



## Safe Haven Medical Outreach Annual Report 2016



***“Our mission in Cambodia is to provide intervention and support for children with disabilities and medical issues, allowing them the opportunity to access 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,*

*2016 was an exciting year for Safe Haven Medical Outreach. We continued to see positive growth and development not only with our SHMO children and their families, but with our Cambodian staff as they continued to expand on their professional development and training. It is hard to believe it has been seven years since we started with just a single staff member and a belief that we could make a difference in the lives of children with disabilities in Cambodia. It is our hope to continue building on that tradition and live up to our role as a respected part of the non-profit community in Siem Reap. As always, our main objective is to provide care and critical services for children with disabilities and medical issues.*

*Once again, we were fortunate to welcome a host of dedicated volunteers who give so much of their time and skills to help us achieve those goals. Many of these were repeat volunteers and we feel honored that they believe in Safe Haven and our mission enough to come back year after year and help us grow stronger as an organization.*

*As we look towards 2017, we know there are many challenges ahead of us. While we have increased the number of children we were able to help in this past year, we now have a waiting list of children who need our services. Capacity building is foremost on our minds so we can reach out to even more children in need.*

*What follows is a snapshot of our progress and activities during 2016. 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 94 children in 2016 (56 male, 38 female), a 45% increase over 2015. Our early intervention efforts continued with our youngest child on the roster at 6 weeks of age, ranging all the way up to 19 years, with an average age of 7.6 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.



## HOW DID SAFE HAVEN HELP IN 2016?

We worked harder than ever to meet increasing need for our services

### CHILDREN & FAMILIES SERVED



94 children and families served.



2,215 individual contacts



209 medical and dental appointments

### EQUIPMENT & SUPPLIES



49 wheelchairs & equipment provided



22,500 vitamins distributed



14,000 servings of supplemental nutrition

### ADDITIONAL SUPPORT



51 first aid kits



375+ toothbrushes



\$1,005 in transportation subsidies

### LOOKING AHEAD TO 2017



Our waiting list continues to grow longer



We are seeking funding opportunities



Further expanding our partner network

FOR REFERENCE: [WWW.SAFEHAVENKHMER.ORG](http://WWW.SAFEHAVENKHMER.ORG)

## 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 RUTF) 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.

### Discharges

A total of 28 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. Five children formerly served by Safe Haven have now been enrolled at Krousar Thmey School; one to Lotus Kids Club preschool, and two others now attend a disability day program run by Grace House Community Center.



## 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.



This was a wonderful year of growth for our Khmer staff with many exciting professional developments:



**Yos Pheakday, Physiotherapist:** After working for many years with Handicap International, Pheakday joined Safe Haven Medical Outreach as our Physiotherapist in 2011. Her experience working with children with disabilities has greatly improved the quality of life for many Safe Haven children and families by improving their strength and function and by preventing potential problems. Safe Haven is fortunate to have a physiotherapist with such good skills in managing cerebral palsy and fitting equipment.

*"I really enjoy working with the whole team at Safe Haven, as well as our collaboration with other organizations. I am so happy that we can provide wheelchairs and other important equipment to families and I enjoy using my skills to teach families and other NGO staff how to help children with disabilities."*



## OUR TEAM



**Sopheary Luy, Interventionist:** Pheary started at Safe Haven in 2014 as a Rehab Assistant, and her job title changed to Interventionist in 2016 in recognition of the variety and depth of skills she has developed. She has excellent skills in engaging children and assessing their social, emotional, play, and communication development. She works very well with parents to provide the education they need to provide the appropriate stimulation for their children. Pheary facilitated a sign language group for five hearing-impaired children and their caregivers, and made sure that all of those children were able to enroll in Krousar Thmey, the local school for the deaf, at the start of the school year.

