



Safe Haven Medical Outreach Annual Report 2020



**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

 SafeHavenMedicalOutreach  @MeetSafeHaven



Heather E. Connell



Jessica Whitney

Dear Friends and Supporters of Safe Haven,

Like so many of you, we kicked off 2020 filled with optimism for the year ahead. We were thrilled after an extensive search to welcome our new physical therapist, Srey, to the team in January. Professional development opportunities lay on the horizon and we looked forward to welcoming back long-standing volunteers who tirelessly provide consultation and training to our staff. Manan Trust had invited us to apply for additional funding which would continue to help us grow as an organization and realize our goals of expanding our outreach. At the beginning of March, we were making plans for our new PT trainer to move from Portland to Siem Reap and Heather's bags were packed to the brim with supplies with her flight to Cambodia just days away. The news was starting to become more concerning about a new novel coronavirus that was spreading rapidly across the world.

As the world went into a collective shutdown, tourism ground to a halt in Cambodia. The collective 1-2 punch of economic collapse and the pandemic had a profound impact on our families, our services, and our staff. As a team, Safe Haven strove to adapt to the moment and lead by example. We suspended normal services as many of the children we serve and their primary caregivers are high risk and we were keenly aware of our service visits becoming potential vectors of the virus.

Instead, we turned our attention in the first half of the year to providing hygiene education and COVID protection packages for our families. Our nurses made bottles of sanitizer and taught socially distanced hand washing workshops. Our social workers did emergency food assessments and put additional focus on families at highest risk for food and housing insecurity, domestic abuse, and other issues. Our PT and Interventionists checked in with families providing what verbal support they were able and worked hard on initiatives to improve our services when they resumed.

While cases in Cambodia during the latter half of 2020 remained low and we were able to resume normal services, the economic impact continued to grow. Many of our families lost all sources of income. We redirected our entire Nutritional budget into Emergency Food Support and reached out to you, our donors, to help us meet this extraordinary need.

It has been a challenging and difficult year. We fully expect like much of the world, to be dealing with the ongoing health and financial impact of COVID 19 well into 2021. As always, our primary goal remains the same: to continue to be a beacon of support and provide the highest level of service to our children with disabilities and their families. Our deepest thanks and gratitude to our donors who helped us navigate 2020 and continue to pledge their support in the most trying of moments.

With Appreciation,

*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**



COVID-19 RESPONSE

As Covid-19 became a potential threat early in the year, all of our interactions with children and families included an increased focus on education about infection control and preventing viral transmission. In mid-March, we suspended direct services for eight weeks and quickly developed a plan to provide emergency food support, remote case management, and a great deal of ongoing phone support to all families.

When we re-opened the office and resumed providing services, we made further adjustments which included an emphasis on safely conducted groups and parenting classes which allowed us to provide services more efficiently. During the year, we worked with 130 families and at least 75% of them received emergency assistance by way of nutritional, medical and transportation support.

- Food: rice, protein source (eggs or fish), cooking oil and fish sauce, salt and sugar, and vegetables. (Average cost is about \$35 per food package, and it is a minimal package of food that lasts 10-14 days for one family)
- Formula and milk (some families could previously afford this but no longer can)
- RUTF (Ready to Use Therapeutic Food): a high protein, high calorie soft food for malnourished children who cannot safely chew and swallow solid food
- All supplies are delivered in reusable containers whenever possible to reduce the environmental impact of plastic waste (a huge problem in Cambodia)
- Transportation support so families can bring their child to the hospital or doctor when needed (average cost: \$7.50 round trip, with some families traveling up to 100+ km one way)
- Vitamins, acetaminophen (Tylenol), thermometers, first aid supplies
- Hand gel, masks, other hygiene and Covid-related protection
- Extra food and basic needs support for a family acting as an unofficial foster family for a severely disabled child who was abandoned in their village



OUR TEAM

Although 2020 was challenging, our staff continued to rise to the occasion with an eye on improving our services and procedures, and on their own professional education and development in order to emerge from the pandemic as an even stronger organization. Joining Heather Connell (ED) and Jess Whitney (CD), Kathy Clark (PT Supervisor), Veng PichBopha (Office Manager), Chon Leakna and Say Chamreoun (Nurses); Luy Sopheary, Chan Sreynoch, Mean Borany (Interventionists); Meak Srey (Physical Therapy); Koeuy Kimchhet (Child Care) and Sov Kosal (Social Worker) - we were thrilled to welcome new staff and celebrate the promotion of our accessible Tuktuk driver into a new role as a PT Assistant.



