

# Safe Haven Medical Outreach Annual Report 2017



Safe Haven Medical Outreach  
Trang Village, Slokram Commune  
Siem Reap, Cambodia  
[www.safehavenkhmer.org](http://www.safehavenkhmer.org)

***“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 and Supporter of Safe Haven,*

*Thanks to your support, Safe Haven's year was filled with exciting developments for our clients and their families as well as our staff and the entire organization. It was a year of new fundraising outreach with our first ever Gala held in Los Angeles, California and another large fundraising event in Melbourne, Australia. It was a year of independence as we achieved a long term goal of obtaining our local registration as an international NGO with the Cambodian government. It was also a year of continued collaboration as we welcomed new and returning volunteers and developed new partnerships with other NGOs and networks in Cambodia, including Family Care First.*

*We are grateful for the strong reputation Safe Haven has developed in both the local Cambodian communities and the broader international stage as a nonprofit known for our professionalism, dedication, and best practices. We are proud of our extraordinary staff that continually go above and beyond. As the demand for our services continues to expand, we look towards 2018, we are excited to think about the possibilities for further expansion and training of new staff! As always, our main objective is to provide care and critical services for children with disabilities and medical issues.*

*We know there continue to be challenges ahead of us. With your help, we are confident that we will continue to grow and develop while continuing to maintain the level of quality care for our kids and the high level of professional services that Safe Haven has become known for.*

*What follows is a snapshot of our progress and activities during 2017. 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*

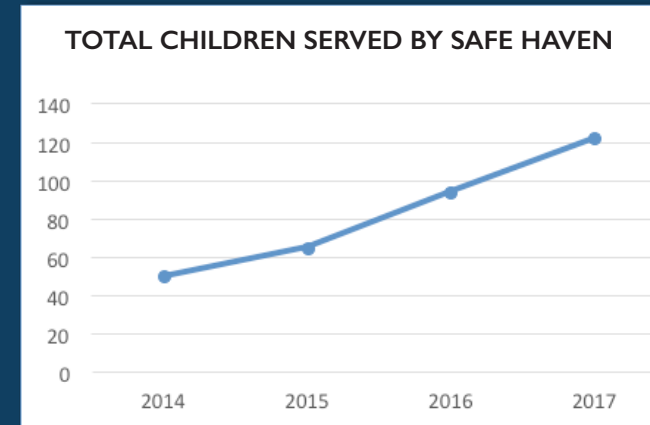
## WHO WE ARE

**Safe Haven Medical Outreach**, a US 501c3 non-profit is based in Siem Reap, Cambodia, works with children living with special needs, disabilities and complex medical problems. We are a registered international organization with Government of Cambodia and strive to work with local ministries to improve the lives of children with disabilities. 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. We are proud to be entering our 8th year of operation thanks to the support of our donors.

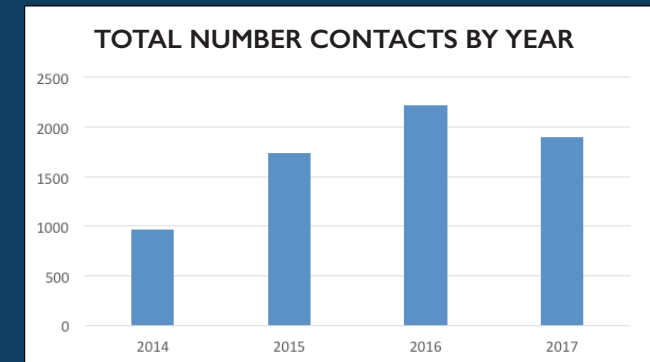
**The Lives We Empower** – Most of our children have multiple diagnoses, with cerebral palsy and epilepsy being the two most commonly co-occurring issues. We also see children with developmental/cognitive delays, malnutrition, autism, orthopedic problems, Downs and other syndromes, hearing and visual impairments, hydrocephalus, and chronic respiratory and cardiac disease. In addition, we provide education and support to families, allowing them to learn the skills they need to become better caregivers.