*“I love working at Safe Haven and getting lots of good training so we can develop our skills to help children. I feel much more confident this year in developing individual goals for children and I look forward to helping parents work on improving their parenting and communication skills.”*



**Chon Leakna, Outreach Nurse:** Leakna is nurse midwife who began working at Safe Haven in July 2015. She has embraced every opportunity to learn as much as she can and now has a solid understanding of the diagnoses and medications that are common to Safe Haven children. She is a remarkable advocate for our families when they seek medical care and provides lots of reinforcement and education in home visits. In 2016, she also began focusing more on nutrition education and has facilitated health and nutrition groups for families.

*“I really enjoy visiting children and families at home in their own environment. I also enjoy taking them to the hospital so I can advocate and make sure their families understand the doctors well. I was happy to come back to work after my maternity leave in 2016. It feels good to help children with special needs and their families.”*



**Soeng Vanna, Social Worker:** Vanna graduated from Royal University of Phnom Penh in 2013 with a Bachelor's degree in Social Work, making him one of fewer than 150 university-educated social workers in all of Cambodia. He started working at Safe Haven in January 2016, and over the first year, he spent ten weeks in additional training related to child protection and prevention/intervention of child sexual abuse. Vanna brings a solid framework of social work and a wonderful sense of humor to a difficult job. He has become a valued member of the team.

*“I didn't know a lot about disabilities when I started this job, but now I feel quite comfortable talking about this topic with anyone. I am so happy to be part of the Safe Haven team and help support and protect vulnerable children and families.”*

## VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

- **Kathy Clark**, an American physiotherapist and PhD candidate, came to work with Safe Haven for two and half months in early 2016. Kathy brought a lot of international teaching experience, and was an amazing asset to Safe Haven during her time here. Pheakdey continues to stay in touch with Kathy and we all look forward to her planned return in 2017.
- **Claire Maike**, Pediatric Occupational Therapist, and **Hayley Bristowe**, a Primary Special Needs teacher, took time away from their jobs at Broadmeadow Special Development School in Australia to spend a week offering Safe Haven staff some intensive education about autism. They prepared beautifully and really helped develop our ability to recognize and understand autism, as well as giving us some strategies and ideas for working with children affected by autism.
- **Lorna Smith**, a Master's prepared social worker from the UK, volunteered part time with Safe Haven, working alongside our social worker, Vanna, to support his ongoing training and growth as social worker.
- **Dilshad Sumar-Lakhani, DMD**, spent a day in the field providing outpatient dental treatment to some of our families and training our nurse Leakna how to apply the fluoride varnish that she donated. Dental hygiene and treatment is a huge need and it is very difficult for some of our families to get to the dentist when they live far from town.
- **Leah Holzworth**, an American who previously worked at Angkor Hospital for Children and who is currently pursuing her Master's in Public Health, came to Safe Haven to help with some admin-related projects and provide feedback about our volunteer practices.
- **Heidi Sandige, MD**, visited Safe Haven in December and shared her experiences with developing the therapeutic feeding protocols that Safe Haven uses for children with malnutrition. It was fascinating to hear about the work she did in Africa when peanut-based RUTF was being researched and tested.
- **Betsy Williams, MD**, has been coming to work in Cambodia for many years, and spent some of her time at Safe Haven this year. She was able to provide some consultations for some of our parents and spend some time training Leakna on examination skills.
- **Gwen Arkin**, an American photographer generously provided her services in documenting Safe Haven's work in action.
- **Susan Ryan, Ph.D**, from the UVM Center for Disability and Community Inclusion, developed some satisfaction surveys for our families, staff, and collaborating organizations and funded a translator to conduct interviews with families to gather information about their experiences with Safe Haven. Susan was unable to come to Cambodia herself, as planned, but her work from afar provided us with much valuable feedback nonetheless.





## VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

- **Alex Bleecker**, a teacher and writer living in Siem Reap, volunteered time to help us write up the story of a Safe Haven client for publicity purposes.
- **Socheata Im-Sellers**, a Cambodian woman with four years experience working as medical case manager at the Lowell Community Health Center in Lowell, MA, volunteered with Safe Haven for six months. She provided valuable interpretation and translation services, as well as contributing to improved staff understanding of many issues including confidentiality, child protection, and working in multidisciplinary teams. As part of a graduate program, she also conducted a research study related to discrimination experienced by Cambodian families with children with disabilities and interviewed many Safe Haven families as part of her research.

