



Safe Haven Medical Outreach Annual Report 2018



**Safe Haven Medical Outreach
Trang Village, Slokram Commune
Siem Reap, Cambodia**

**U.S. Mailing Address:
1580 Bellwood Road
San Marino, CA 91108**

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.

www.safehavenkhmer.org

f SafeHavenMedicalOutreach **t** @MeetSafeHaven



Heather E. Connell



Jessica Whitney

Dear Friends and Supporters of Safe Haven,

Thanks to your continued generous support, 2018 was a year of incredible milestones for Safe Haven. From our modest beginnings in 2010, Safe Haven has become a leader in the community with a clinical and operations staff that is respected both locally and internationally in the field of disability. Our ever-growing roster of children is supported by expanded services including education classes for caregivers and parents in a wide range of topics from health, hygiene and nutrition to group physical therapy and early intervention sessions. Our extraordinary senior staff continues to be leaders in the professional community and were instrumental in the hiring and training of our new clinical junior staff allowing us to more than double our outreach.

It is extremely important to us to be thoughtful and take seriously every dollar we receive from our donors and grantors. We are grateful to be entrusted with your belief and caring and we pledge to continue to operate with the highest level of professionalism, dedication, and best practices that Safe Haven has become known for.

The future is both exciting and challenging. It is our goal to continue to grow mindfully with an eye on additional collaboration with partners working to make a long-term difference in Cambodia for children and their families. With your help, we are confident that 2019 and beyond will bring even more milestones! As always, our main objective is to provide care and critical services for children with disabilities and medical issues.

Please enjoy this overview of our progress and activities during 2018. 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 and is a locally registered international organization with Government of Cambodia. Our core mission is to provide intervention and support for children with disabilities and medical issues.

Most of our children have multiple diagnoses including but not limited to cerebral palsy, epilepsy, 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.

We Believe In:

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.

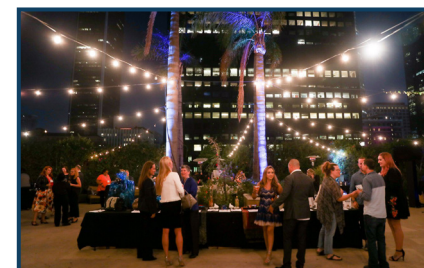
Families: We visit children and families at home to ensure that we provide support that is culturally appropriate and suitable for their life style, needs and home environment and aims to help keep families together.

Education: We 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 educate parents about the value of stimulation, verbal interaction, child development and offer opportunities for parents/caregivers to come together.



MILESTONES 2018

- Safe Haven doubled our clinical staff thanks to our World Childhood Foundation funding which allowed us to dramatically increase the number of children with disabilities we serve as well as allowing us to continue to expand our outreach and education in the field of disability.
- Our Senior Physiotherapist Pheakdey became an official member of the National Training Team on Disability.
- Safe Haven consulted on and co-facilitated a USAID-funded disability screening training for 60 Cambodian social workers in 3 Provinces.
- All Safe Haven staff became certified facilitators of Skillful Parenting Training. Senior Interventionist Pheary and Senior Nurse Leakna conducted a highly successful 8-week Parenting group.
- Our Social Work Team, Kosal and Long completed the intensive social work training offered through First Step Cambodia.
- We completed construction on our accessible playground thanks to a grant from The Intel Volunteer Program.
- Thanks to our friends at Care For Cambodians, Safe Haven became an approved project of the Rotary Australia World Community Service Program allowing our Aussie supporters tax deductibility.
- Our 2nd Annual Fundraising Gala in Los Angeles at the Bonaventure Brewing Company was a tremendous success raising over \$22,000!
- Thanks to our donors, our Amazon Wish list was a tremendous success with supporters sending thousands of dollars worth of medical, therapeutic and educational supplies.
- Members of our staff represented Safe Haven at a Career Fair for local high school students to tell them about careers in the disability sector aiming to encourage university bound young men and women to seek opportunities in critically needed professions such as Physical Therapy.
- Safe Haven continues to be proud of our partnership with Family Care First. This collaboration provides us with opportunities to build partnerships with other NGOs who also support children being raised in safe, nurturing families.
- Building on our goals of collaboration and sharing of resources to benefit as many children as possible, Safe Haven's physiotherapist spent a week at the National Borey government orphanage for children with disabilities in Phnom Penh and worked with staff and volunteers to custom fit 37 children into Wheelchairs For Kids wheelchairs.