### Our Values –

- **Equality:** All people, with or without disabilities deserve equal rights, equal respect, and equal access to opportunities.
- **Collaboration:** We collaborate with families to help their children, we collaborate with each other as a team of multidisciplinary professionals, and we collaborate with other NGOs, community members, and donors to support our clients.
- **Potential:** We believe that every child, every family, every community, and every Safe Haven team member has unmet potential that should be nurtured and supported.
- **Quality of Life:** All people deserve the highest possible quality of life, including children with disabilities and their families.
- **Professionalism:** Safe Haven aims for a high standard of professionalism in all our interactions and activities.



Total children served yearly has almost tripled from 2014-2017, while the number of Safe Haven clinical staff during that time increased by 33%.



Number of contacts increased significantly 2014-2016. In 2017, as part of our organizational development, staff began to spend a bit more time in community meetings and attending training, which decreased time available for direct client contact. Simultaneously, we also focused on making our contacts more efficient and effective.



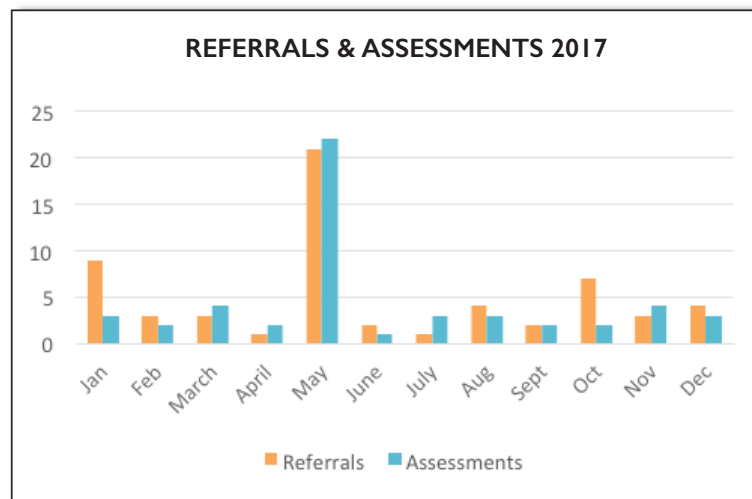
## HOW WE WORK

**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.



In May 2017, Safe Haven staff assessed 20 children living in residential care. Safe Haven's assessments and recommendations made it possible for some of these children to be placed in more appropriate settings.

## 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.

### Staff Updates: A Warm Welcome to Kosal!



**Sov Kosal, Social Worker:** Safe Haven bid farewell to our social worker, Vanna, in the summer of 2017 after his marriage and relocation. The search for qualified social workers in Cambodia can be challenging. We were incredibly fortunate to welcome Sov Kosal to our team! He immediately jumped into his new role as senior social worker with competence and enthusiasm.

In his own words....



*"I graduated from Cambodia University Specialty (CUS) in 2005 on Management of Business Administration degree. When I studied at University I worked with Monk's Community Forestry (MCF) 4 years working on forest and wildlife conservation project in Oddor Meanchey Province.*

*After graduation, I worked for Shanti Volunteer Association (SVA) 2 years as working on non-formal education projects in Kampong Thom, Banteay Meanchey and Siem Reap Province. I worked as a social worker with Kalyan Mith nearly one year helping to reintegrate children with their families, get them back into school and provide vocational support training to the families.*

*I started working at Safe Haven in November 2017. I really feel proud and sympathetic to a family with a disabled child with a very difficult life. But I was happy to help educate the family to understand about rights for disability child and encourage the family to nurture a positive child."*



## OUR TEAM



**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 love my job because I am able to help children with disability make changes their life. I like working with my Safe Haven team, providing services to children with disability.”*



**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.

*“I’m so happy to be part of the Safe Haven team. Last year, I have been learning a lot about helping children with Autism. I have more confidence to work with our children and families.”*



**Chon Leakna, Outreach Nurse:** Leakna is a 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.

*“I am so happy with my job because I have friendly working environment, encouragement and constructive feedback from our team and volunteers who provided very effective training so my ability to help children with many disabilities continues to grow and expand. I feel very lucky to work with a team who never stop learning and doing.”*



## VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

**Kathy Clark**, an American physiotherapist PhD, returned for her 3rd year as a Safe Haven volunteer. Kathy continues to be an invaluable asset to our Safe Haven team, providing continuing professional training and education to our staff.

