

# NOAH'S ARK RED CROSS FOUNDATION

AN ORGANIZATION  
AGAINST HIV & AIDS.



## NOAHS ARK MODEL

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## 1. INTRODUCTION

### What is Noahs Ark Red Cross Foundation?

Noahs Ark is an HIV/AIDS centre situated in Stockholm Sweden. It was set up in 1986 by doctors and other healthcare workers who had recognized and responded to the needs of people with HIV infection since 1982.

Separate Noahs Ark organisations exist in smaller towns within Sweden offering the same services excepting the Guest House facility.

There are only two other known organisations caring for people with HIV/AIDS in Sweden. One is for gay men and the other for drug users.

### Situation

Noahs Ark occupies a large building on a main pedestrian shopping mall in Stockholm. It is an attractive older style building which has been modernised and refurbished to cater for all the different services within Noahs Ark. It occupies all floors excepting the first.

### Services.

Noahs Ark provides the following services:-

- 1) Information and Education.
- 2) Counselling, Support and Community Care.
- 3) The Guest House.
- 4) The Aids Hotline.

These are outlined in the attached Noahs Ark brochure Appendix 1. I will discuss them more fully in my description of my visit. Noahs Ark do not offer their caring services to people using intravenous drugs. They will accept ex-users and people taking methadone.

### Staff

At present there are 32 employees, 300 active volunteers and 300 supporters (inactive volunteers), caring for about 1000 clients at all stages of HIV infection.

In comparison The Crescent has 5 full time employees, 36 active volunteers and 50 supporters.

### Funding.

Noahs Ark has an annual budget of approximately 1-7 million pounds. This has remained the same for the last 3 years. It is made up of contributions of:-

National Health Service	22%
Regional Health Service	28%
Town Council	17%
Red Cross	17%
Education Fees	10%
Gifts	6%

Fundraising by Noahs Ark is not carried out because Swedes do not see a need for contributing to charities because they pay heavy taxes to the government and have a philosophy that the state will take care of you.

I felt that members of Noahs Ark would like to raise money themselves, but as the response might be poor it could damage their reputation.

### 2.MY VISIT

#### Reasons for my Visit.

My main intention in visiting Noahs Ark was to view and understand the Guest House. I met employees of Noahs Ark at The Second International Symposium on Aids Information and Education 1989 in the Cameroons, and felt that their philosophy and services were very similar to that of The Crescent, N.W. Herts Health Authority. The one additional service they provided was The Guest House.

Obviously the scale of their operation is much larger but the functions and outlook appeared to parallel that of the Crescents.

My visit entailed indepth meetings over 3 days with staf from all services apart from the Volunteer Organiser who was away. I was made extremely welcome.

#### My Visit

The building is large light and tastefully furnished lending itself to the work. Each service has appropriate accommadation and space. It reminded me of the London Lighthouse but smaller and more homely. Sweden is very clean!

### 3.SERVICES PROVIDED

#### Counselling

There are three paid qualified counsellors. Their work includes:-

- 1) Facilitating self-help groups for clients,partners and families
- 2) Individual counselling for people with HIV infection;(the hospital testing clinics offer a comprehensive support service for newly diagnosed people.)
- 3) Support of volunteers involved with in home care.
- 4) Leading case conferences of all workers involved in home care.
- 5) Monitoring,leading self-help groups as required eg.parents, body positive etc.
- 6) Arranging twice weekly lunches for clients,partners and their families. The lunches are cooked by volunteers and left overs sold.
- 7) Attending regular meetings at the hospitals.Again to enable good communication they hold dinner parties there, the food is donated by local restaurants. Volunteers have only been accepted in the hospitals since the advent of Aids.
- 8) Training of volunteers in counselling skills.

Supervision is given by an outside psychologist once a week to the counsellors.

#### Education.

Education resides on the fourth floor,consisting of offices,a large formal training room,three small discussion rooms and a large multi-functional room. One of its uses being the lunches for clients and families.

