New Life Home Trust
International Volunteer Guide
Welcome to New Life Home Trust

**Jambo!**

Perhaps that was your first Kenyan “hello”, but we certainly hope it will not be your last!

We are very excited that you are considering volunteering at our homes for abandoned babies. We understand that travelling to East Africa is not a small decision. It requires much advanced planning and preparation. In order to make your visit as worthwhile and smooth as possible, please read through this **International Volunteer Guide**. We hope it will answer many of your questions and inform you about the wide variety of work that we do.

Please feel free to contact us. Our office in Nairobi is happy to assist you in any way that we can.

Again, we appreciate your willingness to make the journey to Kenya. Our children love to meet and greet new, friendly faces! We are quite certain that your life, as well as the lives of our children, will be enriched through your time here.

On behalf of the New Life family, we look forward to welcoming you here very soon!

**Guy Bastable**

**Guy Bastable**
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# Table of Contents

**Programme Overview**

What Do Volunteers Do?

**Locations**

- Baby Home + Medical Centre in Nairobi
- Baby Home + Medical Centre + Family Home in Kisumu
- Toddler Home + Family Homes in Nakuru
- Baby Home in Nyeri

**Arranging Your Visit**

Preferred Travel Partners
Costs

**Important Information**

- Basic Rules for Volunteers
- Donations
- Volunteer Participation Waiver

**Child Protection**

Guidelines
Background Checks

**Frequently Asked Questions**

**Travel Information**

- Money
- Passports + Visas
- Electricity
- Internet Access
- Medical Care
- Mobile Providers
- Safety + Security
- Traveller’s Health
- Travel Insurance + Medical Coverage
- Weather

**Packing Checklist**

**Final Checklist**

Did I...
Websites
PROGRAMME OVERVIEW

New Life Home Trust was founded in 1994 by Clive and Mary Beckenham as a baby rescue home in Nairobi, Kenya, for abandoned and orphaned babies. Over two decades later, New Life Home Trust has expanded to five sites and continues to provide a compassionate response to the needs of vulnerable children, specifically abandoned or orphaned babies, with priority given to those who are infected and affected by HIV/AIDS. Through our various homes, we strive to provide holistic care for the children God has entrusted to us.

Almost daily, New Life Home Trust welcomes volunteers from around the world to our various programmes in Kenya. Everyone is welcome: singles, married couples, families, friends, church groups, university students, and sports teams, to name but a few. We welcome doctors and nurses, teachers and tourists, gap year grannies and gap year students. We welcome you.

Our volunteer programme targets those interested in using their time, talents, and resources to touch the lives of some of the most vulnerable children in Kenya. There are many logistics to planning your travel, everything from flights and scheduling, to accommodation and transport. Our office in Nairobi, with help from our international travel partners, is here to assist you.

What Do Volunteers Do?

You do not need any specific qualifications to volunteer at any of the New Life Home Trust locations. People have served in all of the following ways, and more:

- **Be a Friend to the Babies:** hold, love, and feed babies and toddlers.
- **Teach the Children:** assist with pre-school and primary teaching, children’s clubs and camps.
- **Work with Special Needs Children:** provide physiotherapy, play games, and do exercises.
- **Teach the Teachers:** impart pre-school, primary, or special needs teaching skills.
- **Participate in Work Projects:** paint, build, fix, maintain, or plant a garden.
- **Be a “Donkey”:** bring much-needed supplies in your extra suitcase.
- **Be an Advocate:** tell your New Life story, raise funds, and inspire others to volunteer.
- **Make up your own ways to volunteer!**

These are just suggestions. If you have new ideas, we would love to hear them.

If you are qualified in a particular area (e.g. if you are a medical practitioner, teacher, youth/children’s worker, administrator, IT specialist, sports coach, special-needs worker, etc.), we would like to know so you may serve in your area of expertise, wherever possible. Depending on your skills and credentials, you may also be asked to train our staff in specialized areas such as: First Aid Training, Computer Skills, Child Development, Arts & Crafts, etc.

