



Safe Haven Medical Outreach Annual Report 2019



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

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 **@MeetSafeHaven**



Heather E. Connell



Jessica Whitney

Dear Friends and Supporters of Safe Haven,

When Safe Haven first launched in 2010, we were a small organization with big dreams of creating lasting change in the lives of children with disabilities. From the tiny two rooms in a third floor office above a coffee shop, our three person team believed in that possibility. Thanks to your ongoing support, 2019 was an exciting year that was a realization of so many milestones that would not have been possible without the generosity of our donors.

We expanded our clinic staff significantly, allowing us to expand our ability to provide care and critical services for children with disabilities and medical issues. To help meet the ever growing demands and challenges for children with autism, we built out a dedicated sensory room and our Senior Interventionist was able to travel abroad to Singapore to continue her training in this field of study.

Our dreams of a dedicated physical therapy building became a reality and included a nursing clinic room and an accessible bathroom. Our extraordinary senior team provided mentoring and training to our new junior team and it has been gratifying to see their professional development as they continue to be leaders in the community and for a new generation of clinical staff.

As always, it is our priority to be thoughtful with every dollar we receive from our donors and grantors. Your support and belief in our work has been the reason we have continued to thrive as an organization and every milestone is stamped with the impact of your caring. We pledge to continue this tradition of service of professionalism, dedication, and best practice.

Whatever challenges the future may bring, it is our hope and goal that with your continued support, we will continue to grow mindfully and reach even more milestones for our families with children with disabilities. Please enjoy this overview of our progress and activities during 2019. 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 non-governmental organization with Government of Cambodia. Our core mission is to provide intervention and support for children with disabilities and medical issues.

Our multidisciplinary team provides physical and occupational therapy, nursing support, nutritional supplements, developmental services, and social work services for children with disabilities and complex medical problems in Siem Reap Province.

**EARLY
INTERVENTION**

**PHYSICAL
THERAPY**

**SOCIAL WORK
SERVICES**



**PARENTAL
EDUCATION**

**NURSING
SUPPORT**

**NUTRITIONAL
SUPPLEMENTS**



MILESTONES 2019

- Safe Haven expanded our clinic staff to include two additional interventionists, a physical therapist, social work supervisor, a full time accessible tuk tuk driver, and a child care worker allowing us to continue to expand our outreach and reduce the number of children on our waiting list for services.
- Our Senior Interventionist Pheary, traveled to Singapore for professional development and education in the field of autism.
- Safe Haven received a grant to custom build a wheelchair accessible tuk tuk allowing us to be able to provide safe transportation to children and their families.
- We expanded our permanent space to include a dedicated Physical Therapy Building; Nursing Clinic Room; Sensory Room and Accessible Bathroom.
- Our Country Director and Senior Nurse attended and completed Funder/Grantee workshop training.
- Our senior staff developed and expanded group Positive Parenting courses for the caregivers in our families, allowing them the opportunity to learn critical skills that directly impact all their children's quality of life.
- Our Country Director was invited to attend and participate in workshops put on by the Ministry of Health, allowing Safe Haven to continue to build relationships with the government and expand our ability to advocate on behalf of children with disability.
- Our 3rd Annual Fundraising Gala in Los Angeles at the Bonaventure Brewing Company was a tremendous success raising over \$20,000!
- Thanks to our donors, our Amazon Wish List outreach was an invaluable success, with supporters sending thousands of dollars worth of medical, therapeutic and educational supplies.
- Members of our staff were invited to join the Core Team for the Cambodian Development Milestone Assessment Tool, the first Cambodia-validated developmental assessment. This tool has been very helpful as a framework for training new interventionists, and Safe Haven looks forward to providing training to other organizations who wish to begin using this tool.
- 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, as well as advocating for the specific needs of children with disabilities among all member organizations.