The department has four staff and appeared highly professional and well organised. In 1990 they gave education to over 20,000 people.Generally the service is chargeable.Their aims overall seemed the same that is to educate as much of the general public as possible through the workplace,educational establishments,media and leaflets/publications.

The trainers were very aware of keeping up to date with their knowledge in order to train other members of staff,especially the Hotline as well as for their own training skills.Days were set aside to examine all medical journals worldwide,and regular discussions with the doctors and virologists.I was very impressed by the thoroughness of this.

### Aids Hotline.

Noahs Ark has the only Aids Helpline in Sweden. It has 4 staff and 25 volunteers. All callers only pay the local phone rate, the remainder is subsidised by Noahs Ark as part of its service. It is staffed by employees during office hours and volunteers in the evenings and weekends. The service is well advertised nationally.

The volunteers are paid a nominal amount and most are already involved in Aids work. There are 19 lines but normally 3 are in use. A special Youthline exists, advertised in schools, colleges and is answered by people under 26 years.

The staff speak English, French and German and once a week there is an interpreter for Armenian, Persian and Finnish. A lawyer answers calls once a week but this may change to an interview situation.

On average the line receives 200 -300 calls a week, depending on the media. In 1990 they received 1000 more calls than 1989. On discussion that their philosophy was to give out definite advice eg. oral sex is a risk therefore avoid it or use protection; whereas I felt here we were more likely to discuss the level of risk and let the individual make the decision? Their attitude seemed to highlight a cultural difference.

### 4. RESPITE CARE - THE GUEST HOUSE.

#### **Background.**

The Guest House was created to meet the needs of clients between hospital and home. The president of Noahs Ark feels it is a working model and other people with cancer or alzheimers for example could profit from the same type of service provision. This excellent example of respite care is now being considered by the authorities of Sweden.

#### **Service.**

It offers HIV positive people, and or their nearest ones:-

- a safe place to rest or to recover their strength after illness or a stay in hospital.
- a change of environment.
- social and psychological support.
- rest and support.

It does not offer medical treatment, help for people with an active drug addiction, help for persons with housing problems, or for people with dementia and severe psychiatric conditions.

### Facilities and Routines.

Access to the third floor is via a spacious lift and on entering feels like a hotel.

It caters for eight residents, 4 single rooms and 2 doubles one of which will take a family of three, all delightfully furnished. The client known as the guest can stay for up to three weeks.

The guest is required to cope with their own basic personal daily needs and taking care of their room. Meals are provided but their is open access to the kitchen. Laundry facilities are also available. One bathroom has a sauna and the only concession to it appearing clinical are emergency bells discreetly installed.

Guests who manage intravenous lines at home are allowed to stay and a district nurse will attend to it in the small treatment room. The Noahs Ark staff purposely do not participate in on hands care as they see their function as solely supportive.

The guests receive an information sheet, see Appendix 2 outlining the service and routines. Every step is taken to allow the guest their independence and privacy but also offering emotional support at their time of need.

As well as bedrooms the guest house has a dining room, smoking lounge next to a large lounge cleverly divided by settees into smaller areas for quiet reading, television/videos, piano, watching the goldfish or socialising.

New guests will be arriving as others finish their stay and the staff try to make the change over as smooth as possible.

### Staffing.

At present there are:-

- a supervisor (a trained nurse)
- a trained nurse
- an auxiliary nurse
- an auxiliary nurse with psychiatric training
- a social worker
- a teacher
- a cook

There are 70 volunteers available to work in the guest house , 40 of those are presently active. Also available are 6 part-time staff on call for annual leave and sickness cover. All staff and volunteers sign a confidentiality policy .Staff meals are taken with the guests. There is a part-time cleaner and staff do the remainder. Commitment and team work was very much apparent. Three monthly meetings are held for all volunteers and staff to discuss current and future business. Again there is outside support by a psychologist.