As you think through the desired outcome(s) of your volunteer experience, feel free to contact us with any questions or ideas you may have.
LOCATIONS

MAIN BABY HOME + MEDICAL CENTRE IN NAIROBI

The Nairobi Home has the capacity for 50 babies. Babies are admitted from New Life’s satellite facilities, government/private hospitals, and through direct contact with District Children’s Officers and the police. The home is also registered by the Ministry of Health as a private medical clinic, admitting seriously ill babies under the care of doctors and resident medical staff.

Teams Should Know...

- The babies are on a schedule, so there will be times when volunteers are not needed (nap times, for example). Please refer to the Nairobi Home Schedule and plan your volunteer hours accordingly.
- You will be given a guided tour of our facility on your first day at New Life Home Trust. This will help familiarize you with the property, children, and staff.

Nairobi Home Layout: New Life’s main Baby Home is divided into five areas or units.

A. Isolation Unit – all newly admitted babies are cared for in this room, typically for 3 to 7 days. These babies are kept under careful observation by our nursing staff before being released into the general baby population.

   Bed/Baby Capacity: 5
   Volunteer Capacity: 0*

   *In order to protect the health of these babies, volunteers may observe through the glass windows only. Special permission is required for entrance to this area.

B. Intensive Care Unit (ICU) – The ICU is the quietest room in which volunteers can serve. It is used to care for babies who are still in critical condition and need special attention. Two to three ICU volunteers can feed, hold, and talk to the babies. Typically, babies within the ICU are newborn to 3 months old.

   Bed/Baby Capacity: 10
   Volunteer Capacity: 3

C. Special Care Unit (SCU) – The SCU is considered the “general population.” Generally, these babies are stronger and require less medical attention. Babies in the SCU are typically 3 to 9 months old. Volunteers in the SCU can feed, hold, talk to, and play with the babies.

   Bed/Baby Capacity: 10
   Volunteer Capacity: 8

D. Crawlers Unit – “Alice Hardy Nursery”: The Crawlers Unit cares for our more active babies who are typically between 9 to 18 months old. The Crawlers Unit houses approximately 15 babies. Volunteers in this area can feed, hold, talk to, and play with the babies.

   Bed/Baby Capacity: 15
   Volunteer Capacity: 8

E. Toddlers Unit – “Rosslyn Cottage”: The Toddlers Unit cares for the oldest babies within New Life’s care: 18 to 36 months old. The toddlers spend part of each day outside and participating in Early Childhood Education (ECE) activities with a teacher. Volunteers in this area can feed, hold, talk to, and play with the toddlers.

   Bed/Baby Capacity: 15
   Volunteer Capacity: 10
LOCATIONS

CHILDREN’S HOME + MEDICAL CENTRE IN KISUMU

The Kisumu Home is a private medical institution which admits babies under 3 months of age. Kisumu is a 45-minute flight or an 8-hour drive from Nairobi. This home was opened in 2000, the first of the Trust’s satellite homes. It was launched in order to rescue abandoned and HIV positive babies, as well as those signed over for adoption by their biological families. At the time the home was opened, no one was willing to accept HIV positive babies or those abandoned at a very young age.

Babies are cared for at the home until they can be connected to families for adoption or foster care. Some are transferred to the main Nairobi Home for further medical care. Children who are not adopted by their 3rd birthday are transitioned to our Family Homes in Nakuru (which are customized for older children) to receive age-appropriate ongoing care.

Today, the Kisumu Home continues to work closely with the District Children’s Officers and the Kenya Police to identify and rescue the community’s most vulnerable children. This is New Life’s second largest home.

Amani Cottage Family Home (serving children with special needs)
Amani Cottage was opened in early 2007 for infants and children with special needs. In late 2014, we officially opened our new state-of-the-art facility specially equipped to better nurture these children.

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TODDLER HOME + FAMILY HOMES IN NAKURU

The two Nakuru Homes are set in the heart of Kenya’s Great Rift Valley in the grazing land of the Maasai people. This town, on the shores of Lake Nakuru, sits alongside a National Park made famous by its many spectacular birds, most famously, the pink flamingo.

The first Nakuru Home has been in operation since November 2005. It is a 2.5 hour drive from Nairobi.

1.Toddler Home (Boys & Girls)
The Toddler Home provides residential care for orphaned or abandoned toddlers and facilitates the adoption and fostering of the children, both locally and internationally. The home currently houses and cares for 20 toddlers.