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: Our Team Increases by Six!

The process of welcoming and orienting so many new staff at once was both challenging and rewarding, sparking fantastic group discussions and activities and the senior staff took on important roles in delivering the training. Thanks to the incredible teamwork under the guidance of Country Director Jess Whitney, our Senior Staff of Pheakdey (Physical Therapy); Leakna (Nurse); Kosal (Social Work) and Pheary (Interventionist) work together to incorporate and train our new clinical staff. We are excited to introduce them to you!



Say Chamroeun is a 22-year-old new graduate nurse with a very impressive GPA. He is a wonderful and confident young man who "loves to learn new things!" He immediately jumped into his new role as junior nurse with competence and enthusiasm. In his own words....

"I have been working at Safe Haven since February 2018. I'm always happy to help the children with disabilities and their families because I can share my experience and knowledge with them. I am so excited to work such a wonderful multidisciplinary team."



Chut Long is a 35-year-old Social Worker who comes to us after 7 years working at another NGO in Siem Reap. In his own words:

"I started working at Safe Haven on 02 February 2018. I am really proud to work as the social worker in Safe Haven and I'm very happy to work with the children with disabilities to improve their living and educate the family to understand about their child rights. I want to encourage and motivate families to nurture a positive child."

OUR TEAM



Chea Phearom is our new 38-year-old Interventionist, who comes to Safe Haven after working for many years at CABDICO, a local organization that had been providing community-based rehabilitation in outlying areas of Siem Reap. In her own words:

“I started work in Safe Haven in February of 2018. I feel productive and I’m proud to be a trusted staff that can work with our team to provide the quality of life to the children with the disabilities.”



Veng Pich Bopha is our new Admin & Finance Assistant. She has great attention to detail, takes initiative, and gets things done! Our office has never been more organized. In her own words:

“I have worked as an Admin and Finance Assistant at Safe Haven for one year. I had not worked with children with disabilities before and I’ve learned that to help these children, their families need a lot of skills and techniques. I have learned a lot from Safe Haven and I am so happy that I am part of a team that helps do all this important work.”



Proeung Rachana is our new Physiotherapist Assistant. Rachana graduated from the Royal University of Phnom Penh with a Bachelor of Art and Social Science in 2017. Although this is his first time working with children with disabilities, he has shown a tremendous aptitude for learning and has quickly excelled in his new role. In his own words....

“It is a great time to be here work with a dynamic team to improve the quality of life in community, especially children with disabilities and living in poor community. It is a great opportunity for me to gain more experiences and working close with people in communities by doing this job.”



Kathy Clark, an American physiotherapist PhD, returned for her 4th year as a Safe Haven volunteer and in 2018 became an official Staff Member as our Pediatric Physiotherapist/Consultant! In her own words....

“It was love at first sight with Safe Haven – the staff, their work, their compassion. I am an American pediatric physiotherapist with 30 years of experience and from the beginning, it was clear that Safe Haven was providing best practice in physical therapy services that are family centered, functional and meaningful to the child.”

VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

- **Care For Cambodians** worked with our Board Chair/Founder Heather E. Connell, Board Member Kerrie Meehan and Country Director Jess Whitney to facilitate Safe Haven's registration with Rotary Australia World Community Service Project.
- **Jenny Foster and members of the Care for Cambodians team** visited Safe Haven with their usual encouragement, energy, and generosity, bringing needed in-kind donations as well as cash support.
- **Wheelchairs for Kids in Australia** sent more than 40 wheelchairs to Safe Haven, some of which were customized and fitted to children living in the national orphanage in Phnom Penh.
- **Lisa Hoffmeyer** spent 3 months working part time at Safe Haven, drawing on her extensive nonprofit leadership and strategic planning skills. Lisa contributes in a variety of capacities including providing extra English instruction to staff who want it, assisting in developing organizational issues and strategies and helping us finish the playground.
- **Bethany Vaughan**, an occupational therapist, spent 5 months working part time with our Safe Haven team providing services and training related to fine motor skills.
- **Kay Ahern**, a physical therapist specializing in hand therapy, spent several days with our staff training our PT staff how to make hand splints for children.
- **Dr. Betsy Williams and Ralph Jones RN**, joined together for 3 days at Safe Haven doing hands-on educational/capacity training for our nursing team.
- **Neil Edwards and Rob Ahlers**, accountants from Southern California and the Netherlands respectively, graciously donated their time both in Cambodia and in the USA working with our Country Director, Admin assistant and our Founder/Board Chair while they overhauled their accounting system.
- **The Craft School Oz**, for the 2nd year in a row, spearheaded by Aussie board members Ruth Woods and Kerrie Meehan, hosted basket-making workshop in support of Safe Haven raising \$1875!



LOOKING AHEAD TO 2019

- While the shortage of qualified physical therapists in Cambodia remains a challenge, we intended to continue to seek and recruit a new Physiotherapist.
- We hope to build a dedicated space that will include a physical therapy/autism sensory room, a private clinic room for nursing and consulting sessions and an accessible bathroom designed to help teach kids additional self care skills.
- We plan to offer expanded education, training and support groups for our families.
- 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 preserve and reunite families and provide them support and education as it relates to the special needs of children with disabilities and their caregivers.
- We seek to develop a higher education benefit program for senior staff, allowing them the access to obtaining higher degrees and/or professional development classes with an eye on creating trainers and leaders in the field of disability in Cambodia.



SPOTLIGHT STORY: EARLY INTERVENTION MEANS LONG TERM SUCCESS!

V was referred to Safe Haven in July 2015 by another SH family who lived nearby. At that time, he was 4 years old and had weakness and loss of function in his right arm and leg. He was living with his grandmother, who was struggling to raise several of her grandchildren and scavenged for recycling to support them.

When we first met V, he was afraid of the SH staff and cried at the first assessment visit. Over time, he came to understand that SH staff usually brought fun activities and games (and sometimes snacks) and began looking forward to visits, coming to greet the staff when they arrived. Safe Haven's Physiotherapist and Interventionist worked on activities to strengthen his weaker arm and leg, while the Nurse addressed medical and dental needs and the Social Worker worked on assessing the challenges and strengths of the family.



Slowly, with Safe Haven's treatment and support, V's strength and function improved. He was able to walk and run, almost able to keep up with other children despite some residual weakness in his right leg. He was able to use his hands well enough to manage some daily activities like bathing and dressing independently. When V was 6 years old, Safe Haven tried to help his grandmother enroll him in school but found he had no

birth certificate, so our Social Worker provided support and advocacy for him to get this important document. Safe Haven provided V a school uniform and school supplies and helped his grandmother enroll him at the local public school. Unfortunately, this was not successful due to V's fear of the new situation at school – he cried so much that the teacher sent him home and asked him not to return. It was also a difficult commitment and challenge for his grandmother to help him attend each day.