#### **Guests.**

Guests that have stayed range in age from 4 to 74 years. At present it is mainly gay men around 25 to 35 years of age. There is a waiting list for entry .Priority is given to people outside of Stockholm who are receiving hospital treatments.

Cost to the guest is 9 pounds for 24 hours  
4 pounds 50 for the day,  
2 pounds 50 for meals.

Social services will help if the guest cannot afford it.

Guests on return to their homes will continue to receive support from the unit as necessary.

#### **Activities.**

No therapies are formally offered yet but two volunteers regularly give massage and relaxation classes. Art therapy and creative writing will be offered shortly. Staff or volunteers will accompany guests around Stockholm to see the sights ,shop or visit a museum.

Small parties or celebrations take place at birthdays, Christmas and Easter.

#### **Funding.**

Appendix 3 shows the budget for the Guest House. The overall budget has remained the same for the last three years. Both staffing and rent are extremely high at 693 and 266 pounds per week per patient. This reflects the high cost of accommodation in Sweden and the skilled level of care and support that patients receive. Clearly cost levels could be drastically reduced.

#### **Strategy**

There appeared to be three main areas evolving -:

- 1) The difficulty as the epidemic progresses of known clients needing terminal care . Talk of providing separate hospice care and allowing them to die at the Guest House were being considered



Generally in Sweden it is accepted that one dies in hospital but since Aids, people are choosing to die at home with care from community health staff and Noahs Ark.

2)The Guest House felt strongly that they did not want to take over community care but act as a compliment.

3)As the popularity and peoples awareness of Noahs Ark grows the selection of guests for their stay will become increasingly difficult.

## **5.CONCLUSION**

From my visit to the Guest House i could see it was highly utilised, expertly run and filled a well needed gap in a comprehensive HIV/AIDS service. Staff whether volunteer or paid appeared to gain great satisfaction from their work and clients said it was a life saver.

### **The Crescents Way Forward?**

Should the Crescent emulate this model ?In order to answer this question others need to be asked.

- 1)Is there a need in the U.K?
- 2)Is there adequate respite care already being provided? I feel it is fragmented, not well advertised or documented.
- 3)Is it the job of hospices to provide respite care ?
- 4)Would the London hospitals have more acute beds available if patients on routine visits could stay outside?
- 5)Who would wholly or partly fund the project? Suggestions:-
  - Regional Health Authority
  - Herts. and Beds. District Health Authority
  - District Councils
  - Network with the London Lighthouse
  - London Hospitals funding several beds
  - London Social Services
  - Fundraising on a large scale by The Crescent
  - Red Cross
  - The Church

### **Next Steps**

- 1) Presentation with slides to health authority staff and Crescent volunteers and staff.
- 2) To review all respite care for people with Aids.
- 3) To look at organisations providing respite care for people with other illnesses.

If there is a market for it proceed by putting together a presentation/business plan and present it to all possible funders.

#### **Overall Conclusion**

My belief is that The Crescent should continually review its service and expand to meet clients needs. Its strengths are the availability of motivated and loyal volunteers and N.W.Herts being an ideal situation with its close proximity to London and semi-rural surroundings.

My feeling is that this would be an ideal opportunity for staff and volunteers to work together to provide a desirable service with a growing demand.

Kings Fund Travelling Fellowship.

Kathy Smith RGN,RHV

March 1991

# NOAH'S ARK RED CROSS FOUNDATION

AN ORGANIZATION  
AGAINST HIV & AIDS.



## INTRODUCTION

**T**HE NOAH'S ARK-RED CROSS model arose from the need for a single organization dedicated to addressing, in a direct and straightforward manner, the problems facing us all, private individuals and society as a whole, as a result of the HIV epidemic. The purpose of our activities is to create a climate of compassion and care in which we can help one another regardless of race, sex, creed, sexual orientation and of whether or not we carry HIV.

WE ALSO WANT to encourage those who regard themselves, or are regarded by others as "clients" of the health services or other authorities (in this case, those infected with HIV and those suffering from AIDS) to take responsibility for themselves and for others, and we want to help build the future together.