2. Carmel Family Home (All Girls)
The Carmel Family Home is located on the same grounds as the Toddler Home. The girls have separate facilities, their own dedicated rooms for sleeping and dining, and a living space that has been specially adapted for older children. These girls may be HIV positive or have other special needs. It is our hope that the older girls will eventually be placed with long-term foster care families.

3. Bethel House Family Home (All Boys)
The Bethel House Family Home is for older, not-yet-adopted or fostered boys who may be HIV positive or have other special needs. It is our hope that the older boys will eventually be placed with long-term foster care families.
LOCATIONS

BABY HOME IN NYERI

The Nyeri Home has been in operation since August 2006. Currently, there is a team of 10 staff members: four caregivers, one nurse, three domestic workers, and two administrators. When fully funded, the home has the capacity to care for 25 babies.

The land was generously donated by a Kenyan corporation. The home is set in the heart of Kenya’s Central Province on the eastern slopes of the famous Aberdare Mountains and National Park. The Nyeri Home is approximately a 2.5-hour drive from Nairobi.
ARRANGING YOUR VISIT

Along with the International Volunteer Guide, you will receive a Volunteer Application Form to complete. Once this form is returned to us, we will review your application and follow up with you. Please note that while we do welcome individual travellers, we strongly encourage you to come with a travel partner or a team of volunteers.

PREFERRED TRAVEL PARTNERS

If you require assistance with the logistics of your travel, we have preferred international travel partners who can help you with your travel arrangements.

1. **African Impact**  
   Eric Choreh  
   **Project Manager**  
   Tel: +254 (0) 20 204 3197  
   Mobile: +254 (0) 726 725955  
   Limuru, Kenya  
   eric@africanimpact.com  
   www.africanimpact.com

   Mark Cooney  
   **East African Regional Manager**  
   Tel: +254 (0) 68 903 4592  
   Mobile: +254 (0) 711 631337  
   Limuru, Kenya  
   mark@africanimpact.com  
   www.africanimpact.com

2. **Bikos Africa Tours Company Limited**  
   Francis Mungai  
   **Director**  
   Mobile: +254 (0) 725 500215; +254 (0) 707 767291  
   Nairobi, Kenya  
   bikosafricatours@gmail.com  
   www.bikosafricatours.com

Please feel free to contact our Nairobi office if you have any questions.

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info@newlifehometrust.org  
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COSTS

Volunteers are responsible for making their own travel arrangements, as well as for the costs involved, including:

- Flights (international and in-country)
- Ground transportation (including airport transfers)
- Accommodations (with the option of full board, half board)

It is important to note that your itineraries will likely exclude the following costs:

- Passports and visas
- Vaccinations
- Personal and/or travel insurance
- Excess baggage charges
- Gratuities to guides, drivers and hotel staff
- Excursions not included in the itinerary
- Meals and beverages not included within the accommodations
- All items of a personal nature (laundry, telephone/fax/e-mail charges, etc.)
IMPORTANT INFORMATION

BASIC RULES FOR VOLUNTEERS

While we want to make your volunteer experience as memorable as possible, we also have the best interests of the children, staff and homes at heart. Therefore we ask that you adhere to the following regulations during your visit:

Behaviour

- It is strictly prohibited to smoke or drink alcohol in any New Life buildings or compounds.
- Abusive or obscene language is not tolerated.
- Please show respect towards all staff, volunteers, and guests at New Life facilities.
- Be culturally sensitive when expressing affection towards the children at New Life homes.
- Avoid flirting, unwelcome flattery, or suggestive comments.

Dress

- All volunteers are required to wear loose-fitting smocks over their street clothes. These are available near the front desk or the laundry area.
- Out of respect for other cultures, please dress conservatively to avoid making those around you feel uncomfortable. Jeans, khakis, longer shorts, skirts, and dresses are acceptable for women to wear in Nairobi. Please avoid wearing low-cut blouses/トップs.

