest, accommodation, medication, doctors fees, surgical and other medical procedures in general the cover offers:

### Outpatient Cover:

General consultation, Diagnosis and treatment of common ailments, Lab tests including ante natal profiling, Health education, wellness and counseling. Routine screening for conditions e.g. cervical and prostate cancer, Minor surgical services.

### Maternity Cover:

Normal delivery and Caesarian section

### Specialized Diagnostic Tests:

Ultrasound, Magnetic Resonance Imaging (MRI), and Computed Tomography (CT) scan.

### Kidney Renal Dialysis:

This is covered per family. Applicable for inpatient and outpatient care for pre-dialysis, intra dialysis & dialysis care.

### Kidney Transplant:

Applicable for both local and overseas treatment - pre-transplant, Intra-transplant & immediate post transplant inpatient care. Hospital stay for donor. Applicable amount on donors card shall apply.

### Surgical Package:

Major, Minor and Specialized Surgeries.

### Rehabilitation for Drug and Substance abuse

### Oncology/Cancer Treatment:

Offered in specific NHIF contracted facilities.

### Specialized Laboratory tests:

Done at level E & F pre-authorization or letter of undertaking is required for this tests to be done.

### Emergency Ambulance rescue:

Road Ambulance rescue.

## HEALTH CARE FACILITIES CATEGORIES

NHIF has currently accredited over 5,000 health care providers countrywide to provide quality health care services to its members. Health facilities have been categorized into three groups based on the services available and the type of contract they have signed with NHIF.

**Contract A facility:** all government hospitals. They offer comprehensive medical cover including maternity and surgical services. Members accessing benefits from such facilities are not expected to make any form of payment. They can walk in with out without any co-payment.

**Contract B facility:** mostly faith based or mission hospitals and some private hospitals. Offer inpatient & outpatient and maternity services including caesarian, however a member may be required to make a co-payment for major surgical cases. All other services are fully covered at no extra cost.

**Contract C facility:** these are mainly private hospital. A member's bill is offset daily by a fixed pre-determined rate called a rebate as per NHIF's contract with the particular hospital. The member will be required to pay the difference either by self or any other form of medical insurance.

## WHO IS ELIGIBLE FOR THE NHIF SUPA COVER?

All Kenyans and Kenyan residents above 18 years of age are eligible to register for NHIF membership. Once an apply for single membership or family membership which allows them to include their declared spouse (only 1) and all children below 18 years.

## HOW MUCH DOES THE COVER COST?

	Income Group	Proposed Monthly Premiums (Kshs)
1	< 5,999	150
2	6,000 - 7,999	300
3	8,000 - 11,999	400
4	12,000 - 14,999	500
5	15,000 - 19,999	600
6	20,000 - 24,999	750
7	25,000 - 29,999	850
8	30,000 - 34,999	900
9	35,000 - 39,999	950
10	40,000 - 49,999	1,100
11	50,000 - 59,999	1,200
12	60,000 - 69,999	1,300
13	70,000 - 79,999	1,400
14	80,000 - 89,999	1,500
15	90,000 - 99,999	1,600
16	100,000 and above	1,700
17	Self Employed (Voluntary)	600

The NHIF Supa Cover - Voluntary contributions goes for Kes. 6,000 per year or Kes. 500 per month. A member can pay premiums annually, bi-annually, quarterly or monthly.

## HOW DO I REGISTER?

To register, visit any of our 93 NHIF service points or HUDUMA centers countrywide and register. You can also register online through our website [www.nhil.or.ke](http://www.nhil.or.ke)

## What do I need to register?

When registering, you will be required to attach the following documents:

- A copy of your ID
- Your passport size photograph - coloured
- A copy of your spouse's ID if applying for a family cover
- Copy of birth certificates (or birth notification for children below 6 months) for each of your children
- Coloured passport size photos of your spouse and children
- A duly filled application form which will be available at any NHIF branch, HUDUMA center or on our website.

## How can I register online?

Visit the NHIF registration portal on [www.nhil.or.ke](http://www.nhil.or.ke)

- Click the self-employed icon
- Enter your national ID/Ident Identification/passport number
- Attach a copy of your ID and a passport photo
- To include your spouse on the cover, provide their details in the space provided and attach their ID, passport photo and your marriage certificate (optional)
- To include your children on the cover, provide their details in the space provided and attach copies of their passport photos and birth certificates.
- Complete the application by clicking on SUBMIT
- You will receive an SMS or email with your NHIF member number and contribution instructions.

## REQUIREMENTS TO ACCESS BENEFITS

Once you have successfully registered, received your membership card and began making your contributions (monthly, quarterly, bi-annually or annually), you will be able to start enjoying your Supa Cover benefits at NHIF accredited health care providers countrywide.