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:

We are proud of our incredible Safe Haven team. And it truly is a team: Our dedicated senior staff under the leadership and mentoring of Country Director Jess Whitney have created a work atmosphere that values teamwork and encourages learning. Once again, our senior staff tackled the job of training new staff. Joining Heather Connell (ED) and Jess Whitney (CD), Kathy Clark (PT Supervisor), Veng PichBopha (Office Manager), Chon Leakna and Say Chamreoun (Senior Nurses); Luy Sopheary (Senior Interventionist) and Sov Kosal (Senior Social Worker) - we are thrilled to welcome.....



New Clinical Staff:



Mr. In Ponga Photra is our new Social Work Supervisor. Photra completed his Bachelor Degree in Psychology in 2006 from Royal University of Phnom Penh. He has worked for over 11 years in the field of Social Work, Child Welfare and Child Protection. In his own words:

"In Cambodia people think disability is not important, consequently this leads to a lot of problems for disabled people, specifically children. I am very proud to work here to raise the voice of disabled children and help change people's thinking about disabilities."



Mean Borany is one of our new Junior Interventionists. She graduated from Build Bright University (BBU) in Siem Reap city in 2017. For the past five years, she worked for a local non profit as an educator before her path led her to Safe Haven. In her own words:

"My job is really amazing, I like helping parents to better care and understand about their children with disabilities. I help to provide and educate parents with play therapy and skills for taking care of their children."

OUR TEAM



Chan Sreynoch is our other new Junior Interventionist. Safe Haven is Nott's first work experience after graduating from high school. Her research for a career that would allow her to use her skills to help children in need led her to Safe Haven and she knew this was where she wanted to be! In her own words:

"It was a dream to educate the parents about how special their children are. Now my dream has come true: I am part of the Safe Haven team and I expect to work with Safe Haven for a long time."



Meak Srey is our new Junior Physical Therapist. Srey is a recent graduate from the University of Health Sciences in Phnom Penh with a degree in Physical Therapy. Srey spent time as an intern with us prior to graduation and we knew she would be a wonderful addition to our team. In her own words:

"After I started my first job at Safe Haven, I realized that my job is worth it. I get to help lots of children with disabilities. It makes their life easier so they are able to attend daily activities like other kids and that makes me so happy. I like to see children laugh and smile because I know that I can make their day like they make mine."

Support Staff:

We are excited to welcome **Meas Kosin** to our Safe Haven Team! With the exciting edition of our new accessible tuktuk, Kosin joins our team as our full time driver. His care and commitment to the safe transportation of our children and their families shines through in everything that he does. Kosin is also enthusiastic and skilled at assembling and repairing wheelchairs and other equipment.



We are also excited to welcome **Koeuy Kimchhet** as our new Child Care Provider. As part of our commitment to our staff and their own families and our desire to create a family-friendly work environment, we have added free onsite child care for staff with small children. Kimchhet is a student at Southeast Asia University and enjoys learning about child development from the interventionists.



VOLUNTEERS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

We are so grateful to our volunteers, many of whom have been donating their time and skills to Safe Haven for years. Time and again, they return to make a difference and we would not be where we are today without them.