Volunteers

- Your visit must be coordinated with New Life's Volunteers Coordinator in Nairobi.
- Do not give your personal contact information to the children or staff.
- Do not give any cash to staff, volunteers, or guests at New Life facilities.
- All gifts to New Life staff, or their family or community members, must be in accordance with New Life's policy.
- You may not ask for or accept accommodations at New Life facilities, or with New Life staff, volunteers or guests.
- Keep personal valuables (cameras, phones, money, etc.) with you at all times. New Life will not take responsibility for the loss of such items.

Working with the children

- Always wash your hands before and after handling the children/babies.
- Open cuts or wounds must be covered before handling the children/babies.
- Do not lift a child/baby with only one arm; use both hands to support the child/baby.
- Children must be at least 13 years old before they are permitted to hold a child/baby.
- No food or snacks are to be given to the children/babies without authorization.

DONATIONS

If you are interested in making a financial contribution, just go to our website, click on “Be a Friend”, and follow the prompts. You may also send an e-mail to info@newlifehometrust.org or make a donation in person during your visit.

VOLUNTEER PARTICIPATION WAIVER

Please note that the volunteer assumes responsibility for all his/her actions while at New Life Home Trust facilities, traveling to/from sites, or engaging in activities under the supervision of New Life Home Trust staff or volunteers. The volunteer also assumes responsibility for any loss, accident, personal injury, illness, or property damage sustained while volunteering with New Life Home Trust, with the understanding that reasonable precautions are taken to ensure the health and safety of all volunteers.
CHILD PROTECTION

GUIDELINES

Volunteering provides an opportunity for friends and partners of New Life Home Trust to connect personally with staff and children. Unfortunately, we are aware that some individuals have dishonest motives and may attempt to misuse New Life Home Trust's volunteer experience. We do everything in our power to ensure that no harm comes to any child in our care and do not tolerate any forms of child abuse or child exploitation.

These guidelines are intended to protect children in New Life Home Trust's care from abuse, as well as New Life's friends and partners from wrongful allegations of abuse. For everyone's protection, it is important that friends and partners avoid even the appearance of inappropriate conduct. Always be aware of the way in which your behaviour towards children and minors could be perceived.

BACKGROUND CHECKS

New Life Home Trust reserves the right to request background checks for all volunteers.
FREQUENTLY ASKED QUESTIONS

Q: What size team works best for New Life Home Trust?

The ideal team size is 12 people or less. While we have hosted larger groups, transportation and coordination for larger teams is challenging. (Please note that passenger vans ideally accommodate nine people.)

Q: Do you have any advice on taking photos or videos in the homes?

There is a general prohibition in all our homes on taking photos or videos. If you wish to take photos or videos, you must politely request permission from the management of the home. Permission may or may not be granted. If permission is granted, the management will make you aware of the relevant guidelines, which will always include the following: no photos or videos to be taken during nappy (diaper) changes, bath times, or toilet times. Even when permission has been granted, if any New Life staff member requests at any point in time that you refrain from photo/video taking, then you must comply immediately.

Q: Is the water safe for drinking? Is bottled water available?

Drinking water is readily available at local supermarkets.

Q: What language does the staff speak? Will a translator be necessary?

All of our Kenyan staff speak English, though to varying degrees of fluency. Generally, translation is not necessary. However, knowing a word or two of Swahili is always a good idea – to break the ice and get a laugh!

Q: What would a typical day look like for a volunteer at one of the baby or toddler homes?

A typical day would begin between 8:30 AM and 9:00 AM when the babies are getting up and getting dressed for the day. Your day will begin with entering the home’s main doors and signing in at the front desk. After washing your hands, you should throw on a “smock” over your clothes – this tells New Life staff that you have signed in and are there to volunteer.

