

# Policy Plan 2024-2025

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**Stichting Gentle Care Foundation  
Wageningen  
2024-2025**



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## Colophon

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## 1. Mission, vision and working methods of the Gentle Care Foundation

### Mission

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The Gentle Care Foundation aims, together with Yayasan Gentle Care Foundation Indonesia, to provide the largest possible group of people on Lombok, an island in Indonesia, with better access to good medical care. The focus will be on people with diabetic, venous and/or burns to prevent amputations and operations due to late action. We want to achieve this by offering non-urgent transport to and from various health authorities, medical care, health examinations in the kampongs (= neighborhoods) and providing knowledge and information. In the long term, this will lead to more and more people having a better quality of life.

### Vision

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Delayed care and wounds can have a significant negative impact on the quality of life and other dimensions of patients' health well-being. What is the rule in the field of healthcare in the Western world often turns out to be the exception in Indonesia.

The Gentle Care Foundation wants to propose improvement programs by working together with its Indonesian partner Yayasan Gentle Care Foundation Indonesia. We aim to support them in their implementation and thus set an example. Our plan is to achieve this support with the use of volunteers and interns from home and abroad. By making the population aware of the connection between their lifestyle and their condition and by making local foundations and governments enthusiastic about our activities, improvements will ultimately be made in care.

### Working Method

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Gentle Care Foundation works together with our Indonesian partner Yayasan Gentle Care Foundation Indonesia.

The Dutch board is committed to creating brand awareness and raising donations and gifts in the Netherlands to support the projects in Indonesia. We do this, among other things, by introducing our Foundation to the general public at various Pasars (= markets). We are also active on social media.

Yayasan Gentle Care Foundation Indonesia carries out the projects and associated activities in the regions of Lombok Central (Tengah) and Lombok East (Timur).

In the kampongs where we currently work, we investigate the general health of people, including blood pressure, glucose levels and temperature, and provide information about health and a healthy

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lifestyle. This currently concerns a group of 70 people who are periodically examined. We will gradually increase this number in the future.

The nurses of Yayasan Gentle Care Foundation Indonesia will take patients who need adequate medical attention, which they lack partly because they have no transportation, to the hospital. The Gentle Care Foundation has purchased a well-equipped patient transport bus at the beginning of 2024. The Gentle Care Foundation will bear the costs for the insurance and permit of the bus, the materials and medicines required for the treatments and the transport of the patients, which in principle is the first two years after purchasing the bus.

When transporting patients, it emerged that patients who have several consecutive days of therapy or treatment in the hospital spend the night in the hospital parking lot. The fragile health of our patients does not actually allow this. Together with Yayasan Gentle Care Indonesia we have made a small medical guest house available. 2 families can currently spend the night here. The hospital has asked us if there is a possibility to offer this service to multiple patients. Gentle Care Foundation and Yayasan Gentle Care Indonesia have investigated this and made plans to provide the medical guest house with an extension. The Gentle Care Foundation will bear the costs for the permit, building materials, contractor and inventory of the extension.

A second part and also a very important part that the Gentle Care Foundation wants to use together with Yayasan Gentle Care Foundation Indonesia is to increase knowledge and insight in the field of the treatment of people with diabetic, venous and/or or burns. In addition, we also want to focus on 'healthy living' by increasing knowledge about the connection between people's lifestyle and conditions.

To this end, the Gentle Care Foundation, together with Yayasan Gentle Care Indonesia, wants to provide the employees of the Posyandu (= first level in primary medical care) with basic medical knowledge. These employees are the first to screen patients. These are mainly ladies from the villages who have no (medical) training. By providing them with a training of 25 modules in basic medical knowledge, they can screen more preventively and proactively. By increasing their knowledge and insight into conditions, they can better screen, refer and support patients. The Gentle Care Foundation bears the costs for the trainer (who is provided by the government so that the training is credited), the teaching materials and lunch.

In addition, the Gentle Care Foundation will organize meetings and workshops for nurses and healthcare providers. These meetings will be provided by 2 nurse specialists in the field of diabetes and wound care from the Netherlands in collaboration with the board of Yayasan Gentle Care Foundation Indonesia.

This knowledge sharing gives the nurse the necessary tools to provide information to the patient and family. By making the family more aware, they learn to optimally support and stimulate the patient.

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Making patients more aware of how to care for their wounds and how their lifestyle is directly related to their condition will help improve people's health well-being in the long term.