- **Dr. Karen Froud** is Safe Haven's longest serving volunteer! She has been a part of Safe Haven since 2010. She has provided professional assessment and training in the field of Speech-Language Pathology helping our families, kids and clinical staff with issues around cognition, communication, and swallowing disorders.
- **Lisa Hoffmeyer** returned for the 4th year in a row! Lisa dedicated four months this year working part time at Safe Haven. Her extensive skill sets in the area of non-profit strategic planning and management provides our Country Director with a wealth of organizational assistance including the development of an admin and finance manual. Additionally, Lisa provides ongoing English instruction to staff who want to improve their verbal and written skills.
- **Kay Ahern** returned for the 3rd year in a row! Kay is an inspiration to everyone she meets! She has spent decades working and volunteering abroad in the field of physical therapy and at 78 years old is still working the front lines and making a difference. Kay specializes in hand therapy and spends several days each year with our staff training them how to make hand splints for children.
- **Neil Edwards and Rob Ahlers**, accountants from Southern California and the Netherlands respectively, graciously donated their time for the 2nd year in a row working with our management team to prepare for our audit and end of year bookkeeping.
- **Care For Cambodians** Jenny Foster and her CFC RC team once again pulled out all the stops with their dedication and generosity and funded the building of a large storage shed on the Safe Haven property. The shed has allowed us a safe, secure place to store large bulk equipment such as wheelchairs and other mobility aids.
- **Wheelchairs for Kids in Australia** committed to send 50 more wheelchairs to Safe Haven.
- **Rachel Hutchinson**, an Australian speech therapist now living in Siem Reap, began volunteering to provide further training and support to the Interventionist team. Rachel has experience in using Augmentative and Alternative Communication, which will be helpful when working with children with autism.
- **Dr. Betsy Williams and Ralph Jones RN**, returned for the 4th year. They provided swim lessons to our staff, many of whom had never learned. Considering that our staff must utilize boats during rainy season to conduct some of our home visits and that drowning remains a significant rural cause of death, the lessons were deeply appreciated. Our staff showed off their new swimming skills during our annual staff retreat and it was a joy to see!
- **Leong Wei Ming**, an Occupational Therapist from Singapore, spent three weeks with Safe Haven providing training specifically related to autism and sensory processing. This was an enormously helpful learning opportunity for our Senior Interventionist, and later in the year, he facilitated her training opportunity in Singapore.



LOOKING AHEAD TO 2020

- Due to the ongoing shortage of qualified physical therapists in Cambodia, we began a robust international search for a qualified PT trainer with the goal of having them provide mentoring and capacity training to Khmer staff.
- We hope to continue to add to our clinic staff in order to expand our capabilities to serve children with disabilities. With an ever expanding waiting list, it is more important than ever to hire and train qualified local personnel to meet this growing need.
- We plan to significantly expand our education, training and support groups for our families. Many of our families have expressed to us how much the classes have meant to them and asked for more opportunities to attend additional workshops.
- We intend to continue thoughtfully developing our volunteer program with an eye on providing our Khmer clinical staff the opportunity to access professional development.
- We reaffirm our commitment to 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.



SPOTLIGHT STORY: DONOR-SUPPORTED SPECIALTY INTERVENTION



Baby S was born in a remote Province and within a few days of birth started vomiting and not tolerating her feeding. When no doctor or hospital in their province could help, her parents traveled 8 hours to Siem Reap to Angkor Hospital for Children. In her first year, S was hospitalized quite frequently and for long periods while AHC tried to find the reason behind her feeding problems. She often had to be tube fed in very small quantities through a NG tube through her nose, but she still struggled to gain weight. At birth she was 6 lb 6 ounces, and by nine months old she still had not reached 10 pounds. At that point, she was no longer eligible to receive any formula from AHC, and the AHC Social Worker referred her to Safe Haven to see if we could help.

Safe Haven took over providing formula and S's family agreed to come to Siem Reap once a month for check-ups and medication refills at AHC and to receive Safe Haven services to support nutrition and development. Every time the family traveled to Siem Reap, it took 8 hours of bus travel one-way and the family

needed to stay overnight and travel back home the next day. AHC and Safe Haven agreed to share the cost of transportation and accommodation for the family to make their travel possible.

After a few months of continued poor weight gain and vomiting and another hospitalization, we decided to try a non-allergenic formula for children with feeding intolerances. Unfortunately, no such formula is available in Cambodia, so we appealed to our donors to support this purchase, and our donors came through, as always. When the first cans of Nutramigen formula arrived at Safe Haven, we made a plan to gradually introduce the new formula and wait to see how she would tolerate it. There was an immediate improvement in her vomiting and other digestive problems, and though her weight gain was still very slow, she was eventually able to have the feeding tube removed.

Now, at the age of 24 months, her weight is up to almost 16 pounds. She still does not tolerate solid food, so she depends completely on the formula to meet her nutritional needs. The generosity of our donors has literally kept her alive and allowed her to avoid any further hospitalizations since she started getting the special formula she needs.