**Wendy Weissman**, spent three weeks at Safe Haven, supporting Jess Whitney in her role as country director. She spent a lot of time reviewing charts, providing feedback, sorting photos, and helping Jess think about some of the “bigger picture” aspects of her role that sometimes get lost in the day--to--day details.

**Ann Dillenbeck**, an early childhood educator from Vermont, was here for three weeks to provide training related to parenting skills and behavior management. The training has allowed the staff to develop the beginning skills to do behavioral analysis as well as a more thorough understanding of the role of reinforcement and specific feedback for both children and parents.

**REECH Cambodia** delivered a huge donation of toys and other items from our Wish List, as well as \$500 cash. This donation greatly expands our toy library, and with their permission, we were able to donate some toys to other organizations, including **PLF** (who provides us with school supplies and uniforms for our families) and **Caring for Cambodia**.

**Caring For Cambodia** returned the toy donation favor with 360 pounds of protein-fortified rice and 4,000 tubes of toothpaste from their own surplus. Hooray for collaboration and resource sharing!

**Jenny Foster and members of the Care for Cambodians team** visited Safe Haven, bringing some useful donations in-kind as well as cash donations and their usual encouragement and enthusiasm for our work.

**Wheelchairs for Kids in Australia** sent 45 wheelchairs and Jess Whitney, our In-Country Director, had the opportunity to visit their facility to see first-hand how the wheelchairs are constructed.

**Dr. Karen Froud**, speech therapist, returned to Safe Haven for two weeks of consultation and training related to communication and feeding/swallowing. She focused her communication work with Pheary, our interventionist and her feeding work with Leakna, our nurse. Dr. Froud is Safe Haven’s longest running volunteer and was our 1st professional consultant when we were founded in 2010.

**Dilshad Sumar-Lakhani, DMD** returned for a 2nd year. Dr. Dilshad went to the field with staff for a whole day and they treated about 70 children with fluoride varnish and a cavity-arresting treatment.

**Emilie Chazalnoel**, a French speech therapist moved to Siem Reap for 12 months to work part-time at the French School. She will be a valuable ongoing volunteer., working specifically with our Interventionists.

**Kelly Tong**, our returning special education volunteer from Singapore, came and worked intensively with our Interventionist Pheary.

**Armin Pfeifer** visited Siem Reap in 2015 from Italy. After hearing about our work, Armin very generously donated 900 Euros to Safe Haven. Armin didn’t forget about Safe Haven when he left. He raised awareness for our work as well as 8,000 euros and returned for a follow up visit in November 2017. Armin is a powerful example of the difference one person can make when they want to make a positive impact. We are honored by Armin’s dedication to our cause, and forever grateful for his support.

**Kay Ahern**, a physical and certified Hand Therapist has been working internationally for many years spent a day teaching our own PT Pheakdey about hand splints.

**Betsy Williams, MD** is a doctor with the Royal Flying Doctor Service in Australia and spent time with us in September. She worked with Leakna providing health advice and guidance to some of our parents/caregivers.





## INTERNATIONAL EFFORTS BY OUR SUPPORTERS ACROSS TWO COUNTRIES!

- Our 1st Annual Safe Haven Gala was held in October of 2017 in Los Angeles, California. Due to the efforts of our volunteers and over 100 guests who attended in support of our work, Safe Haven was able to raise \$23,000! Thanks to our corporate sponsors: Displaced Yankee Productions; Adjusters International; FoxTales Photo Booth and Ace Exhibits guests enjoyed a red carpet experience that included a Cambodian photography exhibit, silent auction, wine pull and the premiere of a short film about our work.

- Care For Cambodians invited Country Director Jess Whitney to come to Australia attend a fundraising event, speak at local Rotary clubs and visit partner organizations including Wheelchairs for Kids workshop and the Children First Foundation. An evening fundraising event was held in Melbourne, thanks to our faithful and hard-working supporters. The 100+ attendees raised approximately \$10,000 for several projects supported including Safe Haven. We are so very grateful to the women of Care For Cambodians for making this possible!