### In-Kind Donations to Safe Haven from NGOs, Businesses and Individuals:

- Purple Mango Dental Clinic provided free services to some Safe Haven families.
- Lotus Kids Club continues to share their supply of multivitamins from Vitamin Angels.
- Ponheary Ly Foundation donated school supplies for all of Safe Haven's families.
- Shinta Mani Hotel donated towels for families and use in the office.
- A local production company donated a variety of goods (bicycles, printer, office supplies).
- Decathlon Sportswear company in Phnom Penh donated 300 t-shirts for families.
- Wheelchairs for Kids donated 6 chairs that could be custom fitted to our children's needs.
- Rebekah and David Nitkah donated medical, dental and office supplies.
- Jacqui Berri donated medical and dental supplies.
- Jo Wolfarth and Family donated therapy toys, first aid and dental supplies.
- Jenny Knight and REECH Cambodia donated hundreds of dollars in toys for play therapy.
- Arjan Moro donated a custom made wood riding toy.
- Plus thanks to all of our donors who bought much-needed supplies from our Amazon wish list!



## WE BELIEVE EVERY CHILD IS WORTH INVESTING IN LONG TERM

When Safe Haven began working with Saveth (not his real name) in 2011, he was a 4-year-old with multiple severe disabilities and untreated medical problems. He had seizures on a regular basis. He had almost no control of his head, neck, and trunk. He was unable to speak or maintain eye contact or sit up independently. He was unable to eat solid food and had severe acute malnutrition. With no idea of how to help him, or even where to turn for help, his family would simply lay him down for most of the day and fed him only diluted milk from a bottle, which had caused most of his teeth to completely decay.

Safe Haven learned of Saveth's situation from another family, and immediately reached out. What we found was a caring family at a loss for ways to help their son. Saveth's mother worked to support the family, so she was away from home most of the day. His father, disabled from a motorbike accident and unable to work, stayed home and cared for his son.

It was clear to us that Saveth had epilepsy and cerebral palsy, in addition to his malnutrition and extremely poor dental condition. We immediately brought him to the children's hospital for medical treatment, and began making regular home visits to work on improving his feeding and nutrition, and to educate his family about physical therapy, dental health, and his need for appropriate stimulation.

Initially, helping Saveth was a struggle. Four years without any kind of treatment or rehabilitation left his muscles seriously underdeveloped, tight, and resistant to physical therapy. Saveth would often hit his own head as a form of self-stimulation related to years of mental and social neglect. It was difficult for him to relate to people at all, and he showed no interest in toys.

Over the past six years, Saveth has shown tremendous progress. He is now able to sit up and eat without assistance, as well as stand with a minimal amount of support. His nutritional status is excellent, and after much dental treatment and education for his family, his secondary teeth are growing in strong and healthy. He makes eye contact, smiles, and utters sounds in order to communicate his needs.







His strength and coordination have developed to the point where he can reach for his toys, and transfer things from hand to hand. Saveth's family has reported how much easier it is to care for him, thanks to his increased strength and independence, coupled with their own improved knowledge about epilepsy, cerebral palsy, and development.

Safe Haven also offers support groups for families of children with disabilities, which Saveth and his parents have been attending, and have found these helpful and comforting. The group allows his parents an opportunity to share peer support with other families who have children with similar disabilities, reducing the isolation that typically impacts parents of disabled children. It allows Saveth to experience small group activities with other children with similar abilities.

Our current goal for Saveth is for him to be able to stand up independently from a seated position, and walk with support—skills that were unimaginable to his family not long ago. We're excited about how far he's come, and even more excited about how far he will go.





