



Safe Haven Medical Outreach Annual Report 2015



“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,

Another year has gone by and 2015 ushered in many changes for our Safe Haven Medical Outreach team and families. We are excited and pleased with our continued growth as an organization and as a respected part of the non profit community in Siem Reap as we strive to fulfill our mission to provide care and critical services for children with disabilities and medical issues.

We welcomed new staff members and long-term volunteers who have helped us provide an even higher level of service to more children and their families. While the focus of our work will always be outreach to the community, we have expanded our use of our therapy room at the Safe Haven facility to include group sessions which allow a safe and family friendly environment for parents, caregivers and children to meet each other for mutual support and group education.

As we look towards 2016, we know there are many challenges ahead of us. Our goal has always been staying true to our mission and protecting and serving the needs of these most vulnerable of children and we want to continue to grow carefully and thoughtfully to meet those needs.

What follows is a snapshot of our progress and activities during 2015. Our deepest thanks and appreciation to our generous donors who have helped make our work possible.

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 Safe 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.

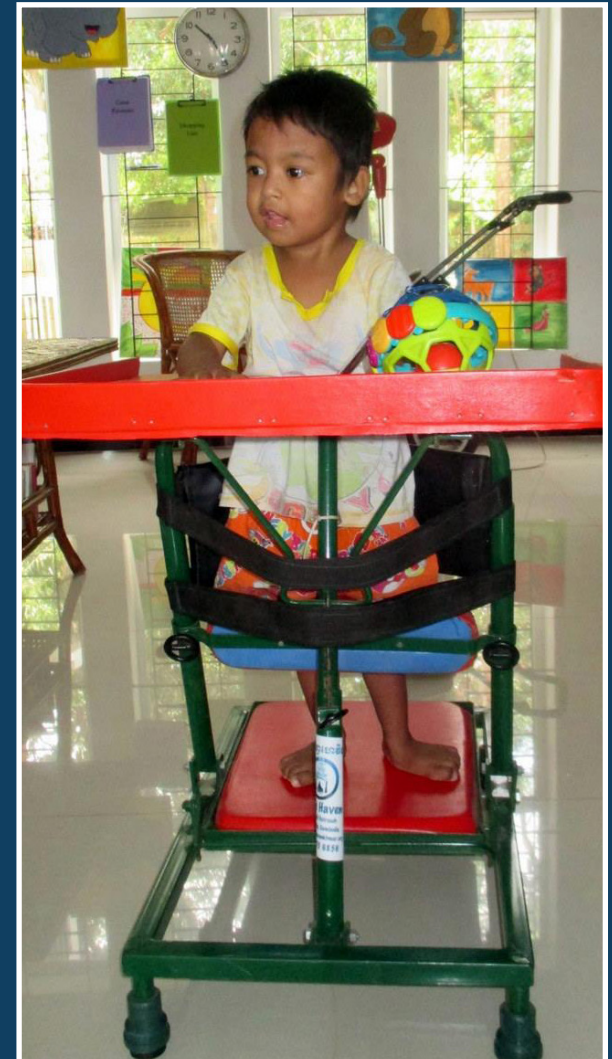
Our Vision - For children living with disabilities in Cambodia to have equal access to healthcare, education, and all other opportunities as outlined in the UN Convention on the Rights of Persons with Disabilities and the UN Convention on the Rights of the Child. We are committed to helping their families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

The Lives We Empower - Safe Haven provided rehabilitation and health services to 65 children in 2015, a 30% increase over 2014. Of those, 28 were girls and 37 were boys. Their ages ranged from 10 months to 18 years, with an average age of 8.5 years.

Most of our children have multiple diagnoses, with cerebral palsy and epilepsy being the two most commonly co-occurring issues. We also see children with developmental/cognitive delays, malnutrition, autism, orthopedic problems, Downs and other syndromes, hearing and visual impairments, hydrocephalus, and chronic respiratory and cardiac disease.

The Children We Serve - Safe Haven's ability to provide more services to more children and families has grown by leaps and bounds in 2015. With only 34% more staff hours, we were able to provide 80% more therapeutic contacts with children. Part of our improved efficiency is due to the space availability in our new building.

While the focus of our work will always be outreach to the community, 25% of our contacts occurred in the Safe Haven building, where we provide a safe and family-friendly environment, opportunities to try different equipment and toys,



and the chance for families to meet each other for mutual support and group education. Many of the children we work with rarely leave their homes and often have no opportunity for developmentally-appropriate play with other children. Parents are often isolated and experience discrimination in their communities. To see children and parents interacting in small groups and participating in new and exciting ways is an amazing sight to behold.