TO US THERE are no guilty or innocent victims, only people who have contracted the virus or may do so in the future. By showing one another consideration and respect, we can minimize the spread of the infection. Dr Jonathan Mann of the WHO advocates that by preventing discrimination of those infected with HIV, and of those who may become so in the future, we are protecting fundamental human rights and making it possible to fight HIV and AIDS more effectively.

THE NOAH'S ARK-RED CROSS FOUNDATION promotes an attitude and a social climate that enables successful work on the problems related to HIV.

STOCHOLM, JUNE, 1988

JAN-OLOF MORFELDT  
PRESIDENT, NOAH'S ARK-RED CROSS FOUNDATION

CHRISTINA MAGNUSSON  
VICE-PRESIDENT, NOAH'S ARK-RED CROSS FOUNDATION



THE NOAH'S ARK-RED CROSS FOUNDATION WAS SET UP TO HELP CONTROL THE HIV EPIDEMIC AND ITS CONSEQUENCES. THIS IS BEING DONE

-BY ACTIVITIES IN WHICH COMPASSION AND CARE ARE REFLECTED IN PRACTICAL ACTION

-BY PROVIDING INSIGHTFUL INFORMATION AND EDUCATION ABOUT HIV AND AIDS

-BY SUPPORT TO THOSE INFECTED WITH HIV AND THEIR PARTNERS, RELATIVES AND FRIENDS.

OUR ONLY LOYALTY IS TO THE CAUSE OF PROMOTING WORTHWHILE WORK ON MATTERS RELATED TO HIV. THE NOAH'S ARK-RED CROSS FOUNDATION HAS NO TIES WITH ANY POLITICAL OR RELIGIOUS ORGANIZATIONS. THIS IS ESSENTIAL IF WE ARE TO MAKE A BROAD-BASED AND SPEEDY RESPONSE TO THE PROBLEMS FACING US ALL.

THE VIRUS CAN ATTACK ANYBODY, REGARDLESS OF THEIR RACE, SEX, CREED, CULTURAL BACKGROUND OR SEXUAL ORIENTATION.



## BACKGROUND

**T**HE HIV EPIDEMIC has been an international concern of the Red Cross for several years. Humanity, impartiality, neutrality, independence, voluntary activities, unity and universality are the fundamental principles to which the Red Cross subscribes. The work of the Noah's Ark-Red Cross foundation is based on recognition of the fact that the broad agreement between the principles of the Red Cross and the ideas of Noah's Ark constitutes a basis for cooperation on problems related to HIV.



THE IDEAS REFERRED to consist of insights obtained by some of the founders of Noah's Ark in the course of their work with AIDS since 1982. These ideas have taken shape parallel with the activities of the Venhälsan, the Psykhälsan (STD and psychosocial clinics for gay men) and the early AIDS Hot Line, all originally at the Södersjukhuset, a main hospital in Stockholm.

CARING INDIVIDUALS - DOCTORS and other health care workers, most of them gay - recognized at an early stage that the HIV epidemic required new, creative thinking in many areas. Recognition of the new needs developed in the course of discussions with doctors at the clinics for infectious diseases at the Roslagstull and Danderyds Hospitals, the Gayhälsan in Gothenburg and other clinics for infectious and sexually transmitted diseases throughout the country.

THIS RECOGNITION WAS confirmed by discussions with voluntary organizations in the US and the UK. Cooperation with HIV-infected people in Sweden provided the decisive impulse for Noah's Ark's work in Stockholm, which started in 1986.

## THE IDEAS OF NOAH'S ARK

**T**HE HIV EPIDEMIC is a global disaster, the dimensions of which are only partially reflected in the number of AIDS cases. Even without a rapid spread of HIV infection the medical, psychological, social and economic consequences will be enormous and will gradually increase. Effective control of the spread of HIV infection is only possible if fundamental human rights are respected and discrimination combated. There is an indissoluble link between caring for those already infected and preventing the spread of the disease. HIV is a problem which concerns all members of society. There are no 'us' and 'them'.