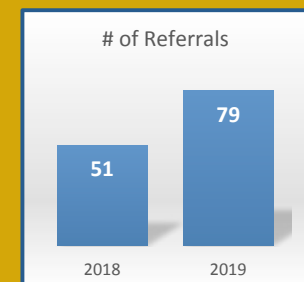
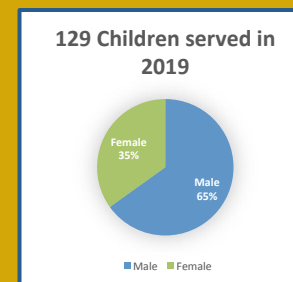
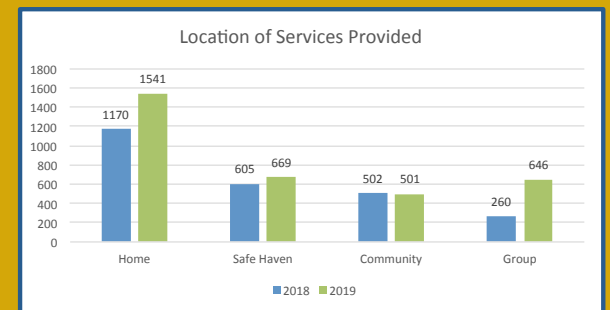
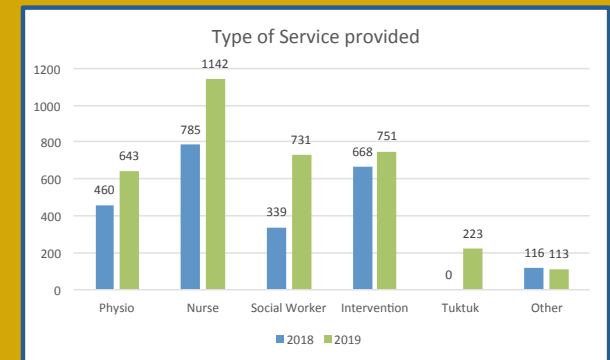
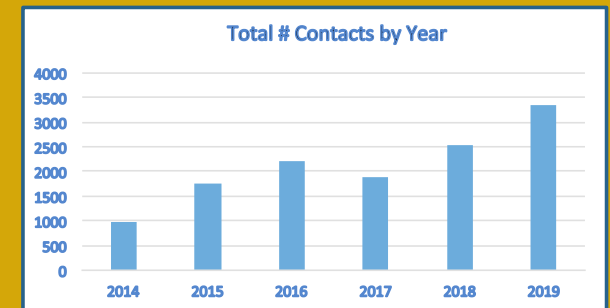
In addition to her feeding intolerance, S has global developmental delays. When we first assessed her at nine months, she was surprisingly bright-eyed and smiley for a child with such significant malnutrition, but she could not hold a toy or sit up independently. Our Interventionists used the Cambodian Developmental Milestone Assessment Tool to assess and track her development, and taught her mom activities that would encourage S's gross and fine motor development. All of her developmental milestones have been quite delayed but she reaches milestones eventually and in the expected order, thanks to her mom's efforts to practice all the ideas and activities she was taught.



S has also been seen and assessed by Safe Haven's Physiotherapist to provide further support for gross motor development. Safe Haven's Social Worker makes sure the family has the support needed to continue their monthly trips to Siem Reap and to help with other challenges that may arise. Because the family lives so far from Siem Reap, Safe Haven cannot visit at home, but S's family maintains very regular phone contact with our staff to provide updates about progress, ask questions, and get general support.

There is no opportunity here in Cambodia to test S for various conditions and possibly identify the exact diagnosis behind her feeding intolerance and developmental delays, so our strategy of providing nutrition and developmental support continues. We cannot predict how long S will need this formula nor whether her development delay will be permanent. But we do know that she is growing, thriving, and achieving developmental milestones, which would not be possible without the nutritional support from our generous donors and the skills of the Safe Haven staff.