To access services at NHIF accredited health facilities you and your family will need to produce the following documents:

- Valid NHIF card (only one given per family)
- A copy of contributor's (principal member) National Identity Card
- Copy of the spouse's National Identity Card in case he/she is the patient
- Copy of the Birth Certificate if the patient is a child.

## HOW TO REMIT YOUR CONTRIBUTIONS TO NHIF

For convenience, NHIF has adopted several payment modes to make it easy members to remit their contributions. Members can choose any of the options available depending on what works best for them. Available options include:

- M-Kaps:
  - o M-Pesa
  - o NHIF e-Wallet
  - o USSD payments
- Bank payments at Equity bank, National bank of Kenya (NBK), Kenya commercial bank (KCB), Co-operative bank and Post bank. (Printed slips for NHIF are available)

Note: deadline for submitting contributions is on the 9th of every month

## Appendix D: Sample Service Referral Guide for Children with Disabilities (Kilifi County, Kenya)

### CHILD PROTECTION CENTERS

Malindi Child Protection Centre	<ul style="list-style-type: none"> <li>- Referral to other service providers (e.g. hospitals, schools, police, other NGOs, government offices, etc.)</li> <li>- Assessment of cases &amp; provision of assistance.</li> <li>- Child and family counselling.</li> <li>- Legal advice and aid for parents/caregivers and children.</li> </ul>	<p>The Malindi office is opposite Mijikenda</p> <p>Monday – Friday: 8am – 5pm Tel: 0702 170 165 <a href="mailto:cpcmalindi@yahoo.com">cpcmalindi@yahoo.com</a> <a href="http://www.cpckkenya.org">www.cpckkenya.org</a></p>
Kilifi Child Protection Centre	<ul style="list-style-type: none"> <li>- Tracing and family reunification for lost or abandoned children.</li> </ul>	The Kilifi office is close Kilifi Huduma Center
Gongoni Child Protection Centre	<ul style="list-style-type: none"> <li>- Library services and leisure during open days when children come to the center to have fun interact and also learn about their rights.</li> </ul>	The Gongoni office
Marafa Child Protection Center		
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	<ul style="list-style-type: none"> <li>- CISP has recruited and trained legal officers, social workers, counsellors, and volunteers to provide services to children at the centers.</li> <li>- Trains service providers, teachers, chiefs, local and religious leaders, village elders, and community groups with the aim of deepening and sharing knowledge about children's rights.</li> <li>- CISP supports case management at CPCs and through mobile services, by covering fees, facilitating repatriation and family reintegration of separated children.</li> </ul>	<p>#20 Loiyangalani Dr., off Convent Dr., Lavington, Nairobi</p> <p>Tel: +254 733 441 441 Email: <a href="mailto:nairobi@cisp-ngo.org">nairobi@cisp-ngo.org</a></p>
Traced Kenya	<ul style="list-style-type: none"> <li>- Rescues, rehabilitates and re-integrates women, youth and child survivors of human trafficking in Kenya</li> <li>- Works closely with the Kenya National Commission on Human Rights (KNCHR) on issues of counter human trafficking, including referrals cases for follow-up.</li> </ul>	<p>The Traced Kenya office is in Mtwapa</p> <p>+254 702 361 137 +254 715 645 110 <a href="mailto:info@tracedkenya.org">info@tracedkenya.org</a> <a href="http://www.tracedkenya.org">www.tracedkenya.org</a></p>

## KILIFI SOUTH SUBCOUNTY

### Medical

Jaribuni Health Center	<ul style="list-style-type: none"> <li>- General medical care</li> <li>- Social workers</li> </ul>	Phone: 0720330106
Kilifi Hospital	<ul style="list-style-type: none"> <li>- General medical care</li> <li>- Ear, nose and throat services</li> <li>- Surgeries</li> <li>- Social workers</li> </ul>	Address: P.O. Box 265, Kilifi Phone: 0727761044
Chasimba Health Center	<ul style="list-style-type: none"> <li>- General medical care</li> <li>- Social workers</li> </ul>	Phone: 0701123823

### Education

Kibarani Special School for the Deaf	<ul style="list-style-type: none"> <li>- Special education</li> <li>- Family counseling</li> <li>- Vocational training</li> </ul>	Phone: 0722562373
Munarani Unit		Phone 0720932833
Kibarani Primary Boarding School		Phone: 0718669303