Below is the Nairobi home schedule as a basic guideline for what you can expect at the baby homes.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM – 8:30 AM</td>
<td>Babies and toddlers wake up</td>
</tr>
<tr>
<td></td>
<td>Babies are dressed by our caregivers</td>
</tr>
<tr>
<td></td>
<td>Volunteers sign in, get an apron to cover their clothes, and wash their hands</td>
</tr>
<tr>
<td>8:30 AM – 10:00 AM</td>
<td>Volunteers work with babies, toddlers, older children, and caregivers</td>
</tr>
<tr>
<td>10:00 AM – 10:30 AM</td>
<td>Volunteers enjoy a break time</td>
</tr>
<tr>
<td></td>
<td>Small babies nap</td>
</tr>
<tr>
<td></td>
<td>Crawlers and toddlers play outside</td>
</tr>
<tr>
<td>10:30 AM – 1:00 PM</td>
<td>Volunteers work with babies, toddlers, older children, and caregivers</td>
</tr>
<tr>
<td>1:00 PM – 2:00 PM</td>
<td>Volunteers enjoy their lunch hour</td>
</tr>
<tr>
<td></td>
<td>All babies and toddlers nap</td>
</tr>
<tr>
<td>2:00 PM – 5:00 PM</td>
<td>Volunteers work with babies, toddlers, older children, and caregivers</td>
</tr>
<tr>
<td>5:00 – 6:00 PM</td>
<td>Volunteers help to feed dinner to babies</td>
</tr>
<tr>
<td></td>
<td>Volunteers carry babies that need medicine or special care to the nurses’ station</td>
</tr>
<tr>
<td>6:00 PM – 6:30 PM</td>
<td>Good night: volunteers help to put babies to bed</td>
</tr>
</tbody>
</table>
TRAVEL INFORMATION

MONEY

Each individual and/or group of volunteers is responsible for handling their own finances. We recommend that you come with enough money to provide for your expenses.

The local currency in Kenya is called the **Kenyan Shilling**, usually shown as KSH or KES. Foreign currency can be changed at banks, bureau de change, and hotels. Close to *New Life’s* main home in Nairobi are several banks where you can cash Travellers Cheques, exchange your local currency, or use an ATM (cash machine).

**ATMs/Banks:** Banks are generally open Monday to Friday from 9 AM to 5 PM and for a half day on Saturday. ATMs are everywhere in most cities. Banks and Bureau de Change at the international airport are open 24 hours a day. Your bank may charge a fee to withdraw from Kenyan ATMs.

**Credit Cards:** American Express, Visa, and MasterCard are accepted in the larger hotels and stores, and some camps and lodges. Larger stores and restaurants accept credit cards, but expect and plan to make cash purchases. As a general rule, let your credit card company know you will be travelling to Kenya.

**Exchanging Money:** It is the responsibility of the individual to secure his/her money and to use a combination of local ATMs, banks, and credit cards for cash needs. Using ATMs to withdraw monies in the local currency is very easy and simple. VISA is the preferred service.

**Travellers Cheques:** Travellers cheques can be cashed at local banks. U.S. Dollars are also commonly accepted in many of the country's main hotels and safari lodges.

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PASSPORTS + VISAS

For travel to Kenya, you will need a passport. For current information regarding visa requirements, contact your country’s Kenyan diplomatic office, for example: [www.kenyaembassy.com/visa](http://www.kenyaembassy.com/visa) (if you are coming from the USA); or [http://www.kenyahighcom.org.uk/](http://www.kenyahighcom.org.uk/) (if you are coming from the UK).

**Single-entry visas** are available on arrival for most nationalities (passport photos are not required). There is a payment to be made for these. For current charges and acceptable currencies, please contact your nearest Kenyan diplomatic office. The period of stay in Kenya can be given at the port of entry (maximum 3 months). Once in the country, you can apply for a 3 month extension, giving you a maximum stay of 6 months before having to depart Kenya. Renewals (up to 6 months) or extensions can be applied for at the Department of Immigration. However, once again, please contact your nearest Kenyan diplomatic office to get the most up-to-date information.
TRAVEL INFORMATION

ELECTRICITY
Electricity flows at 220-240 volts. For devices that do not accept 220-240 V, you will need a voltage converter. You may also need a plug adapter.

INTERNET ACCESS
There are many internet cafes around, as well as a growing number of Wi-Fi hotspots. New Life is not set up for people to login and send emails from their personal computers.

MEDICAL CARE
If you need medical care while in Kenya, it is best to be aware that medical providers may not accept payment through your insurance company. In these circumstances, you will have to pay in full before your treatment and file a claim with your insurance company for reimbursement. Therefore, you should have access to cash, either from a credit card or by wire transfer. To be compensated at a later date, you must be treated by licensed medical personnel and provide your insurance company with proper documentation and receipts.

