



Safe Haven Medical Outreach Annual Report 2014



“Our mission in Cambodia is to provide intervention and support for children with disabilities and medical issues, allowing them the opportunity to access to the medical and therapeutic resources they need in order to lead healthy lives and to reach their highest level of personal independence.”

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Dear Friends,

While visiting Siem Reap in 2009, Heather met four year-old Sumnang, a Cambodian orphan boy living with cerebral palsy, and became involved in his care. The concept for Safe Haven was born out of her search for a better life for Sumnang, and the subsequent discovery of the struggles children with severe disabilities face every day in Cambodia. Inspired by his life and his spirit, the Safe Haven project was founded in 2010 and began providing services to children in August 2011.

Safe Haven had a busy year of growth and development in 2014. We have continued to improve our ability to help those who need our services, and we've seen the results in the children who have gained the weight and strength to sit up or walk alone for the first time. We have also built rapport with their families, who in turn have learned new ways to interact with, and care for their children. We have experienced some sad and difficult moments, but we have been gratified by many more moments of joy and accomplishment – all thanks to the dedication of the Safe Haven families and the ongoing efforts of our hard-working staff.

We also advanced plans for the future of Safe Haven, and we are pursuing strategies for our ongoing growth. We know there are many more children who would benefit from our services, and we want to grow carefully and thoughtfully to meet those needs.

What follows is a snapshot of our progress and activities during 2014. We are devoted to our mission and welcome your support and encouragement along the way.

Sincerely,

*Heather E. Connell
Executive Director*

*Jessica Whitney
Country Director*

WHO WE ARE

Safe Haven Medical Outreach, a project of **Shinta Mani Foundation** in Siem Reap, Cambodia, works with children living with special needs, disabilities and complex medical problems. These children live at home with their families and, prior to Save Haven's intervention, had difficulty accessing medical, rehabilitation and other support services. The Safe Haven project was founded in 2010 and began providing services to children in August 2011.

Our Vision - For children living with disabilities in Cambodia to have equal access to healthcare, education, and all other opportunities as outlined in the UN Convention on the Rights of Persons with Disabilities and the UN Convention on the Rights of the Child. We are committed to helping their families and caregivers fully understand their special needs, and to support them in meeting those needs.

The Lives We Empower - In 2014, 50 children and their families received comprehensive health and rehab services from Safe Haven. Of those 50 children, 29 were boys and 21 were girls. Their ages ranged from 10 months to 18 years, with an average age of 8 years. Fifty percent of the children we assisted in 2014 had cerebral palsy, and nearly fifty percent had varying degrees of developmental delay.

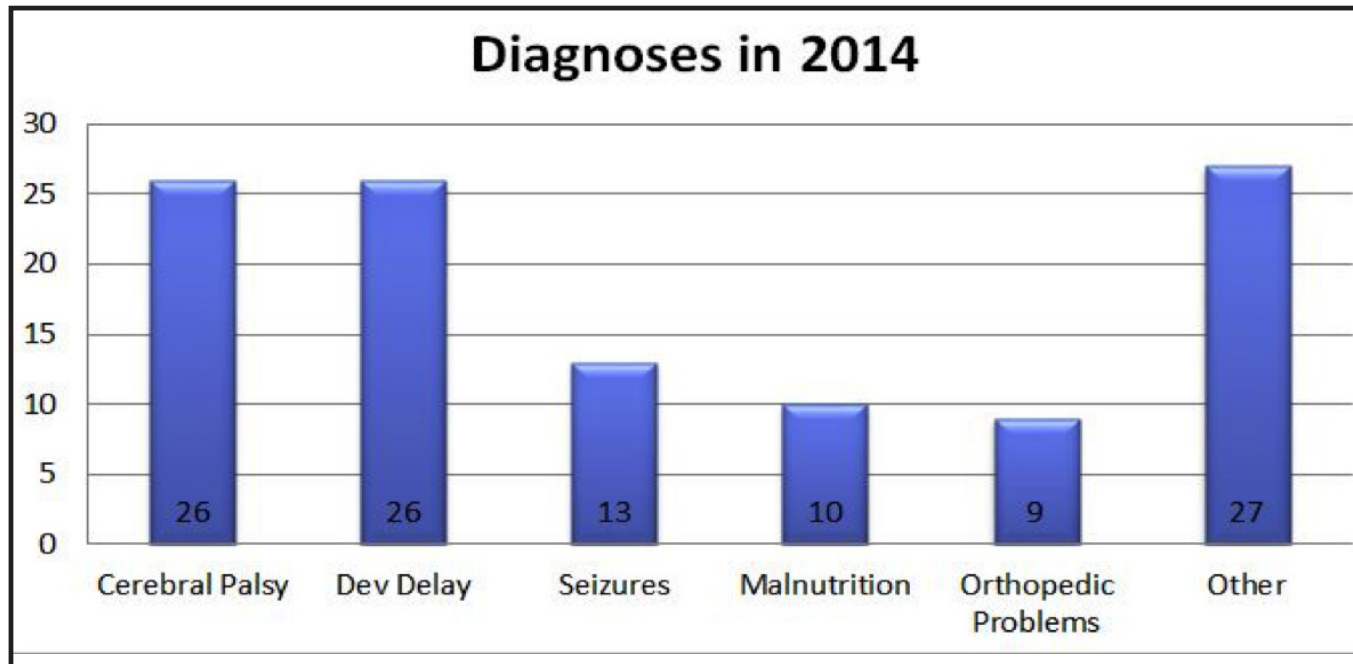
In our experience, it is common for children to have multiple diagnoses:

- 8 children had only one known diagnosis
- 19 children had 2 known diagnoses
- 18 children had 3 known diagnoses
- 5 children had 4+ known diagnoses

The average household size in Cambodia is 4.7 members*. Through the scope of our contact, approximately 250 individuals have been directly affected in some way by our interventions – including medical and dental care, health education, rehabilitation, access to clean water, vitamins and/or first aid supplies.

* WPRO Cambodia/WHO





Sometimes we draw quite a crowd when we're doing therapy in a rural village, especially when kids are on the way home from school.

HOW WE WORK

We visit children and families at home to ensure that we provide support that is culturally appropriate and suitable for their life style, needs and home environment. We also call families in between home visits to follow up and check on their progress and health status.

We provide physical therapy and teach parents how to do exercises and activities that will improve their child's strength, range of motion and functioning, as well as occupational therapy to improve their fine motor skills and function.

We provide nutritional supplements (infant formula and soy milk) to children with swallowing and feeding difficulties, as these children often suffer from severe malnutrition and protein deficiency due to their inability to eat normally. We also facilitate visits from speech therapists to assess feeding and communication difficulties. We weigh and measure children to monitor growth, and discuss nutrition with their parents.

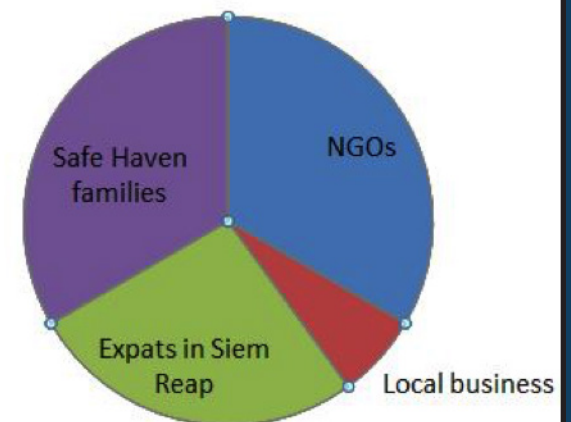
We teach families, neighbors and friends that despite their disability, their child can learn. We educate parents about the value of stimulation and verbal interaction. We provide toys to encourage fine and gross motor skills and cognitive skills. We demonstrate how to play with their children and encourage their efforts to do the same. We encourage siblings to join in and help them feel included in our visits. We teach about child development, why children do what they do and how parents can encourage the best of that behavior.

In 2014, we received 15 patient referrals to our program, from 4 primary sources:

- New Hope Cambodia (2)
- Friends International (1)
- Women's Resource Center (1)
- Lotus Kids Club preschool (1)
- New Leaf Book Café (1)
- Expats living in Siem Reap (4)
- Current Safe Haven families (5)



Source of referrals



HOW WE WORK

A “contact” is a significant, therapeutic interaction between Safe Haven staff and a child/family. It usually takes place at home, but can happen elsewhere.