In their own words:

*“Care for Cambodians is a volunteer group of 5 women from Moonee Valley, Australia. The women united with a shared vision of wanting to help the people of Cambodia not just by giving money but by also developing relationships with Cambodian people to understand their individual needs. Meeting Jess Whitney - in country director of Safe Haven (SH) started with a wheelchair. The relationship has grown due to how impressed the group was and continues to be with what SH is achieving. C4C loves supporting SH and the holistic care provided. The staff are dedicated and passionate and their stories of why they care for these children and families is remarkable.”*



- CraftSchool Oz Safe Haven Board member Ruth Woods has a crafty background, a social conscience and is a champ at running creative fundraising. Every year she hosts a craft making day in her home but this year she decided to persuade a good friend, Genevieve Mclean to host a garden party at her beautiful property for the craft day. Attendees received a yummy lunch and a continuous supply of cakes and champagne! While people eat, drink and make crafty items, they run an auction and a raffle of beautiful handmade products. In conjunction with the garden party event they run an online auction through Instagram with handmade basketry items donated from

makers all over Australia. It creates quite a buzz with the online creative community. Everyone is so generous and it is heartfelt to witness both buyer and artists coming on board to help this cause.



## EARLY INTERVENTION STARTED HIM ON THE PATH TO SUCCESS AND INDEPENDENCE!

Everyone loves immediate results and as a society, we gravitate towards things that make us feel good right away. At Safe Haven Medical Outreach, we believe that real change happens over time and we are in it for the long haul with our kids with disabilities.

In 2011, Safe Haven welcomed one of our 1st Early Intervention kids: a 15-month-old boy living with his parents, sibling and grandmother in a village in Siem Reap. Like many of our Safe Haven families, his family struggled with poverty and a lack of basic resources. Although he was generally healthy when born, weighing in at 6.5 lbs., he was born with a lower leg deformity. Despite this, the love and care provided by his family saw him grow and develop, hitting normal milestones: crawling around 9 months, even learning to stand briefly by bearing all his weight on his right leg. However, his family was hoping that his leg/foot would be able to be 'fixed', something our Safe Haven staff knew would be a long-term investment. We envisioned a future for him where he could have independence of movement through the fitting of a prosthetic after surgical revision of his leg when he was old enough.

To that end, our team developed a plan of interventions to meet these long-term goals. After consulting with Angkor Hospital For Children (AHC) orthopedic surgeon volunteer and Safe Haven Board member Dr. Desmond Brown, it was determined he was still too young for surgery, so our immediate goal was keeping him healthy and strong until he was old enough. That meant an initial emphasis on nursing care and family education around nutrition; hygiene; dental care and immunizations. Safe Haven worked with his family, helping them understand the importance of maintaining good health; encouraged them to attend the local health center to keep him up to date on his vaccines; provided vitamins; toothbrushes and ongoing at-home nursing checkups.

In January of 2013, Safe Haven brought him in for orthopedic surgery, which was performed by Dr. Brown. Safe Haven provided follow-up care at home and facilitated the fitting of his first prosthesis, followed by ongoing physical therapy.







Our physiotherapist began regular sessions to help strengthen his core body and lower legs, improving his balance and ability to walk independently. Family education and participation in his care continued to be a critical component of Safe Haven's work. As he continued to grow, he needed to be fitted for a new prosthesis every 3-6 months. It was important for his family to learn to operate independently and manage the responsibilities of these appointments.



Over the next few years, he continued to thrive and grow, doing many of the things peers his age were able to do: Play, walk, run, ride a bike...even climbing trees! He was enrolled in preschool through a partner NGO. His mom and dad showed dedication and follow through when it came to understanding the importance of how to take care of prosthesis, follow up doctor appointments, and send him to school like other children his age.