This space has made it possible for us to accept referrals for children who live too far for us to visit them at home. We are currently working with three children from two other provinces (Battambang and Preah Vihear) who have support from other NGOs for their travel costs. These other NGOs are willing to pay for the travel costs in order for these children to get the services they need, which are not available where they live. The children and their parents travel several hours to Siem Reap once a month for treatment and education (and fun!) in our office therapy space.



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.

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.



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.

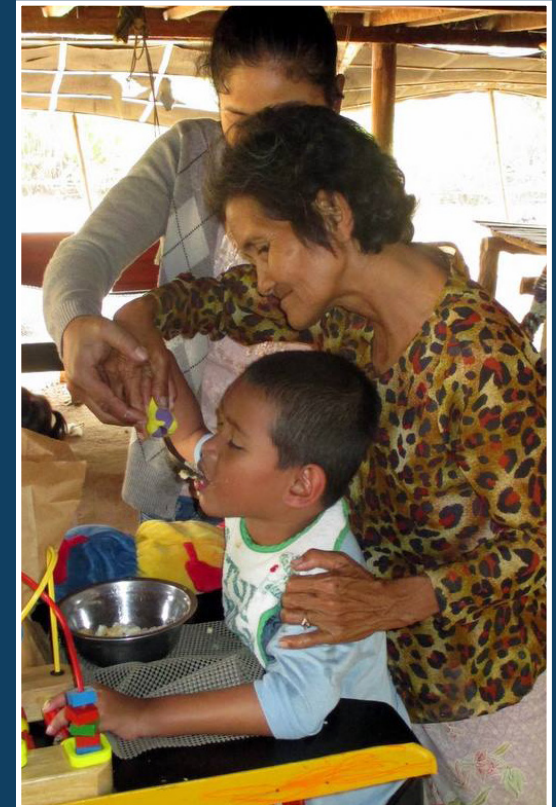
- **Home:** Most of our services took place in children’s homes.
- **Hospital:** We accompanied families to their child’s appointments to advocate for their needs.
- **In our office:** On some occasions, children and families came to our office to get equipment or meet with staff. These interactions accounted for another 25% of our contacts.
- **Other:** As part of our whole health approach, we also accompany our families at other locations, including children’s schools, the audiologist, the dentist and other relevant services.

New Referrals - Our ongoing membership in the Siem Reap Disability Network has improved our visibility in the community, and led to a 100% increase in number of referrals to Safe Haven in 2015. Late in 2015, we had to put children on a waiting list due to the high demand for services. We prefer to accept only as many cases as we can serve without compromising quality, so as other children were discharged, we were able to take on new cases from our waiting list.

Discharges – A total of 21 children and families were discharged from Safe Haven services this year, most because they no longer had need for these services due to their increased independence, their child’s progress, or because we could refer them to another organization. Three children formerly served by Safe Haven now attend a disability day program run by Grace House Community Center, and two others are getting their developmental needs met by the Lotus Kids Club pre-school program.

Reasons for Discharge:

- *Family Independent: 10*
- *Deceased: 1*
- *Family Non-Compliant: 2*
- *Family Unavailable: 3 (Moved out of area or lost contact)*
- *Referred Elsewhere: 5 (Child attending school or supported by another organization)*



OUR TEAM

Staff Changes: We were very sorry to say goodbye to long-time Safe Haven staff and social worker, Roza Yem, in late 2015. After an extensive search for a new social worker, we were lucky enough to hire **Vanna Soeng**, one of a relatively small pool of Cambodian university-educated social workers. He comes with a Bachelor's Degree from the Royal University of Phnom Penh and two years experience working with a preschool program here in Siem Reap. We look forward to his contributions to Safe Haven.

Mid-year, Safe Haven realized a long-time goal of hiring a Cambodian nurse.

Leakna Chon is a nurse and midwife and has already had a huge positive impact on the quality of our health services. Clients can communicate more easily when they don't need to use a translator, and their relationship with Safe Haven is strengthened. Leakna's ability to call families by phone between home visits improves the general level of communication and compliance, and all family members, especially mothers, are getting more health advice and education to meet their health needs.



The Rest of 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.



Vanna: "I want to help parents understand that their children with disabilities can have the same abilities, rights, and opportunities as other children. I have been impacted by the work I do at Safe Haven and I hope to inspire others to change their perceptions of disability as well."