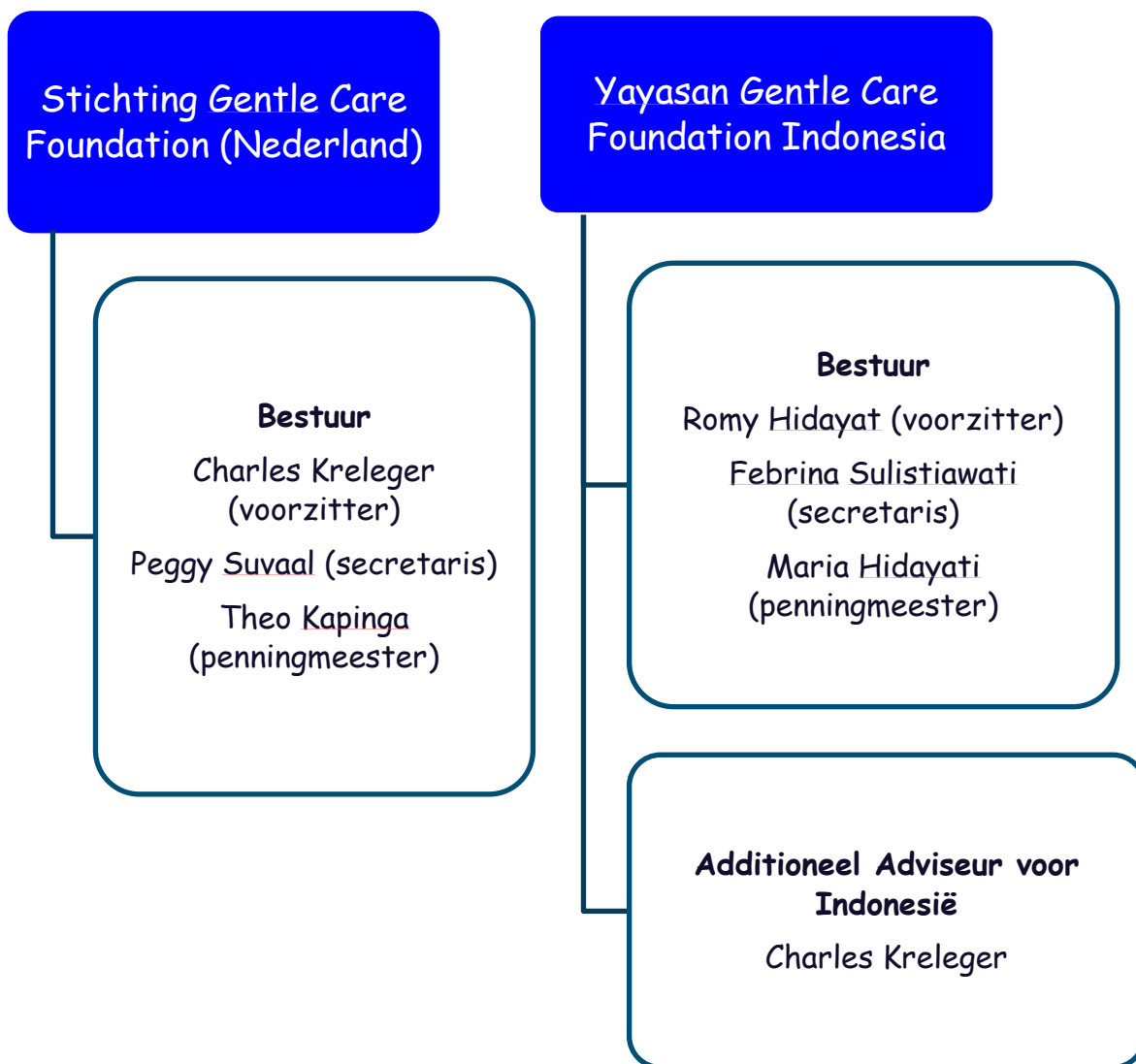
In the future, we hope to regularly (currently at least once a month) visit the kampongs in the Lombok Tengah and Lombok Timur regions with a mobile post (patient transport van with materials for medical research) to preventively examine the residents. In this way we bring the doctor and nurses to the patient and make care more accessible.

### 3. ORGANIZATION: ORGANIZATIONAL CHART, MANAGEMENT & VOLUNTEERS / INTERNSHIP

#### Organization

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##### a. Organizational chart



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## b. Management

### *Stichting Gentle Care Foundation, Nederland*

#### **Management:**

The board members and volunteers have the task of promoting the vision of the Gentle Care Foundation in a positive manner, as well as successfully developing the objectives and the resulting projects. This without any form of self-interest or compensation. The board consists of 3 members, namely a chairman, treasurer and secretary. These board members are assisted by an Advisory and Supervisory Board consisting of 3 members.