IRRESPECTIVE OF WHETHER we carry the virus or not, we are all responsible for ensuring that the infection spreads to as few people as possible. We all have a responsibility to do what we can to prevent others being infected. Our fundamental principle is respect and responsibility for one another's rights and obligations.



## NOT JUST STOCKHOLM

**N**OAHS ARK'S ACTIVITIES have grown rapidly in response to the situation caused by the HIV epidemic. Aided by a grant from the Ministry of Health and Social Affairs, Noah's Ark started its work in the summer of 1986. Two people decided to give up the security of their careers and, together with unpaid voluntary helpers, embarked on the Noah's Ark programme. In October, 1987 the Noah's Ark-Red Cross Foundation was set up, and at present - June, 1988 - the organization has a staff of almost 30 apart from over 500 unpaid voluntary helpers.

SINCE THE START, separate Noah's Ark associations have been started in Malmö, Helsingborg, Gothenburg, Visby, Linköping-Norrköping and Karlstad.

THE NOAH'S ARK-RED CROSS MODEL has attracted considerable attention in Red Cross circles in other parts of the world. This may indeed prove to be a model for other countries.

THE IDEAS OF Noah's Ark were presented during the Third International Conference on AIDS in Washington in June, 1987. At the Fourth International Conference on AIDS in Stockholm in June, 1988, the Noah's Ark-Red Cross Foundation, together with the Swedish Red Cross, organized a symposium entitled "The humanitarian side of AIDS".

## INTERNATIONAL SUPPORT

**T**HE WORLD HEALTH ORGANIZATION (WHO) has shown great interest in Noah's Ark and the Noah's Ark-Red Cross model. Preparations for cooperation with the Foundation are already in progress. The work of the Foundation is a complement to the work done by other organizations. It is funded by government and local authority grants, as well as by donations. The Swedish Red Cross has provided a three-year financial guarantee for its activities.



THE HIV EPIDEMIC will make many new demands on us all, but it will also make us face up to problems which have been known for a long time but have defied solution. HIV-related problems have spurred many people to active commitment. The Noah's Ark-Red Cross Foundation will now open channels for this commitment in order to make the most of people's enthusiasm, skills and experience. Indeed, a new movement may well be one consequence of the Noah's Ark-Red Cross model.

## THE NOAH'S ARK-RED CROSS FOUNDATION HAS SIX INTERRELATED SPHERES OF ACTIVITY:

### INFORMATION AND EDUCATION

**T**HE FOUNDATION ARRANGES lectures, courses, conferences and special subject days. Broad scope is given for adaptation of the form and content of these arrangements to varying needs. We can also help other organizers to plan information and education programmes on HIV. Our aim is to place our experience of HIV and AIDS at the disposal of the general public by providing insightful, balanced and reliable information about these complex problems. Apart from the purely medical and psychological aspects, on which we place great emphasis, we always deal with HIV in its social and cultural context.

WE ALWAYS POINT out the possibility that HIV will make exceptional demands on our solidarity and humanity.

ANYONE INTERESTED IN becoming a voluntary helper is welcome to get in touch with the Noah's Ark-Red Cross Foundation in Stockholm or with one of the Noah's Ark associations elsewhere (see below). Voluntary helpers are offered our introductory evening and 40-hour basic training course. After completing this course and signing a secrecy agreement, voluntary helpers can start their work for Noah's Ark. If a helper so wishes, and is considered suitable, he/she may receive training to work with counselling and support, education or on the AIDS Hot Line.





THE FOUNDATION ALSO arranges lectures, special subject days and in-depth courses for voluntary helpers, e.g. sexology courses, journalists' seminars and courses on the legal aspects of HIV.