MOBILE PROVIDERS
In Kenya, mobile phones are used widely, much more so than normal land lines. If your mobile phone is SIM-lock free, you can get a SIM chip after you arrive in Kenya from one of the major mobile providers, Safaricom or Airtel.

SAFETY & SECURITY
All travelers to Kenya should review their country's travel warnings for Kenya, which provide detailed information about safety and security issues affecting the country.

TRAVELLER'S HEALTH
Travellers should get the latest medical advice on inoculations and malaria prevention at least three weeks prior to departure. Travellers to Kenya who are coming from a country where Yellow Fever is present are required to carry Yellow Fever certificates of vaccination in order to enter the country. There is normally little risk in the city of Nairobi and in the highlands (above 2500 m) of Central, Eastern, Nyanza, Rift Valley and Western provinces. Consult your doctor about additional vaccinations for polio, typhoid, and hepatitis.

TRAVEL INSURANCE & MEDICAL COVERAGE
It is strongly advisable to have a comprehensive travel insurance policy.

WEATHER
Kenya lies on the equator and has a pleasant tropical climate, but there are large regional variations affected by altitude. Kenya’s daytime temperatures average between 20⁰C/68⁰F and 28⁰C/82⁰F, but it is warmer at the coast. Nairobi has a very pleasant climate throughout the year because of its altitude.
PACKING CHECKLIST

Use this checklist as a guide; it is not intended to be a complete packing list. Please also take into consideration the weather and time of year that you plan to travel.

Clothes/Accessories
- Hat, bandanas
- Jacket (lightweight)
- Long skirts (for rural areas outside of Nairobi)
- Plastic bags for dirty laundry
- Sandals/flip flops
- Shoes (comfortable)
- Sunglasses
- T-shirts, trousers, shorts
- Underwear, sleepwear

Equipment
- Camera
- Chargers for your electronics
- Electrical adapters and converters
- Flashlight/torch/head lamp

Money
- ATM cards (check to see if your bank has international ATM locations to avoid high fees)
- Cash
- Credit/debit cards
- Money belt/pouch

Personal health/toiletries
- Anti-bacterial wipes/sanitizer
- Baby wipes
- Comb/brush
- Contact lenses and glasses (if needed)
- Contact lenses solution (if needed)
- Dental floss
- Deodorant
- Face cleanser
- First Aid kit (malaria tablets, diarrhoea tablets, pain relievers, etc.)
- Insect spray/repellant (with DEET)
- Personal hygiene items
- Soap, shampoo, conditioner
- Sunscreen
- Toothbrush, toothpaste
- Towels and face cloths (more than one)
- Travel size detergent, clothes pegs

Other/miscellaneous
- Alarm clock/watch
- Backpack
- Binoculars (if traveling on safari)
- Contact information
- Earplugs
- Pens, journal
- Reading materials, maps, guidebooks
- Small mirror
- Small umbrella

Travel documents
- Copy of current prescriptions
- Driver's licence
- Health insurance card (check to see if your health care provider has an overseas partner)
- Immunization record, vaccination card
- Passport (and copy of passport)
- Visa (if obtaining beforehand)

Optional
- Addresses of friends/family for postcards
- Bathing suit & bathing towel (optional)
- Batteries for small electronics/camera
- Bible
- Extra pair of glasses/contacts lenses (if needed)
- Swahili dictionary
- Sweeteners (if you use them)
- Water bottle (reusable)
FINAL CHECKLIST

Did I...

☐ Obtain an up-to-date passport?
☐ Decide whether to apply for a visa before departure or at the port of entry?
☐ Obtain all the necessary vaccinations for Kenya?
☐ Check with my medical insurance provider on international medical coverage?
☐ Call my credit card company and let them know I will be travelling to Kenya?
☐ Come up with a plan for carrying my money – whether in a money pouch (beneath my clothes) or in my pockets?
☐ Leave all my expensive jewellery at home?
☐ Bring enough cash, credit, and/or travellers cheques to exchange into Kenyan currency?
☐ Decide what method(s) I will use to communicate with friends and family back home: landline, mobile phone, and/or internet cafe?

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WEBSITE

To learn more about New Life, please check out our website: www.newlifehometrust.org