Leakna: "My job with children with disabilities is very interesting to me because it is my first time to do this kind of work and I am learning a lot about disabilities. I will use all my experience and knowledge to help these children and their families to be healthy. I will educate them about health and hygiene because I believe that education is the key to change."

OUR TEAM

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.

Yos Pheakday, Physiotherapist: After working nearly 7 years with Handicap International, we were fortunate to welcome Pheakday 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 three years. She has made a tremendous difference in the health, abilities and quality of life for our Safe Haven children and their families.

Sopheary Luy, Rehab 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.



Jess Whitney



Yos Pheakday



Marguerite McCann



Sopheary Luy



Heather Connell, Yos Pheakday, Chris Lucurell

VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

Safe Haven was very pleased to welcome back **Karen Froud**, our long-time speech therapy volunteer, for two weeks in November. This gave all the staff an opportunity to learn about or refresh their knowledge of feeding and swallowing issues, which affects quite a large percentage of the children we work with.

We also welcomed several new volunteers in 2015:

- **Sue Durand** (PT) and **Denise Palmer** (PT assistant) from Australia came to Safe Haven in January and November and worked with the rehab staff on wheelchair fitting skills, goal-setting and intervention strategies, and provided training about specific conditions and disability in general. They helped us get started with our goal of inviting children and parents in for small groups focused on PT activities. Denise also facilitated our Rotary Foundation Grant that paid for much of the equipment and supplies we source locally, as well as a wheelchair ramp for the Safe Haven entrance.
- **Kelly Tong**, a special educator from Singapore, visited in September to get acquainted with our needs and then returned in December to do some intensive training and consultation around developmental assessments and interventions. Staff learned more about cognitive and social development and how to best support all developmental domains while providing PT and other therapies.
- **Jim Latt**, a retired educator of the deaf from the US who now lives in Siem Reap, has been providing ongoing training and consultation around working with children with hearing loss and introducing sign language to families for children who can not communicate well verbally. Staff have really enjoyed learning sign language and teaching it to children and families, and it has been wonderful to see children develop the ability to communicate some basic needs.
- **Dessa Shuckerow** from the Peanut Butter Project came to train us in small-batch preparation of RUTF (Ready-to-Use Therapeutic Food) for the treatment of children with moderate and severe malnutrition. This peanut-based paste will provide high-calorie, high-protein food with an appropriate texture for children who struggle with swallowing and cannot take in enough nutrition to gain weight. Being able to meet a child's nutritional needs will improve their ability to benefit from the other services we can offer.
- **Twelve amazing, energetic student volunteers** from Rustic Pathways spent their Sunday at the Safe Haven office, assembling wheelchairs and painting artwork for our bare walls. We are so grateful for their help - we have a more colorful place to invite families for PT and other activities, and our staff time can be spent focused on fitting the wheelchairs to individual children rather than assembling them from scratch.



VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

Collaborations and Partnerships in the Community:

Safe Haven continues to work toward developing mutually beneficial partnerships with well-respected NGOs that can provide services to our clients. We continue our involvement with the monthly **Siem Reap Disability Network** meetings, which our PT, Pheakdey, facilitates. We have begun working more closely with **Friends International's Kalyan Mith** program, making and receiving referrals and coordinating services for very vulnerable families. We have been able to refer five children to two high-quality NGO preschools who feel ready for the challenge of meeting the special needs of some Safe Haven clients. We provide rehab services to some children associated with the **Ponheary Ly Foundation**, an education NGO, and in turn they give us uniforms and school supplies to help support our families whose children attend school.

Our partnerships with **Angkor Hospital for Children**, **Angkor Dental Association**, and **All Ears Cambodia** continue to be invaluable in meeting the needs for medical and dental care and audiology services.



WE DON'T BELIEVE 'THERE'S NOTHING TO DO'

In 2012, a young girl was referred to Safe Haven. At the time, she was 2 ½ years old and could not yet crawl, stand up alone, or walk. We also discovered that her vision was limited to the point that she would surely be considered legally blind by the US definition. Her parents were very eager for any help that could support her development and independence, and N herself was an enthusiastic learner, always willing to work with our staff to do exercises and activities to get stronger and more steady on her feet.

Realizing that some of her mobility problems were directly related to her visual impairment, we approached the local school for the blind and asked them what they could do for her in terms of mobility training or early education. Their response, unfortunately, was, "There's nothing to do. Just send her to school here when she's 7 years old."