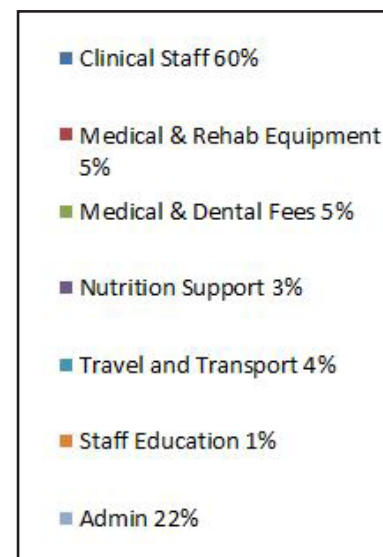
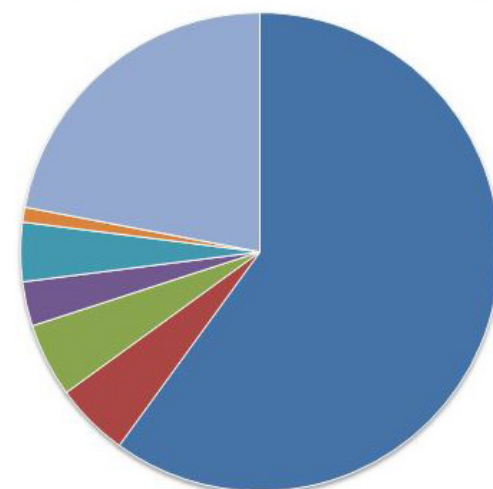
## END OF YEAR FINANCIALS

### Summary Income and Expenditure Report Safe Haven (Cambodia)

2016

	Current Month Actuals		YTD Actuals		YTD 2015		FY Budget 2016		FY Actuals 2015
<b>Income</b>									
Asset Sale	0		(95)						
Donation	(250)		(7,201)						(7,301)
Grant	0		0						
Visit Fee	(25)		(235)						(220)
Funding	0		0		(38,690)		(70,870)		(38,690)
	(275)		(7,531)		(38,690)		(70,870)		(46,211)
<b>Expenses</b>									
Compensation	2,818		34,477		30,836		38,523		30,836
Medical	609		7,020		7,293		10,495		7,293
Office	1,108		12,035		10,772		13,307		10,772
Travel	342		3,257		3,167		4,800		3,167
Training	25		241		515		600		515
Other	71		1,156		811		3,145		811
	4,973		58,186		53,395		70,870		53,395
<b>(Surplus)/Deficit</b>	<u>4,698</u>		<u>50,655</u>		<u>14,705</u>		<u>0</u>		<u>7,184</u>
<b>Expense Analysis:</b>									
Administration	1,121	23%	12,887	22%	10,292	19%	17,847	25%	10,292
Operations	3,852	77%	45,300	78%	43,103	81%	53,023	75%	43,103
	<u>4,973</u>		<u>58,186</u>		<u>53,395</u>		<u>70,870</u>		<u>53,395</u>
<b>Cash Position</b>									
Safe Haven Cambodia			(2,126)						
Shinta Mani			(48)						
			<u>(2,173)</u>						

We are proud to say that for the 3rd year in a row, we finished under budget, with only 22% going towards administrative costs in 2016! In Cambodia, your donation goes a long way.





- We intend to continue to build the capacity of our current staff and hire additional staff in order to expand our ability to help more children including those currently on our waiting list
- We plan to offer treatment/support groups with greater frequency and even more focused intervention, including more parent education.
- We intend to continue thoughtfully developing our volunteer program and host carefully-chosen volunteers who can offer professional training to our staff.
- Thanks to a grant from Intel, we will be building an inclusive 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.
- We hope to become a locally registered program in Cambodia. While we currently are a registered 501c3 in the United States, we operate under the local registration of the Shinta Mani Foundation in Siem Reap. After many years of working to develop our partnerships and paperwork, we are looking forward to becoming a stand-alone program in 2017!

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## OUR DONORS

*Our heartfelt gratitude to our 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!*

### MONTHLY DONORS

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Safe Haven is a US 501(c)3  
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to the fullest extent of the law.

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