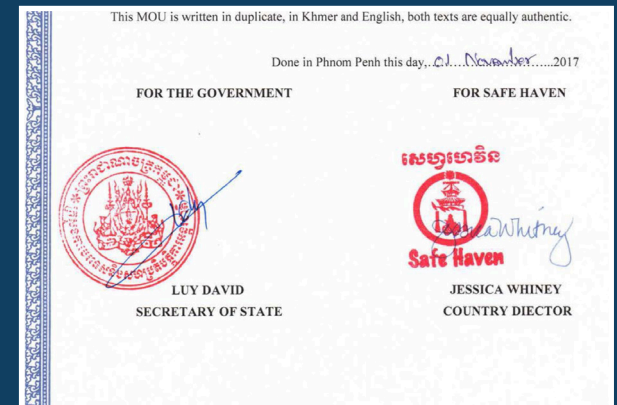


By 2017, he was enrolled in public school! Now a happy, thriving 7-year-old, he is able to put on his prosthesis all by himself. He doesn't let his disability hold him back and is a wonderful example of "turning disability into possibility" through long term intervention and support. When you support our program, you are not just part of a quick fix, you are part of our commitment to our children and their families and are helping us to improve their quality of life, not just today, but for years to come.



## MILESTONES IN 2017!

- Safe Haven was invited to send a representative to a 2-day workshop to further the development of a Cambodia--specific developmental assessment tool for children.
- Safe Haven spent a full day at Sonja Kill Memorial Hospital in Kampot, where Pheakdey and Pheary trained their PT in fitting the Wheelchairs for Kids wheelchairs.
- Safe Haven partnered with Friends International's foster care program providing support to foster parents caring for children with disabilities.
- Safe Haven was the recipient of The Intel Volunteer Grant and used the funds to begin construction on an accessibility playground.
- Save the Children asked the Safe Haven team to come to Phnom Penh to assess 20 children with disabilities living at a local hospital. The assessments we did of the 20 children with disabilities are being used by organizations trying to find foster home placements for these children.
- Safe Haven was the recipient of a grant from World Connect to continue funding our therapy groups for another year, including transportation and food package for those who attend.
- Safe Haven was invited to be part of a National Training Team for government and other orphanages to help them consider the special needs of these children as they work toward reunifying them with their families or placing them in foster care.
- Our MOU with the Ministry of Foreign Affairs was completed, and Safe Haven is now a registered International NGO in Cambodia!
- Safe Haven was the recipient of a World Childhood Foundation grant allowing us to double our clinical staff starting in 2018!





## LOOKING AHEAD TO 2018



- Thanks to our World Childhood Foundation grant, we intend to hire additional staff in order to expand our ability to help more children including those currently on our waiting list. We are excited to begin the hiring process for a new Physiotherapist; Social Worker; Administrative Assistant; Nurse and Interventionist.
- 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.
- We intend to continue developing robust partnerships with other organizations on the ground, offering our expertise and participating fully in group efforts across Cambodia to reunite families and provide them support and education as it relates to the special needs of children with disabilities and their caregivers.
- We aim to complete construction on our inclusive playground at 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 work with local legal and construction firms to develop a concept plan for the building of a permanent facility for Safe Haven in Siem Reap

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

## END OF YEAR FINANCIALS

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

	YEAR ENDED December 31, 2017	YEAR ENDED December 31, 2016
Contributions	\$89,435	\$56,768
Compensation	37,670	34,363
Medical Fees and Supplies	4,998	5,517
Rent, Utilities, Office Expenses	16,101	14,095
Professional Fees	7,656	1,365
Travel	6,175	4,400
Marketing and Fundraising	6,496	250
Bank Fees	685	520
Dues and Subscriptions	332	130
Other	841	954
	\$80,954	\$61,594
Excess (Deficit) for the Year	\$ 8,481	(\$ 4,826)

**CONTRIBUTIONS** We receive donations to fund our operations from individuals, churches and other organizations.

**COMPENSATION** As a therapeutic and medical outreach program for children with disabilities, our clinical staff are the foundation of our program. We are proud to employ a primarily Khmer Outreach team which includes a physical therapist, nurse, interventionist and social worker, among others.