### Other

Sexual and Gender-Based Violence Center	<ul style="list-style-type: none"> <li>- Counseling</li> <li>- Safe home</li> <li>- Medical referrals</li> </ul>	Near the Kilifi Police Station
Educational Assessment and Resource Services in Kilifi	<ul style="list-style-type: none"> <li>- Assessment for Educational Placement</li> <li>- Family counseling</li> <li>- School and medical referrals</li> </ul>	Phone: 0723072368
National Council of Persons with Disabilities in Kilifi	<ul style="list-style-type: none"> <li>- Family counseling</li> <li>- Children can be registered</li> <li>- Cash transfers</li> <li>- Assistive devices</li> <li>- Social workers</li> </ul>	Phone: 0713742514
Association For The Physically Disabled Of Kenya - APDK Rehabilitation Clinic	<ul style="list-style-type: none"> <li>- Medical assessments</li> <li>- Family counseling</li> <li>- Registering children</li> <li>- Assistive devices</li> <li>- Referrals for corrective services</li> <li>- Social workers</li> </ul>	Address: Opposite Portreitz District Hospital, Port Reitz, Changamwe, Port Reitz Rd, Mombasa, Kenya Phone: 723 732010
Kenya Medical Research Institute in Kilifi	<ul style="list-style-type: none"> <li>- Medical assessment</li> <li>- Family counseling</li> <li>- Learn how to start parent support groups</li> <li>- Medications</li> <li>- Social workers</li> </ul>	<u>Address: 1374 Kemri Square, Off Hospital Road, Kilifi, Kenya</u>  <u>Phone: 709 9836 77</u>
Department of Culture and Social Services of Kilifi County	<ul style="list-style-type: none"> <li>- Provide assistive devise</li> <li>- Counseling</li> <li>- Medical and education referrals</li> </ul>	
Plan International	<ul style="list-style-type: none"> <li>- Counseling</li> <li>- Medical and education referrals</li> </ul>	<u>Opposite Tusky's Supermarket</u>

## MALINDI SUBCOUNTY

### Medical

Kakuyuni Dispensary	- General medical care	Phone: 0722109710
Malindi Hospital	- General medical care - Ear, nose and throat services - Surgeries	P.O. Box 265, Kilifi Phone: 0791721782
Muyeye Health Center	- General medical care	Phone : 0723206341

### Education

Kakuyuni Special School for the Deaf	<ul style="list-style-type: none"> <li>- Special education</li> <li>- Family counseling</li> </ul> (Sir Ali also has vocational training)	Phone: 0722281339
Majivuni Primary School Unit		Phone: 0724249128
Sir Ali Special School		Phone: 0703515603
Kakoneni Primary School Unit		Phone: 0720866964
Malindi Sub-County Educational Assessment and Resource Services	<ul style="list-style-type: none"> <li>- Educational assessment</li> <li>- Family counseling</li> <li>- Medical referrals</li> </ul>	Located at Sir Ali Special School (see above)

### Other

Caris Foundation	<ul style="list-style-type: none"> <li>- Money management training</li> <li>- Income generating training</li> <li>- Physical, emotional and spiritual wellness support</li> <li>- Training in health, hygiene, and nutrition</li> <li>- Money management training</li> <li>- Communities support training</li> <li>- 1,500 major general, head and neck surgeries</li> </ul>	Past Malindi Sub-County Hospital on your way to Jacaranda
Educational Assessment and Resource Services in Kilifi	<ul style="list-style-type: none"> <li>- Assessment for educational placement</li> <li>- Family counseling</li> <li>- School referrals</li> <li>- Medical referrals</li> </ul>	Phone: 0721387269  Located at Kibarani Special School for the Deaf
National Council of Persons with Disabilities in Kilifi	<ul style="list-style-type: none"> <li>- Family counseling</li> <li>- Children can be registered</li> <li>- Cash transfers</li> <li>- Assistive devices</li> </ul>	Phone: 0713742514
Malindi Sub County Children's Office	<ul style="list-style-type: none"> <li>- Child abuse support</li> <li>- Policy reinforcement</li> <li>- Counseling</li> </ul>	Phone: 0725807046
St. Francis Rehabilitation Center	<ul style="list-style-type: none"> <li>- Therapy</li> <li>- Counseling</li> <li>- Medication</li> <li>- Education (works with HGM Primary)</li> </ul>	In Kisu Mondongo close HGM Primary School
Pope Francis Rescue Center	<ul style="list-style-type: none"> <li>- Counseling and safe home for at risk girls (pregnancy, rape, sexual assault, etc.)</li> </ul>	Close to St. Clement SCK Church

## MAGARINI SUBCOUNTY

### Medical

Magarini Dispensary	- Medical and referrals for specialists	Located in Magarini
Gongoni Health Center		Located in Gogoni
Marafa Health Center		Located in Marafa

### Education

Magarini Educational Assessment Office	- Educational assessment - Family counseling - School and medical referrals	Located in Marafa
Marafa Special School	- Special education - Family counseling - Vocational Training	0729584442

### Other

Department of Culture and Social Services	- Counseling - Cash transfers - Assistive devices - Referrals for education and medical care	Past Malindi Sub-County Hospital on your way to Jacaranda
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## Appendix F: Brochure of the Organization that Provided You with Disability Training (Sample Kuhenza / Kupenda Brochure)



**OUR MISSION**  
Kuhenza ("love" in Giriama) for the Children equips children with disabilities to achieve their God-given potential.