Safe Haven generally doesn't accept the idea that there's "nothing to do" to help a child, so we proceeded to do our research online and email some professional contacts to learn what how we could help. We also brought N to the local ophthalmologist to get glasses in hopes that they would possibly improve her vision slightly. (She wore them quite faithfully, but they had no effect.)

Our physical therapist went to work teaching her and her family activities to improve her strength and balance, and provided a child-sized walking frame to allow her to begin taking steps with support when she was ready. At the same time, we provided toys from our toy library and made her a sensory board to provide opportunities for her to use her hands to differentiate sizes and shapes and textures and to learn appropriate vocabulary for the things she could not see, but could feel. Knowing these are pre-Braille skills in the same way that looking at and sorting items are pre-reading skills, we hoped to prepare her for school in the years ahead and make up for some of the stimulation she lacked because of her visual impairment.



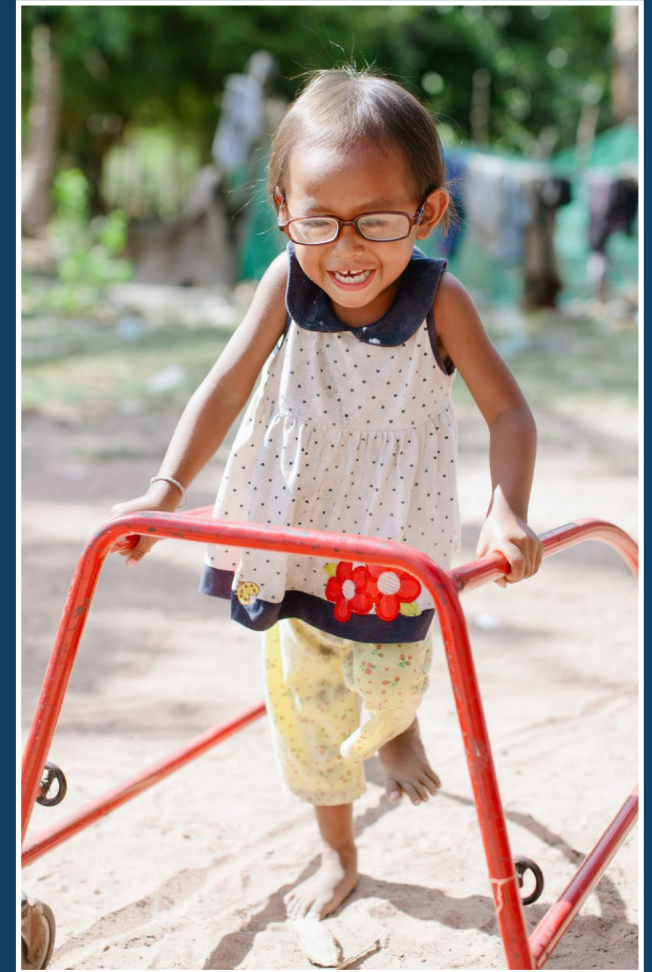


Her parents were amazing in their efforts to cooperate and implement ideas from us, and the Safe Haven staff were amazing in their ability to learn from outside resources. Her father built her an ingenious piece of equipment out of a bicycle seat and handlebars that gave her a fun way to practice moving from a sitting to standing position and strengthen her legs. Eventually, when she got quite steady with the walking frame, the parents installed rope guides to allow her to walk from one place to another in the yard holding the rope for guidance. Recently we have introduced the use of a cane (cut from bamboo, of course) which she is practicing with and beginning to enjoy.