EDUCATION HAS TRADITIONALLY been an integral part of the already well established organization of the Red Cross. By connecting the Red Cross and its 450,000 members (in a population of 8 million, inhabitants) with a non governmental HIV service organization in form of a foundation, an established network for education has rapidly been combined with broad experience of issues concerning HIV. Through a co-operation project between the foundation and the Swedish Union of Students, organizing 85% of the country's academic students, an efficient educational network addressing a high risk age group is developing.

OUR AIM IN spreading information, both internally and externally, is to encourage the general public to take an active part in combating the epidemic and its consequences, rather than be passive recipients of information. Until there exists a vaccine or cure for AIDS the spread of the HIV epidemic is largely dependent on individual behaviour.

OUR EDUCATIONAL ACTIVITY is designed to promote an open social climate which encourages people to take responsibility for themselves and for one another, and which counteracts discrimination and rejection.

## COUNSELLING AND SUPPORT

**T**HE FOUNDATION'S SUPPORT activities basically have their origins in the groups of HIV carriers who decided to meet and share their experiences and support one another. Some of those who take part in our support activities were members of these original groups. Counselling and support deals with:

1. Individual and group counselling.



2.Support through the activities provided at our premises in central Stockholm: get-together evenings, special subject evenings, Wednesday lunches.

3.Support work at hospitals catering for patients with HIV-related diseases.

4.Education for the general public, the aim of which is to influence attitudes so as to promote support for HIV carriers at the workplace or elsewhere.

THE EXPERIENCE GAINED from our support activities is used in preparing information and educational programmes. In this way, we help to bring home the reality of HIV and AIDS as something more than a mere combination of letters, i.e. something that can happen to anybody and thus part of all our lives. This interaction between information and support gives us good opportunities for understanding and making others understand the extremely complicated nature of these problems.

## THE GUEST HOUSE

**T**HE GUEST HOUSE is open for HIV antibody positive persons, for those who have clinical symptoms of the infection and for their nearest ones, when they need:

- to rest or to recover their strength after illness or after a stay in hospital,

- a change of environment,

- social and psychological support,

- rest and support for the nearest ones.

If the guest is very tired and weak, the staff at The Guest House is happy to offer help with simple, practical matters, for instance help with the laundry or help with going errands.

During hospital treatment, on an out-patient basis, the HIV positive person is welcome to stay at The Guest House, provided the person is capable of caring for basic, personal, daily needs.



The Guest House cannot offer medical treatment, help for persons with an active drug addiction or for persons with a housing problem.

The facilities allow for 8 day-and-night-guests, on a 24 hour basis, and for 8 day-guests. The duration of the stay at The Guest House is always discussed with the guest, but the allowed maximum is 3 weeks.

## HOSPICE

**A**S A FIRST step towards providing a hospice for terminally ill AIDS patients, we intend to engage doctors and nurses to enable those who are gravely ill to live at home, and possibly even to die there. Dying at home, surrounded by one's nearest and dearest, has long been a rare luxury in Sweden. We shall encourage doctors and nurses, and possibly even voluntary helpers, to learn about terminal care in Sweden and to gain experience of such care abroad, particularly in the US and the UK. This may in time result in the establishment of a hospice.

## THE AIDS HOT LINE

**T**HE AIDS HOT LINE is a telephone counselling service for everybody. It is open every day of the week. The phone number is 020-78 44 40. Wherever you call from in Sweden, the price of the call is the same as that for a local call. Counselling is also provided in several languages apart from Swedish, i.e. English, German, French, Finnish, Armenian, Farsi and Spanish. The text telephone number for those with a hearing defect is 08-24 29 08 (or through 020-78 44 40).

CALLERS OFTEN TALK about their personal experiences of HIV tests and reactions to an HIV-positive result. They do not have to give their names. The AIDS Hot Line observes total secrecy. No questions



are regarded as too trivial, and callers can ask about every conceivable aspect of HIV and AIDS.

THE AIDS HOT LINE has extended opening hours following TV or radio programmes about HIV and AIDS. Information on the relevant times is given on TV and radio.