**MEDICAL FEES AND SUPPLIES** Medical fees and supplies include hospital fees, medical supplies, wheelchairs and other mobility and supportive equipment and physical/occupational therapy and early intervention toys and supplies.

**RENT, UTILITES, OFFICE EXPENSES** Our office space includes a large therapy conference room where families can attend classes, group physical therapy sessions, feeding seminars and other critical skill classes to help them become better caregivers and allow children to participate in group physical therapy and other therapeutic classes with age and skill appropriate peers. This gives both parent and child the chance to feel they are not alone.

**PROFESSIONAL FEES** This includes professional memberships, tax preparation, grant writing fees and costs to run our website.

**TRAVEL** We provide transportation costs to and from locations for medical and therapeutic appointments for all of the families in our program. Some live in remote areas and would not otherwise be able to bring their child to our facilities, the hospital, dentist or other services without this assistance.

**MARKETING and FUNDRAISING** Includes costs to produce a short film about our work to help spread awareness as well as costs for our first US fundraising gala, which raised over \$22K in support!

**BANK FEES** Primarily costs to transfer funds from California to Siem Reap to fund operations.

**DUES and SUBSCRIPTIONS** Costs include online cloud storage, including Dropbox, to safely maintain and back up our case files and subscriptions to grant databases.

**OTHER** Miscellaneous supplies, repairs, per diem allowances, copying, printing and minor fixed asset purchases.

## 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!*

Dr. E U Adams  
Denise Andrews  
Valerie Arneson  
Andrew Berlin  
Melissa Boomhower  
Victoria & Standish Bourne  
Dana Bouton  
Carol A. Brown  
T Desmond Brown  
G Gernon Brown  
Lindsay Butler  
Marc Cohen  
Heather Connell  
Leslie Connelly  
Mark Davis  
Christine Dehar  
Samantha Dodge  
Serenity Forchion  
William Forchion  
Elizabeth Fox  
John Fristoe  
Karen Froud  
Amy Galblum  
Anne Garner  
Jennifer Gennaro  
Louis Hanaratty  
Glen Hatala  
Geog Hegans

Daniel Hicke  
Lisa Hoffmeyer  
Alan Homans  
San Hong  
Jessica Hopkins  
Caroline Horvitz  
Lindsay Huff  
Ros Huy En  
Susan James  
R. Scott Johnson  
W. Kapoor  
Kristine Keefe  
Hong Min Kim  
Alba King  
Jenny Knight  
Natasha Kopp  
Bob Landen  
John Landon  
Katherine Lane  
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Christopher Lewis  
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Meda Lowell  
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Chris Lucurell  
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Skyler Mattson

Erin B Maxick  
Marguerite McCann  
Kerrie Meehan  
Roslyn Muirhead  
Conor Muirhead  
Robert Nassau  
Amy Nelson  
Larna Norris  
Martha Noyes  
Harvey Nystrom  
Emily O'Keefe  
Yvonne Osborne  
Helen Penna  
Armin Pfeiffer  
Debra Pierotti  
Brandon Reece  
Thomas Robertson  
Stuart Roseman  
Cinda Rosenberg  
Anne Rousseau  
Colleen Schwab  
David Shallenberger  
Joanna Sheehan  
Lorna Smith  
Jenny Smith  
James Smith  
Pheary Sok  
Vanna Soeng

Teena D Spence  
Nancy Storrow  
Glenys Tangey  
Irene Tchaikovsky  
Kelly Therieau  
Christopher Touch  
Craig Turner  
Kyle Valle  
Michelle Vanderhule  
Klaas Vangelder  
Bridget Vangelder  
Jennifer Vertican  
Michael Vigliotta  
Joseph Ward  
Maureen Ward  
Wendy Weissman  
Thomas T Whitney  
Jessica Whitney  
Jaz Whitney  
Sara Whitney Denny  
Betsy Williams  
Scott Willis  
Karen Womick  
Joyce A Yamamoto  
Denise Yamamoto  
Hope Lutheran Church  
Care for Cambodians  
Rotary Club of Mt. Eliza





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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.

U.S. Mailing Address:  
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San Marino, CA 91108

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