Staff Updates:

OUR TEAM



Meas Kosin started working for Safe Haven as our Accessible tuktuk driver in 2019. His incredible, versatile skills and willingness to learn quickly led to an expanded role and opportunities. Our PT team began intensive training with Kosin and in November of 2020, he was officially promoted to Physiotherapy Assistant. In his own words:

"I really love this position because I can grow in my knowledge and ability working with Safe Haven's Leadership and PT Teams."



Rebecca Crockett is our new Physiotherapy Trainer. Hailing from Portland, Oregon with a degree in physical therapy and public health at Emory, she has worked with children in a multidisciplinary clinic where she learned even more about the social importance of adaptive play and parental support. In her own words:

"At Safe Haven, I can visit our families in their homes alongside teammates who specialize not only in rehab therapy but also medical care and family support. Every day we passionately work together making the most of limited resources to provide family-centered care."



Hean Sreythea is our new social worker. With over 10 years' experience in social work from several different NGOs in Cambodia, her strong skill set includes working with families in need of emotional, financial and parenting support. In her own words:

"I love this job very much due to it fit to my dream since I was young to help and support vulnerable children and their families in the community."



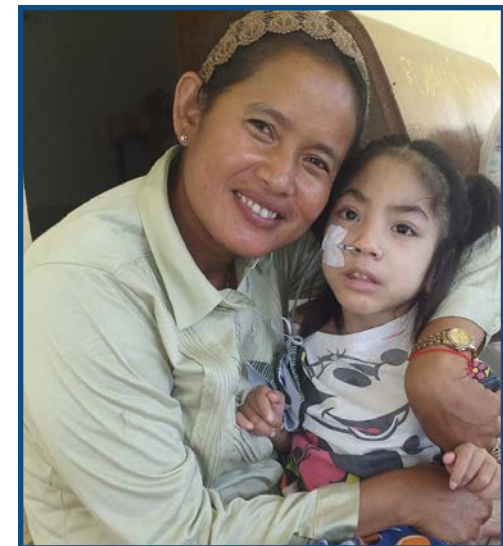
Loeurt Lomor is our new Accessible Tuktuk driver. He worked in tourism almost 14 years to support his family and his parents. He is excited to be a part of our Safe Haven Support Staff. In his own words:

"I feel lucky that I can work at Safe Haven as our Tuktuk driver. I am interested in helping children with disabilities because I can help our community."

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.

- **Carmen Parsons**, a wonderful Canadian Speech Therapist worked closely with our Interventionists who were already asking her to return before she had even left! Carmen has many years of experience, including volunteering and training in Asia and Africa.
- **Lisa Hoffmeyer** arrived to begin her yearly four months of volunteering. Lisa braved the difficult restrictions and 2-week government quarantine in a hotel in Phnom Penh in order to be there for our Safe Haven staff. She worked with staff individually on English study and worked hard to design their lessons to be useful, relevant, and fun.
- **REECH Cambodia**, an annual donor of many useful toys and other items, also gave us a \$1000 USD donation in January.
- Our volunteer accountant team, **Neil Edwards and Rob Ahlers**, were here in February to review end-of-year accounting questions, changes in our Chart of Accounts, and follow-up on recommendations from our audit done last year.
- We have been approved as a partner organization with the **Australian Volunteer Program**. This program matches professionals (such as speech therapists, occupational therapists, etc.) with NGOs for full-time 12-month assignments and the Australian government covers salary and all other costs. We hope to welcome a full-time Occupational Therapist to Safe Haven when it is safe to do so.
- **Rachel Hutchinson**, an Australian speech therapist was with us for the full year. She worked closely with Pheary two afternoons per week focusing on augmentative and alternative communication skills for children with autism and their families.
- **Michael Brill**, an experienced mental health counselor from Minnesota volunteered 1-2 afternoons a week during the second half of year to work with the social workers on improving their knowledge and confidence related to mental health, basic counseling skills, and client relationship-building.
- **Elin Hoglind**, an accounting volunteer from Sweden, worked with Bopha to update our Accounting and Finance Policies.