### THE RECEPTION SERVICE

**T**HE RECEPTION AT the Noah's Ark-Red Cross Foundation is not an ordinary reception desk. In addition to reception visitors and arranging telephone calls, the reception caters for study visits. They also make a preliminary assessment of the needs of those contacting our organization, and visitors are then directed to a suitable person, whether within or outside the Foundation.



**T**HE NOAH'S ARK-RED CROSS FOUNDATION conducts several other activities; those described here are the most important ones. They are also the ones that most clearly reflect the ideas of Noah's Ark.

## WELCOME TO THE GUEST HOUSE

With this we would like to inform you about some of the routines we have here at the guest house.

**MEALS** are served under the following times:

Breakfast: 08.00 - 09.30

Lunch: 12.30 - 13.30

Dinner: 18.00 - 19.00

If for any reason some day you are unable to pass these times, you are welcome to prepare your own meal in the kitchen, and there is often a little remaining from the day's meal on the kitchen counter or in the refrigerator.

Warm-up your serving in the microwave oven, if you please. **ENJOY YOUR MEAL.....**

Naturally, you may help yourself to drinks and snacks in between the meal times as you wish.

**OPEN ACTIVITIES:** Lunch each Wednesday is an "open lunch", to which HIV-positive persons and their near relations are invited to partake. This means that there can be many around the lunch table under these days. If you wish not to partake in this open-lunch, say to us and we can arrange other means for your lunch. Sundays Coffee, also is served once each month, the times of which you will be informed of.

**VISITORS** are welcomed. It is good if it's possible to hold the timeframe between kl. 10:00 - 22:00 (this is naturally flexible). Remember, that we all have different needs of quietness and anonymity.

If you would like to show the guest house to your visitors, that's O.K., as long as your fellow guests are not disturbed. Question first if it is O.K. with them.

**TELEPHONES** are located in each room, each has its own telephone number to which one can ring direct to and out. Each marking costs 50 öre and the call-meter is located in the office.

If you need help at any time, you can ring us by lifting the receiver, after 12 seconds you are automatically connected into our office telephone.

Please wait for us to answer.

THE TELEPHONE in the livingroom is also for your use and convenience. Out going calls are limited to six minutes ,with respect that you can take contact with whom you like and ask them to ring to you. This telephone number is secret, and you can have it from us. We answer this telephone always only with our own name, i.e...not the guest house. This is with the consideration that you can determine how you will have your arrangements under your stay with us.

NIGHTS' REST we try to hold after midnight, in order that all can have the possibility to meet the following days activities after a well breakfast.

LAUNDRY and BASTU are for your convenience. Take contact with the personnel

YOUR ROOM is yours' during your stay with us. We will always knock before we come in. Bedding, cleaning and the care of the plants you take charge of yourself, but if you wish ,ask us for help.

**APPENDIX 3****BUDGET FOR THE GUESTHOUSE 1991**

	Total S Krn	Total £	Per patient per week £
<b>Income</b>			
Guest fees	85,000	7,900	19
Gifts	0	0	0
	85,000	7,900	19
<b>Expenditure</b>			
Staff	3,102,000	288,290	693
Outside staff	84,000	7,807	19
Rent	1,191,000	110,688	266
Administration	102,000	9,480	23
Telephone	81,000	7,528	18
Food	360,000	33,457	80
Kitchen	15,000	1,394	3
Laundry	40,000	3,717	9
Excursions with guests	20,000	1,859	4
TV/Video	15,000	1,394	3
Miscellaneous	10,000	929	2
	5,020,000	466,543	1,121
<b>Net cost per year</b>	4,935,000	458,643	57,330
<b>Net cost per week</b>	94,904	8,820	1,103
<b>Average number of patients per week</b>	<u>8</u>	<u>8</u>	

**BUDGET FOR NOAHS ARK**

	£
Guest House	458,000
Counselling	238,000
Special projects	85,000
Education	340,000
Hotline	170,000
Reception	204,000
Administration	205,000
	1,700,000