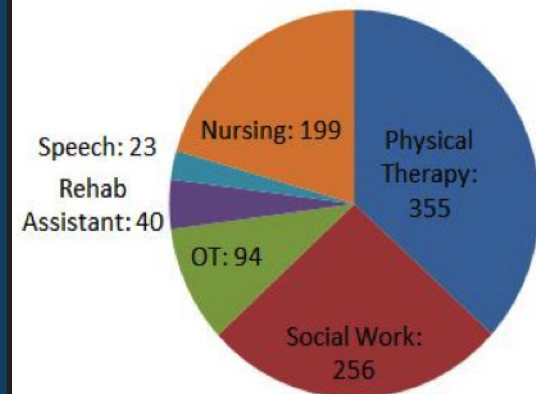
- **Home:** Most of our services (72%) took place in children’s homes.
- **Hospital:** We accompanied families to their child’s appointments to advocate for their needs. 14% of our contacts occurred at the hospital.
- **Provincial Rehabilitation Center:** This year only 3% of our contacts happened at the government’s Rehab Center, which was able to provide little in the way of equipment or services due to lack of funding.
- **In our office:** On some occasions, children and families came to our office to get equipment or meet with staff. These interactions accounted for another 3% of our contacts.
- **Other:** 7% of our contacts took place at other locations, including children’s schools, the audiologist, the dentist, etc.

We pay for transportation for families to bring their children to the hospital, the dentist or the rehabilitation center. We accompany families on all of their medical appointments to explain what is happening and help them understand their child’s condition. We also make sure they know how to give medicine appropriately, when they need to return for follow-up, and what to do if their child’s condition changes.

Discharges – Discharges happen for a number of reasons. Ideally, when a child has achieved his or her goals and is able to attend public school, we provide a backpack and school supplies and a uniform, and sometimes a bicycle. In 2014, we had a total of 14 discharges:

- Another organization took over responsibility for medical follow-up: 3
- Deceased: 2
- Moved out of the area: 2
- Families did not engage with our services; 2
- Child made progress and family could manage independently: 5

Total 2014 Contacts: 967



OUR TEAM

Heather E. Connell, Founder/Executive Director: The only Safe Haven team member not living full time in Siem Reap, Heather supervises operations from our Los Angeles based office and travels to Cambodia twice a year. As ED, she interfaces with the board of directors, provides oversight to ensure legal and financial accountability and manages the donor base to help secure operational funds and donations.

Jess Whitney, Country Director: Jess moved to Cambodia in 2010, after 23 years working in Vermont as a maternal child nurse in a program based on the Nurse-Family Partnership model. Jess began working part-time at Safe Haven as the outreach nurse in 2011, developing health assessment, intervention, and education protocols and developing relationships with the local children's hospital and other health services. Jess took on the role of Country Director in early 2014, which has allowed her to focus some of her time on staff and program development as well.

Roza Yem, Social Worker: After working nearly 7 years with Handicap International, we were fortunate to welcome Pheakdey as our full time Physiotherapist in 2011. Her experience working with children with disabilities has helped improve the quality of life and self care abilities for our Safe Haven children and their families as she works to both strengthen their bodies and teach their parents skills they need to help their children reach their therapy goals.

Marguerite McCann, Occupational Therapist/Volunteer with OMF: When Marguerite arrived in Cambodia in 2007, she had dreamed of being able to use her skills in a country where occupational therapy training is not available. After spending a number of years working with a variety of organizations, Safe Haven was fortunate enough to be chosen by her NGO sponsor OMF to receive her services and skills for the past two years. She has made a tremendous difference in the health, abilities and quality of life for our Safe Haven children and their families.



NEW IN 2014

Sopheary Luy, Rehab Assistant: We hired Pheary in July 2014 as our Rehabilitation Assistant. Pheary is a bright and thoughtful young woman who continues to expand her knowledge of basic PT and OT skills, and is able to provide additional support services to children and families between visits by the professional staff. She asks great questions, takes initiative, speaks English well and works hard. We couldn't be more pleased with the choice we made in hiring her.

The Rehabilitation Assistant position was made possible by a grant from OMF, the same organization that supports our Occupational Therapist, Marguerite McCann.

Safe Haven was lucky enough to benefit from the expertise of several volunteers in 2014, including:

- Stuart Roseman, an accounting volunteer from Accounting for International Development, spent 2 weeks setting up our new accounting system and training the Country Director.
- Jim Latt, a retired educator and school principal, provided several months of private English tutoring for our Physical Therapist.
- Sorn Leyheng, a young woman from Siem Reap, volunteered as a translator with us for 3 months.
- Greg Anderson, social media/communications, helped with the summer 2014 Facebook/Amazon Wish List campaign.
- Eugene Nelson from Blue Heart Charity coordinated digging water wells for two Safe Haven families.
- Karen Froud, speech therapist, visited in both January and July for assessments, treatment recommendations, and staff training.