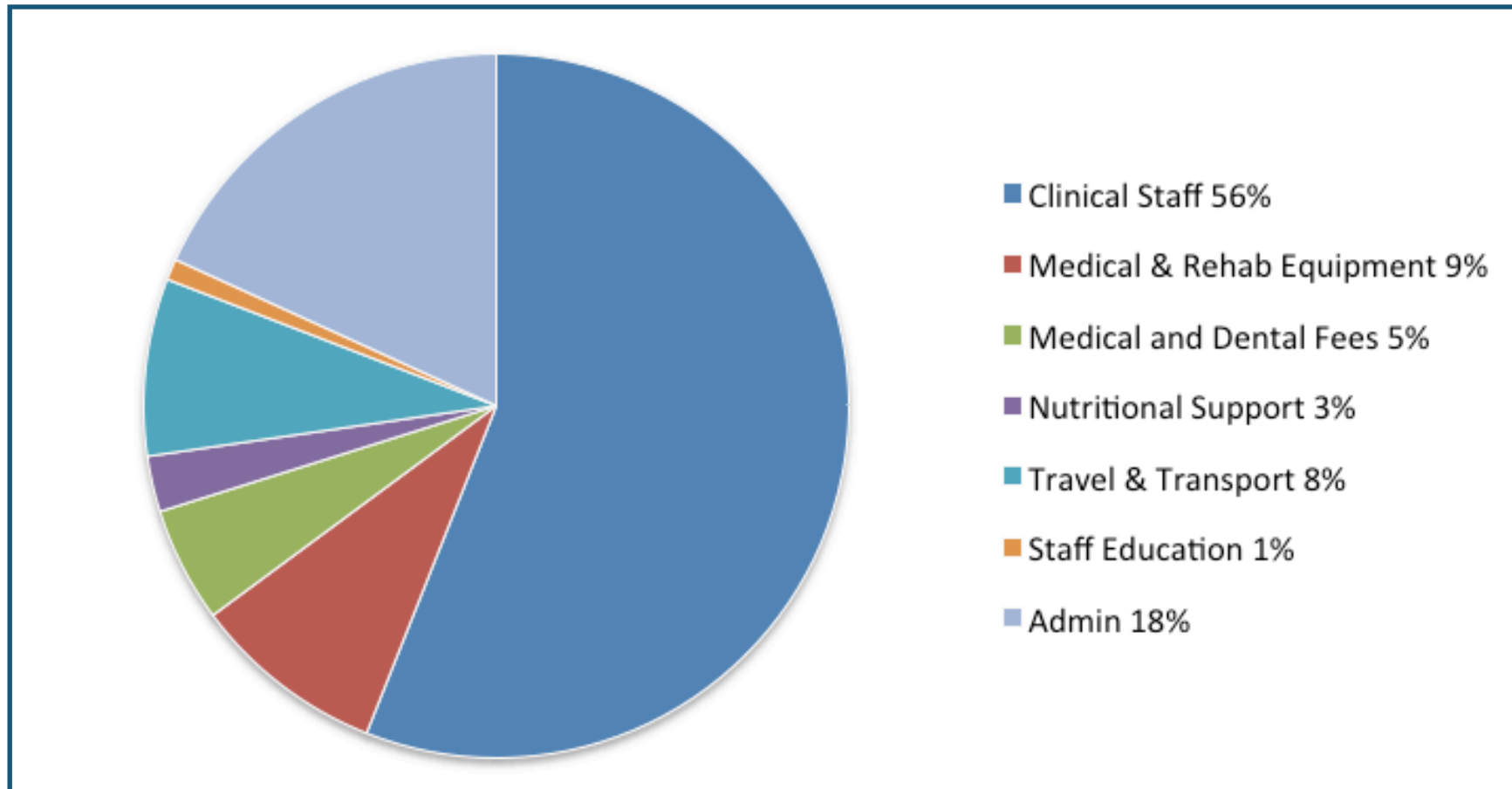
In the latest chapter of this success story, we found an NGO preschool who has enrolled her part-time and made accommodations for her visual impairment. She now has the opportunity to make friends, play on a playground, get used to a classroom setting, and build some confidence in navigating the world outside her own home.

She'll be old enough to enroll in the school for the blind next year, and she will be far more ready than she would have been if we had listened to "There's nothing to do."



END OF YEAR FINANCIALS

We are proud to say that for the 2nd year in a row, we finished under budget, with only 18% going towards administrative costs in 2015! In Cambodia, your donation goes a long way.



Summary Income and Expenditure Report Safe Haven (Cambodia)