#### ***Charles Kreleger, chairman is concerned with:***



- ✚ Leading the organization, the meetings and the board members
- ✚ Be the point of contact for the foundation
- ✚ Coordinating and carrying out the work in the Netherlands
- ✚ Ensuring a good relationship between the Gentle Care Foundation and its Indonesian partner Yayasan Gentle Care Foundation Indonesia
- ✚ Taking initiatives for fundraising together with other board members

#### ***Peggy Suvaal-Laurens, secretary is concerned with:***



- ✚ Handling telephone traffic, mail and email
- ✚ Maintaining contacts with sponsors and donors
- ✚ Report on the above during board meetings
- ✚ Taking minutes and reporting on board meetings
- ✚ Maintain social media
- ✚ Drawing up the agenda for the board meeting

*Theo Kapinga, treasurer, is concerned with:*

- ✚ Financial administration of the foundation in general and of the current projects
- ✚ Checking actual income and expenditure against planned income and expenditure
- ✚ Preparing the annual financial report
- ✚ Report on the above in the board meetings



*Yayasan Gentle Care Foundation Indonesia*

**Management:**

*Romy Hidayat, chairman is concerned with:*



Yayasan Gentle Care Foundation Indonesia consists of three Indonesian board members with Romy Hidayat as chairman. This foundation was created to implement and monitor the projects on Lombok and to legalize all activities according to Indonesian law. Donations for the projects are made through the Gentle Care Foundation in the Netherlands. There are clear agreements between both foundations and the purpose, tasks and responsibilities are described.

*Febrina Suliswiatu, secretary*



*Maria Hidayati, treasurer*





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*Additional advisor for Indonesia: Charles Kreleger*

In addition to income from the Gentle Care Foundation in the Netherlands, the Yayasan in Lombok may raise its own "local" funds, but with complete transparency. These must be included in their own accounts and made clear to GCF. Charles Kreleger, co-founder of the Gentle Care Foundation will advise and coordinate the projects in collaboration with the board in Indonesia.



### **c. Volunteers/Internship:**

#### ***Volunteers:***

The Gentle Care Foundation and Yayasan Gentle Care Foundation Indonesia want to be able to count on volunteers in both the Netherlands and Indonesia. We will therefore focus on this in the near future.

Volunteers, who are permanently committed to the foundation, are in close contact with the board, but they are not present at the board meeting.

From 2024, Yayasan Gentle Care Foundation will be ready to receive volunteers from the Netherlands. The goal is for them to travel to Indonesia where they can work for our project for a short period.

If desired, we can help these volunteers find accommodation for their stay. Romy Hidayat provides care and guidance for the volunteers on site.

#### ***Internship:***

Gentle Care Foundation Foundation and Yayasan Gentle Care Foundation Indonesia offer students with an education that matches our projects the opportunity to register for an internship.

This can be done directly with the Foundation. The Gentle Care Foundation and Yayasan Gentle Care Foundation Indonesia give students the opportunity to gain experience in the workplace and assist the students in this on a daily basis. The executive board of our foundation selects the interns based on the requests that reach us via [info@gentlecarefoundation.nl](mailto:info@gentlecarefoundation.nl) or our website [www.gentlecarefoundation.nl](http://www.gentlecarefoundation.nl).

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Both Romy Hidayat and Febrina Suliswiatu work at the University of Lombok. This way we can draw up an individually suitable internship program together with the student. We help the students with the visa and accommodation for stay.

### 3. PROJECTS

#### **Lombok:**

On the Indonesian island of Lombok, only a small part of the population benefits from tourism, most desso (= villages) are poor and receive little to no medical help and knowledge. Our field partner in Lombok is Yayasan Gentle Care Foundation Indonesia.

#### **Transport to and from the hospital: project NEMO**

In Indonesia there is a large group of patients who lack treatment for their wounds/condition simply because they do not have transportation to and from the clinic.

To prevent this and also provide these patients with the necessary medical care, the Gentle Care foundation has started a project for these people with the aim of patient transport. We have given this project the name NEMO. NEMO stands for Non Emergency MObile unit.

As far as this transport is concerned, we will try to create partnerships with various local hospitals in the future. Romy (CEO Yayasan Gentle Care Foundation) has taken the first tentative steps to this end.

The Gentle Care Foundation has purchased a patient transport van for this purpose. As a foundation, we are completely dependent on donations and gifts.