New Space: Our landlord announced a significant rent increase in late 2014, so we went looking for a space that provided better value for the money. Happily we found a new building in a good location and moved at the end of December. Our rent has increased by 40% - rents all over Siem Reap are skyrocketing – but our space has increased by about 400%. Our new facility is clean and well-ventilated, with better security and outdoor space. The vast improvement in the quality and quantity of space has greatly improved morale and efficiency.



SUCCESS COMES ONE STEP AT A TIME

At Safe Haven Medical Outreach every day brings new challenges and new milestones. Every Safe Haven child's story is unique. The children we serve are among the most vulnerable in Cambodia and resources are limited. Our staff works hard to develop individual therapeutic and medical goals to help each ensure that each child has his/her best chance to lead healthy lives and reach their own personal level of independence. How do you measure success? It comes one step at a time. It's the little victories: Learning to sit up; hold a cup; self feed; develop language skills to open up a world of communication; learn to use a walker/wheelchair to open up a world of mobility, and so much more.

Some days you wake up knowing that something wonderful will happen that day. It happened to some of the Safe Haven staff recently.

One morning, Pheakdey and Marguerite went to visit a 9-year-old boy that Safe Haven has been working with for almost one year. When we first met him, he was having brief mild seizures several times per hour, every day, all day. The seizures were just enough to stop him from what he was doing while he put all his energy into maintaining his balance. All of his development was delayed - he could sit up by himself, but could not stand without support and could not feed himself. His language was very limited and his overall development was difficult to assess, but clearly the seizures were preventing him from being able to achieve most normal developmental milestones.

For eleven months, this young boy received intensive Safe Haven services. We brought him to the children's hospital and he started taking medication to control the seizures. Pheakdey and Marguerite saw him regularly for PT and OT. He got a walker and his family was encouraged to help him use it. We brought toys to provide stimulation for fine motor and cognitive skills and language. We addressed some of the needs of other family members, we provided transportation fees and toothbrushes and first aid supplies and social work support. We encouraged and guided and educated, and on Wednesday, when he showed us he could get up and walk without the walker for the first time, we celebrated with him and his family.

Some days you go home after work knowing that you made a difference.



END OF YEAR FINANCIALS

We are proud to say we finished 2014 under budget, with only 18% going towards administrative costs. Although we increased our overall budget and our amount of direct services from 2013, our overall admin costs decreased! In Cambodia, your donation goes a long way.

Summary Income and Expenditure Report Safe Haven (Cambodia)

As Of December 2014

	Current Month Actuals	YTD Actuals 2014	FY Budget 2014	FY Actuals 2013				
INCOME								
Asset Sale	0	0						
Donation	1078	7301						
Grant	0	0						
Visit Fee	0	220						
Funding	5000	38,690	45,356	36,133				
	6078	46,211	45,356	36,133				
EXPENSES								
Compensation	2,442	26,654	27,335	18,503				
Medical	185	5,707	8,436	6,710				
Office	1,202	7,592	5,240	5,015				
Travel	207	3,609	2,760	3,183				
Training	0	138	600	445				
Other	70	904	985	1,931				
	4,106	44,603	45,356	35,788				
Surplus/Deficit	1,972	1,608	0	345				
EXPENSE ANALYSIS:								
Administration	1,155	28%	8,211	18%	7,140	16%	9,953	28%
Operations	2,951	72%	36,393	82%	38,216	84%	25,834	72%
	4,106		44,603		45,356		35,788	
CASH POSITION:								
Safe Haven Cambodia		1,121						
Shinta Mani		6,095						
		7,215						

OUR DONORS

We have been fortunate enough to attract some very generous donations from foundations and groups. We are incredibly grateful to the following organizations:

- The Ponheary Ly Foundation has donated the funding for the position of Country Director for Safe Haven (2014 – 2015).
- New Leaf Book Café, a socially responsible business in Siem Reap, contributed a grant of \$2500 toward the cost of our general operations.
- OMF provided funding for the first 12 months of the Rehabilitation Assistant salary, as well as the cost of purchasing the motorbike needed for this position.
- The Cathedral Church of St Paul in Burlington, Vermont donated \$2400. The Diocese office of the Cathedral Church of St Paul in Burlington, Vermont donated \$500 as part of their efforts to address global initiatives.
- Hope International School in Siem Reap won an art contest prize of \$500 to donate to a worthy cause, and chose Safe Haven as the recipient. They have also supplied us with ongoing donations of clothing for our children and their siblings.
- Vitality Moves in Healesville, Australia held a yoga retreat in Siem Reap. Participants made a donation of \$1800 to Safe Haven.
- Several Siem Reap businesses and individuals have donated money and items to Safe Haven. Rosy Guesthouse held a Quiz Night & Raffle for our benefit in December, and combined it with a drop-off point for holiday toy donations. Many local businesses donated prizes for that event, and the expat parents of Siem Reap have been very generous with hand-me-down children's items.
- Donations through our Amazon Wish List provided more therapeutic toys for our lending library, as well as first aid supplies, vitamins and rehab equipment. We are always impressed with the response to these requests.



Our heartfelt gratitude to our private donors – we feel supported and encouraged by every donation, and we do everything we can to squeeze as much good out of each and every dollar.

Thank you for your continued support!

www.safehavenkhmer.org

OUR DONORS

New donation sources for equipment and supplies:

We have been developing new partnerships with other organizations that can provide needed supplies and equipment to benefit our children and their families.

- Wheelchairs for Kids is an Australian-based organization providing sturdy adjustable wheelchairs appropriate for the developing world. We received three wheelchairs in 2014, and expect 15 more in the coming months.
- GoFlyWheelchairs is a Japanese charity providing high-quality used wheel chairs. This collaboration was facilitated by the Cambodia Landmine Museum.
- Care For Cambodians is an Australian-based group that facilitated the shipment of a container from Australia filled with donations-in-kind of medical and rehab equipment that was shared between Safe Haven and New Hope Clinic.
- Lotus Kids Club and Vitamin Angels - Lotus Kids Club is an NGO preschool in Siem Reap. They received more vitamin donations than they needed from Vitamin Angels and have generously shared several thousand doses with us for distribution to all children under five years old as well as to pregnant and breastfeeding mothers.

Exchange Program

We had the great pleasure of participating in an exchange program with two other organizations serving a similar group of children with disabilities, but in different environments. A private donor funded this valuable experience that we shared with Damnok Toek, a residential facility in Phnom Penh, and Kiannh Foundation, a day center in Hoi An, Vietnam.

It was a wonderful opportunity for staff to meet other individuals doing similar work, to learn from each other, to compare the different environments in which we work, and to see how programs develop over time. We will continue be inspired by this exchange program for a long time to come.





LOOKING AHEAD

New Collaborations and Connections in Cambodia:

- Our social worker, Roza, is co-chair of the **Siem Reap Social Work Network**, which meets monthly to provide support and development opportunities for Cambodian social workers.
- Safe Haven is one of the founding members of the newly established **Siem Reap Disability Network**. This group aims to bring together organizations working in the disability sector to pool resources, knowledge and learning opportunities. Our physical therapist, Pheakdey, will be attending regularly.
- Safe Haven is now a member of the **Cambodia Disability and Child Protection Mainstreaming Working Group**, which is in turn a member of the **UN Global Partnership on Children with Disabilities and Child Protection**. This group focuses on the need for cross training between those organizations that focus on disability and those that focus on child protection issues. Our Country Director, Jess, represents Safe Haven at these quarterly meetings in Phnom Penh.

Our goals for 2015 include hosting some carefully-chosen professional volunteers, further training our staff in a variety of skills, hiring and training a Cambodian nurse, and adding center-based services to our menu of supports for families. Our new building provides the space and opportunity to begin some disability playgroups, small group health education, and support groups for parents. Our main focus will always be outreach and providing our services in children's homes, but we see an unmet need for bringing children and families together to reduce isolation and provide peer support.

**On behalf of all the Safe Haven children, families, and staff,
thank you for your compassion and your interest in our work.**



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Safe Haven

Safe Haven is a US 501(c)3
not-for-profit organization
#45-5114008.

All donations are tax deductible
to the fullest extent of the law.

Safe Haven Medical Outreach
Trang Village, Slokram Commune
Siem Reap, Cambodia
www.safehavenkhmer.org