December 2015

	Current Month Actuals	YTD Actuals	YTD 2014	FY Budget 2015	FY Actuals 2014
Income					
Asset Sale	0	0			
Donation	(4,029)	(9,073)			(7,301)
Grant	0	0			
Visit Fee	0	0			(220)
Funding	<u>0</u>	<u>0</u>	<u>(38,690)</u>	<u>(60,249)</u>	<u>(38,690)</u>
	(4,029)	(9,073)	(38,690)	(60,249)	(46,211)
Expenses					
Compensation	2,288	30,896	26,654	31,759	26,654
Medical	1,111	7,293	5,707	9,685	5,707
Office	853	10,772	7,592	10,010	7,592
Travel	173	3,167	3,609	4,700	3,609
Training	151	515	138	1,000	138
Other	<u>52</u>	<u>811</u>	<u>904</u>	<u>3,095</u>	<u>904</u>
	4,628	53,455	44,603	60,249	44,603
(Surplus)/Deficit	<u>600</u>	<u>44,381</u>	<u>5,913</u>	<u>0</u>	<u>(1,608)</u>
Expense Analysis:					
Administration	875	10,292	8,211	14,440	8,211
Operations	<u>3,753</u>	<u>43,163</u>	<u>36,393</u>	<u>45,809</u>	<u>36,393</u>
	<u>4,628</u>	<u>53,455</u>	<u>44,603</u>	<u>60,249</u>	<u>44,603</u>
Cash Position					
Safe Haven Cambodia		(5,828)			
Shinta Mani		<u>(6,001)</u>			
		<u>(11,830)</u>			

OUR DONORS

Safe Haven Gala May 2015

The work our dedicated staff does at Safe Haven is something that we truly believe in and seeing the progress our kids and their families make keeps us pushing forward. But the truth is we would not be able to do this work at all unless there were people that believed in us and supported us.

We are a small NGO and every dollar, every donation keeps us going. It is with deepest appreciation that I include a special thank you to Anouk Hengeveld and the ladies of her fundraising committee, including SHMO board members Kerrie Meehan and Ruth Woods, as well as Karen Somers, Robyn Clark, Suzanne Monk, Kerry Kelson and Leanne Sisson. This wonderful group of Australians, many of whom I had never met before, came together and put on a spectacular gala for Safe Haven because they believed in this work. They believed in our staff. They believed in our kids. They gave of their time and resources and raised \$11,000. To have this kind of support means the world to us and knowing this will help us continue on to a successful 2015 is a gift beyond measure. On behalf of my staff, our kids and our families, Thank You.



*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

Equipment Distributed:

Thanks to the kindness of generous donors, we were able to provide equipment to many children who would otherwise go without. As the local government rehabilitation center has lost funding and capacity, we have been able to fill some of the gap thanks in large part to Wheelchairs For Kids (Australia), Go!Fly!Wheelchairs! (Japan), Rotary Foundation District 9500 (Australia), and Care For Cambodians (Australia.) Our corner seats, positioning cushions, and standing/walking frames are produced locally to our specifications, while wheelchairs are imported and then fitted to children based on their needs.

In 2015, we were able to provide children with **27 wheelchairs, 11 positioning cushions, 8 corner seats, 8 walking frames, 6 standing frames**, and assorted other miscellaneous equipment, including crutches, infant seats, and strollers. We also passed along a large donation of adult crutches to the government rehabilitation center.

We are deeply grateful for the support of local community members and businesses, many of whom donated prizes for fund-raising events hosted by Rosy Guesthouse and Park Hyatt Siem Reap. Morowood Construction generously made and donated specialized seating, PT equipment and our wheelchair accessible ramp for our new facility.

Hiring a new nurse meant we needed another motorbike for her to travel to the community, and Care For Cambodians provided funds for this crucial piece of equipment. They also facilitated and funded the shipment of a large container of medical supplies and equipment from Australia, which also included many wheelchairs.

Donors are the backbone of our work and we are dedicated to making sure that every dollar we are entrusted with goes towards improving the lives of our Safe Haven children and their families. We would like to take the time to say a special thank you to everyone who has made Safe Haven a part of their charitable giving through one time gifts, monthly sponsorship and in kind donations of equipment and supplies.





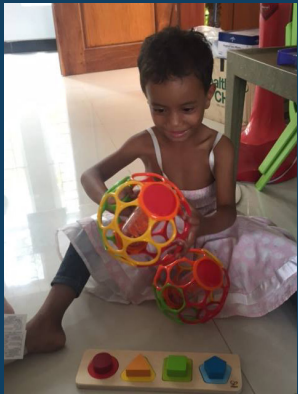
LOOKING AHEAD

Looking Ahead to 2016:

- We intend to continue thoughtfully developing our volunteer program and host carefully chosen volunteers who can offer professional training to our staff.
- We would like to hire an additional Rehabilitation Assistant, as we know that the additional visits and supports provided make a difference to children and families.
- We plan to offer treatment/support groups with greater frequency and even more focused intervention, including more parent education.
- We would love to build a simple playground outside the Safe Haven office to make outdoor play more accessible to our clients and their siblings and to provide more gross motor play opportunities in a safe environment.

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





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.

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