We have been able to achieve this by:

a collaboration with 'Wilde Ganzen' for our project NEMO since March 2023. For every euro, 'Wilde Ganzen' donates € 0.50.



collaboration between the Gentle Care Foundation and the International Cooperation Office to secure the funds for this project.



*20 jaar Internationale Samenwerking!*

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### **Screening:**

The Yayasan Gentle Care Foundation Indonesia team will start screening patients in early 2022. The Yayasan does this in the desas within the Lombok Central and Lombok East regions.

In the context of this aspect of accessible care, Yayasan Gentle Care Foundation has in turn set up a great collaboration with 'Rumah Senja'. Rumah Senja means 'setting sun'. This foundation is committed to providing the elderly with warm care and offering them the healthiest and happiest life possible. Many of these elderly people postpone their medical care. By carrying out periodic screenings among this group of elderly people as Yayasan Gentle Care Foundation, we can contribute to improving their health.

This screening involves examining the general health of patients. But we also look at diabetic wounds, the pre-stages of diabetes, or a certain health risk, even though there are no clear symptoms or complaints yet. Early detection can prevent worse and increases the chance of recovery. For this screening, the team uses various screening instruments, such as a questionnaire, a physical examination, a measurement or a test of bodily material, such as a blood test. Sometimes different screening instruments are used.

### **Gentle Care Medical Guest House:**

When transporting patients to and from the hospital, we discovered that our patients spend the night in the hospital parking lot for multi-day therapies or treatments.

Given the vulnerable health of our patients, this is not beneficial.

We then made a small medical guest house available together with Yayasan Gentle Care Indonesia. It gives 2 families the opportunity to spend the night, cook a meal and take a refreshing shower. Our volunteers, social workers and nurses can provide additional support, information and assistance to patients and their families in the medical guest house. It is also the perfect place for patients and their families to meet.

The hospital has asked us if there is also a possibility to receive patients from other islands, who have to undergo a necessary operation, in our medical guest house. This is currently not possible.

Given the high demand, we naturally looked at the possibility of expansion. We have made a plan and requested budgets from contractors. The Gentle Care Foundation subsequently raised funds for this project. Construction of our extension will start in the second quarter of 2025.

### **Glasses project:**

Thanks to a great collaboration with Pearle Wageningen, we as a foundation have been able to expand our screening. In addition to screening the general health of the patients, the eyes and vision are now also screened.

People whose vision has deteriorated but cannot afford glasses can have their eyes measured through our foundation and we provide people with second-hand glasses donated by Pearle Wageningen.

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### **Knowledge sharing: Poyandu employee training project:**

Increasing knowledge and insight into diabetic, venous and/or burn wounds is of great importance. By using the right treatment method as quickly as possible, we increase the chance of full recovery and rule out amputations.

To this end, the Gentle Care Foundation, together with Yayasan Gentle Care Indonesia, wants to provide the employees of the Posyandu (= first level in primary medical care) with basic medical knowledge. These employees are the first to screen patients. These are mainly ladies from the villages who have no (medical) training. By providing them with a training of 25 modules in basic medical knowledge, they can screen more preventively and proactively. By increasing their knowledge and insight into conditions, they can better screen, refer and support patients. We have approached funds and donors for this. With their contribution we can start this project in the second quarter of 2025. The Gentle Care Foundation bears the costs for the trainer (who is provided by the government so that the training is credited), the teaching materials and lunch.

We are starting with a pilot of 25 employees. After an evaluation period, we assess how we can also provide other employees at the various Posyandu locations with the necessary basic medical knowledge.

### **Health program local, mobile medical post:**

At least once a month, the Yayasan Gentle Care Foundation Indonesia team goes into the kampongs in the poor areas of Lombok together with a doctor. The population is then informed via posters about the possibility of having their wounds examined and their wounds treated free of charge. On this day we want to test the overall health of the people. We want to do this by measuring blood pressure and temperature and examining the skin for possible wounds. Our team also provides information about the importance of a healthy lifestyle.

### **Goals for the future:**

#### **Operations for eye disorders:**

In Indonesia there is a large group of people who suffer from cataract and/or glaucoma due to diabetes and the effects of UV rays.

In the future we hope to offer surgeries for these conditions.

#### **Knowledge sharing:**

Increasing knowledge and insight into diabetic, venous and/or burn wounds is of great importance. By using the right treatment method as quickly as possible, we increase the chance of full recovery and rule out amputations.

For this reason, a meeting for nurses, doctors and other interested parties will be organized periodically in the future, where we share our knowledge and skills. After all, they are the first in the

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neighborhoods to notice that people continue with poorly or non-healing wounds. They therefore play a very important role within the community. During these meetings we invite experts from home and abroad to share their knowledge and stories in various areas of wound care and diabetes.