**WHERE WE WORK**  
Kuhenza works in the Kilifi County of Kenya. Our model is also being used in parts of Tanzania, Ethiopia and Zambia and is relevant for use in all developing nations.

**STEPHEN'S story**

10-year-old Stephen was paralyzed from the waist down when he fell from a coconut tree. His community told him he was cursed and would never accomplish anything. Because his parents were too poor to pay for his care, Kuhenza provided Stephen with a wheelchair, medical care, schooling and counseling. With this support, Stephen excelled in school and received a scholarship to University, where he is now majoring in special needs education to improve the lives of others like him.

"MY ACHIEVEMENTS . . . HAVE CHANGED NEGATIVE COMMUNITY ATTITUDES TOWARDS PEOPLE WITH DISABILITIES AND MY SELF ESTEEM IS NOW HIGH SINCE I BELIEVE I CAN DO ANYTHING THAT CAN BE DONE BY ANY OTHER PERSON."  
— Stephen Karisa

**KUHENZA for the children**

Kuhenza is a registered nonprofit organization that assists children affected by disabilities regardless of their religious affiliation.

**CONTACT US**  
EMAIL: [Kuhenza@Kuhenza.org](mailto:Kuhenza@Kuhenza.org)  
MAIL: P.O. Box 9, Gede, Kilifi County, 80208  
PHONE: +254 0727822215, +254 0733316584, +254 0702738836

**KUHENZA for the children**

Equipping children with disabilities to meet their God-given potential.

**KUHENZA for the children**

ku\*hen\*za: Giriama, meaning "to love"

WHEN CYNTHIA AND LEONARD MET IN 1999, THEY NEVER IMAGINED THEIR SUPPORT FOR A FEW CHILDREN WITH DISABILITIES WOULD ONE DAY LEAD TO IMPROVED HEALTH AND INCLUSION FOR THOUSANDS.

Leonard Mbonani, a Kenyan special needs teacher, met Cynthia Bauer, an American graduate student, while she was conducting wildlife research on the Kenyan coast. Cynthia was born without her left hand and discovered that many people in Kenya believed disabilities like hers were caused by curses and she may have even been killed if she had been born there. This knowledge inspired Cynthia to respond when Leonard introduced her to children with disabilities who did not have access to medical care or education. In addition to providing educational assistance, Cynthia and Leonard supported medical interventions, and worked with families and communities to change superstitions connected to disability. Because of these efforts and needs, Kuhenza for the Children was registered as an official nonprofit in 2007 with the vision of a fully-integrated society where people of all abilities have access to health, education, and a loving community.



KUPENDA  
SUPPORTS  
CHILDREN WITH  
DISABILITIES  
THROUGH:

HOW CAN  
YOU HELP

### ADVOCACY

Incorrect beliefs about the causes of and treatments for disability are often a larger obstacle for children with disabilities than physical barriers. Kuhenza removes stigmas related to disability by educating leaders and communities through training workshops, large-scale public events, family counselling sessions, and our community resource center.

### EDUCATION

Consistent access to high-quality education gives children with disabilities life and career choices that otherwise would not be available to them. Kuhenza supports this goal by providing special education teachers, school supplies, teacher trainings, construction of school facilities, and boarding school fees.

### MEDICAL INTERVENTION

Many parents and caregivers of children with disabilities are unable to afford the medical care these children need. In response, Kuhenza provides funding, referrals and transportation to help children access medical services such as physical therapy, doctor visits, surgeries, medication, nutritional support, and equipment like wheel chairs and hearing aids.

- Donate monthly or annually (Paybill Number 684066)
- Sponsor a child with a disability for less than 100 KSH / day
- Follow our blog and Facebook and share with your networks
- Organize a fundraising event
- Invite us to share about Kuhenza with a group of your friends or colleagues
- Volunteer at the special schools we support
- Donate food and other gifts to the special schools we support

Visit [Kuhenza.org](http://Kuhenza.org), stop by our offices in Gede, or call us at +254 733 316 584 to learn more