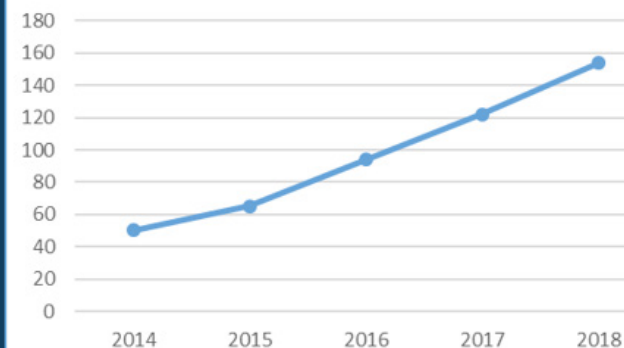


Finally, in 2018, Safe Haven was able to enlist the help of a partner NGO, This Life Cambodia, and collaborated with them to overcome the challenges for V's school attendance. With some financial support from This Life Cambodia, the grandmother was able to pay a neighbor a small fee to drive V to school each day and she was also able to provide him with 500 riel (12.5 cents) per day to buy a snack at school, which he was quite excited about. V attended school for the last two months of the 2018 school year with the goal of helping him adjust to the new environment, feel comfortable at school, and make friends.



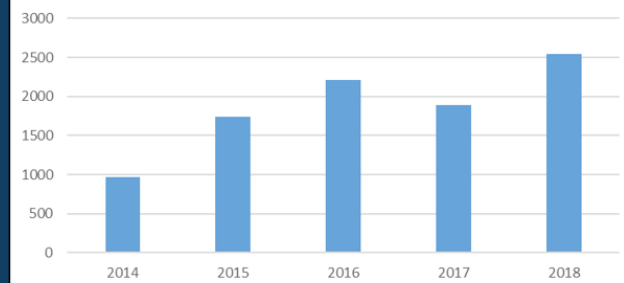
When the new school year began in October 2018, V started school and has been attending regularly! His physical disabilities do not prevent him from joining in with other children on the playground or the classroom, he can use the bathroom independently at school, and he is learning alongside his peers. After more than three years of treatment and support from Safe Haven and some extra support from a partner NGO, V is ready to learn and happy to attend school – our long-term goals for him have been achieved!

TOTAL CHILDREN SERVED BY SAFE HAVEN



We are proud that every year we continue to see increases in the number of children we serve. Increases to our staff due to generous donors and grants have allowed us the opportunity to expand our services.

TOTAL NUMBER CONTACTS BY YEAR



Thanks to successful and ongoing capacity training, our junior staff has taken on more direct client contacts which allowed us to see a rise from 2017 in the number of client visits.

END OF YEAR FINANCIALS 2018

Summary Income and Expenditure Report Safe Haven (Cambodia)

	Year Ended December 31,			
	2018		2017	
Contributions	\$ 164,210		\$ 89,435	
Compensation	62,925		37,670	
Medical fees and supplies	13,002		4,998	
Rent, utilities and office expenses	15,528		16,101	
Professional fees	4,859		7,656	
Travel	5,650		6,175	
Marketing and fundraising	7,050		6,496	
Bank fees	1,052		685	
Office expenses	3,919		-	
Training and education	4,969		387	
Depreciation	2,509		365	
Other	920	122,383	421	80,954
Excess (deficit) for the year	<u>\$ 41,827</u>		<u>\$ 8,481</u>	

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 100% Khmer Outreach Team which includes a Physical Therapist, PT Assistant, Senior and Junior Nurses, Senior and Junior Interventionists and Senior and Junior Social Workers.

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, UTILITIES, OFFICE EXPENSES Our facilities include a number of smaller conference rooms for individual therapy sessions as well as 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, grant writing fees, tax preparation 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. Many families 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 to host our US fundraising gala.

BANK FEES Primarily costs to transfer funds from California to Cambodia to fund operations.

TRAINING and EDUCATION At Safe Haven, we believe strongly in capacity building and the ongoing training of our professional staff.

OTHER Includes dues and subscriptions, 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!

Jacalyn Abrams
Dr. E U Adams
Sam & Janette Alibrando
Sharon Allerson
Denise Andrews
Valerie Arneson
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