We will make the information program known to the general public through posters and social media.

Naturally, increasing knowledge and insight will not be limited to the field of 'wounds'. Our nurses, in collaboration with village heads and other local healthcare providers, will inform people about healthy lifestyle, good nutrition and hygiene. In this way we want to increase awareness about the connection between lifestyle and conditions.

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## 4. FINANCES

### Control and reporting

The lines of communication between the board in the Netherlands and the board in Indonesia are short and contact is good and frequent. Chairman of Yayasan Gentle Care Foundation Indonesia, Romy Hidayat, is responsible for reporting from Indonesia on behalf of the Yayasan board. He directs the implementation of the project and is responsible for measuring the results and reporting to the board in the Netherlands. We have the following plan for implementation and reporting, which is dependent on financing:

Fundraising until	the end of 2024
Announcement of start of project 1	spring 2025 (estimated February 1, 2025)
Announcement of start of project 2	spring 2025 (estimated April 1, 2025)
Start of construction Expansion of Medical Guest House	spring 2025 (estimated February 1, 2025)
Start training Posyandu employee	spring 2025 (estimated April 1, 2025)
Complete substantive and financial final report	at the end of April 2025

The board in the Netherlands will ensure reporting to Wilde Ganzen, capital funds and other donors who support the project, care about it and/or are interested in the progress of the project.

During the first year of fieldwork with NEMO, evaluations were carried out every three months on the following indicators, among others:

- Number of patients per month and the expected growth thereof
- Observed complaints and conditions
- Number of times successfully care was provided on site
- Number of times patient transport and to which hospital
- Patient developments in terms of functionality and the participation ladder
- To what extent are patients able to pay a contribution?
- Developments in generating local income from subsidies

These and other indicators provide important data to optimize healthcare provision with progressive insight.

For the next two projects (expansion of medical guest house and training of Posyandu employees), the first year of fieldwork will also be evaluated every three months on the following indicators, among others:

Project medical guest house:

- Number of patients per month and the expected growth thereof
- Observed complaints and conditions
- Patient developments in terms of functionality and the participation ladder
- Number of referrals versus preventive assessments

Project training employees Poyandu:

- Patient developments in terms of functionality and the participation ladder
- Number of patients per month and the expected growth thereof
- Developments in generating local income from subsidies

These and other indicators provide important data to optimize healthcare provision with progressive insight.

We will also report on the care provided and the indicators examined in our newsletters, in the annual report and online media.

### Forecast of required resources 2024-2025

#### Project NEMO, medical guest house and training employees Posyandu

Cost item	Total IDR	Total EURO
<b>€ 1 = IDR 16.887,0204</b>		
<b>Investment costs Project medical guest house</b>		
Building extension (materials + contractor)	50.661.061	€ 3.000
Inventory	10.419.292	€ 617
<b>Investment costs Project training employees Posyandu (pilot for 25 employees)</b>		
trainer, study material, lunch	25.330.531	€ 1.500
<b>Total investment costs</b>		<b>€ 5.117</b>
<b>Annual costs NEMO (year 1 en 2 afterwards out of local income)</b>		
Dressing and sterilization materials and medicines	13.239.424	€ 784
Registration	3.140.986	€ 186
Insurance	5.353.185	€ 317
Gasoline	15.350.302	€ 1700
Maintenance, Repair and depreciation	38.755.712	€ 2.295
<b>Total ongoing costs year 2 NEMO</b>		<b>€ 5.282</b>
<b>Annual costs stichting Gentle Care Foundation</b>		
Bank charges	2.516.166	€ 149
Marketing and Promotion materials	6.754.808	€ 500
Unforeseen costs	7.582.272	€ 449
<b>Total ongoing costs year 2</b>		<b>€ 1.098</b>
<b>Total ongoing costs</b>		<b>€ 11.497</b>
Organizational costs 5%		€ 256
<b>Total General</b>		<b>€ 11.753</b>

Coverage plan		In EURO
Rumah Kita & Protestantse Gemeente Wageningen		€ 3.617
Stichting alle beetjes		€ 4.000
Donations		€ 1.800
Reserved amounts for project NEMO year 2		€ 2.336
<b>Total General</b>		<b>€ 11.753</b>

The treasurer, in consultation with the entire board, is responsible for the expenditure of collected funds. Expenditure will correspond as much as possible to a predetermined budget approved by the board. Deviations will be discussed within the board for approval or disapproval.