BY THE NUMBERS



END OF YEAR FINANCIALS 2019

Summary Income and Expenditure Report Safe Haven (Cambodia)

	Year Ended December 31,	
	2019	2018
Contributions	193, 875	\$ 164,210
Compensation	\$ 91,386.00	\$ 62,925.00
Medical fees and supplies	\$ 25,641.00	\$ 13,002.00
Rent, utilities and office expenses	\$ 15,851.00	\$ 15,528.00
Professional fees	\$ 262.00	\$ 4,859.00
Travel	\$ 13,205.00	\$ 5,650.00
Marketing and fundraising	\$ 171.00	\$ 7,050.00
Bank fees	\$ 415.00	\$ 1,052.00
Dues and subscriptions	\$ 61.00	\$ -
Office expenses	\$ 4,908.00	\$ 3,919.00
Training and education	\$ 5,462.00	\$ 4,969.00
Depreciation	\$ 5,598.00	\$ 2,509.00
Other	\$ 806.00	\$ 920.00
	\$ 163,766.00	\$ 122,383.00
Excess (deficit) for the year	\$ 30,109.00	\$ 41,827

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!*

Dr. E U Adams
Adjusters International
Sharon Allerson
Denise Andrews
Ada Andujar
Apple, Inc. Matching Funds
Valerie Arneson
Glen Aspeslagh
Christan Ayers
Antonio Barea
Simon Bastin
Andrew Berlin
Jessica Bivens
Erin Blume
Zoe Bobb
Melissa Boomhower
Heather Brawley
Celeste Brooks
T. Desmond Brown
Care For Cambodians
Greg Campbell
Kathy & Terry Clark
Heather Connell
Leslie Connelly
Amanda Davenport
Mark Davis
Leslie DeBaun

Christine Dehar
Sara Whitney Denny
Andres Fernandez
Karen Froud
Full Belly Farm
Amy Gablum
Anne Garner
Jennifer Gennaro
Katie Gielow
Natalie Gilbert
Beth Gillis
Jessie Ginsburg
Jo & Josh Gittoes
Give Children a Future
Golden Papaya Guest House
Lisa Goodman
Katherine Govey
Randy & Emily Gower
Miss B Hamilton
Glen Hatala
Charly Haversat
Daniel Hickey
Lisa Hoffmeyer
Hope Lutheran Church
Caroline Horvitz
Linde Hotchkiss
J Parker Huber

R Scott Johnson
Whitney Johnson
Kadoorie Charitable
Foundation
Kristine Keefe
Charles & Theresa Kennedy
William Kenny
Alba King
Kimberly King
Janet Lauricella
Justin LeClair
Kimberly LeClair
Kristine LeClair
Arthur Lofton
Meda Lowell
Chris Lucurell
Drew Lucurell
Vicky Lyden
Julie Markowitz
Erin Maxick
Kerrie Meehan
Adriana Mendieta
Regina Meyer
Jaz Mojica
Emily Morrow
Morowood
Anette Mosdale

Roslyn Muirhead
Neil Murphy
Amy Nelson
Paula Noah
Larna Norris
Emily O'Keefe
Avery Ota
In Ponga Photra
William Rafert
Kathryn Rager
Brandon Reece
REECH
Stuart Roseman
Cinda Rosenberg
Anne Rousseau
Sormeh Salimpour
Jayde Salo
Carlos Santiago
Steven & Nazy Severaid
Richard L. Sheehan
Joanna Sheehan
Cruz Silva
Jennifer Smith
Lorna Smith
Luy Sopheary
Shirley & Paul Spitieri
Karl Stemler

SJ Stevens
Joseph Sullivan
Kathryn Taylor
Jackie Tooley
Christopher Touch
Sherry Trailor
Craig Turner
Kyle Valle
Klaas & Bridget Vangelder
Jennifer Vertican
Michael Vigliotta
Wheelchairs for Kids
Betsy Williams
Willis Towers Watson
Matching Funds
Andres Will
Jessica Whitney
Joyce A Yamamoto
Alexandra Zabriskie