LOOKING AHEAD TO 2020

- Mindful of the ongoing pandemic, we will continue to monitor the COVID situation in Cambodia and adapt our services to meet the needs of our families with an eye on safety and continued emergency support. We will be actively seeking donors and funding partners to help us meet these significantly increased needs
- We have developed a concept for a travelling rehabilitation clinic van which would allow us to travel greater distances to children in need. This would allow us to improve our services and reach more children. A van would allow us to transport a group of staff safely and carry health and rehabilitation equipment and supplies needed to ensure that we always have the appropriate items needed to best serve the child's specific needs.
- We plan to actively recruit and expand our clinical staff. During the pandemic, our wait list has continued to grow and it is our hope to emerge from the COVID crisis with an expanded pool of highly trained local professionals ready to serve an ever-growing pool of need.
- In late 2020, we were approached about partnering on a 5-year USAID-funded project to improve Integrated Early Childhood Development activities in Cambodia. This project will begin in June 2021 and will allow Safe Haven to train even more staff and expand our reach into two other provinces.



SPOTLIGHT STORY: IN MEMORY OF CHARAM *



In Safe Haven's early days in 2012, we received a referral on a baby with untreated hydrocephalus (fluid collection in the skull.) Charam was seven months old at the time and being cared for by his grandmother so his mother could work to support them. His condition was very visually apparent, with his head much larger than normal, his overall development was quite delayed, and he was quite thin.

His grandmother welcomed our help in providing nutrition, positioning equipment, a stroller (and later a wheelchair), and emotional support. She was eager to find treatment for her grandson, but they had already been turned away by one children's hospital who said they could not help. We coordinated with Angkor Hospital for Children for him to be seen and referred to another possible treatment option, and facilitated their travel to Phnom Penh for a consultation at the National Pediatric Hospital. Unfortunately, they felt treatment was not possible due to the severity of his condition.

Helping the family understand Charam's condition (including the fact that no one was to blame for causing it) and accept the lack of treatment options became an important role for Safe Haven's social worker. Because this child was so visible in the community, the grandmother would frequently be approached by foreign

tourists who would promise to find treatment for him, raising the grandmother's hopes again and again, even though this was impossible. Eventually, the family came to understand that the brain damage he had already experienced could not be reversed and surgical treatment would be very risky and would not provide him a "normal" life.

So Charam became our first Palliative Care client. We coordinated with Angkor Hospital for Children for his medical care, and we supported his grandmother and other family members to provide the best possible care for him at home to maintain his comfort, nutrition, and safety. We talked and learned a lot about quality of life for children who have a life-limiting condition, and encouraged open conversations with the family about this.

Charam's grandmother was an amazing and devoted caregiver. It was clear that she loved him deeply and unconditionally and she devoted made sure he was positioned well, fed appropriately, and received medical care. She also talked to him and sang to him and noticed what made him happy. Despite his very limited abilities to respond to the environment, his grandmother's voice always got Pheaktra's attention and calmed him if he was unhappy - but he was rarely unhappy because his grandmother was so attentive.



* Child's name changed for privacy.

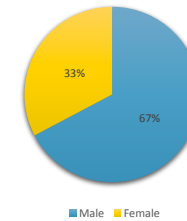
We didn't expect Charam to live long with this very serious condition, but thanks in large part to the loving and meticulous care he received from his grandmother, Charam had a comfortable life for more than eight years. He passed away rather suddenly in late 2020, and he leaves a profound impact on his family and the Safe Haven staff who worked with him for many years. The resilience and dedication of his grandmother and the support that we could offer to improve quality of life taught us many lessons about how to support children with life-limiting illness. Charam and his grandma taught us many valuable lessons.



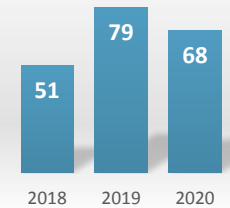
While we always hope for the best outcome and work toward children overcoming some of the challenges that disability presents, this isn't possible in every case. But even in cases where a child's life may not be as long as we hope, we can do everything possible to assure that the quality of their life will be the best it can possibly be.

BY THE NUMBERS

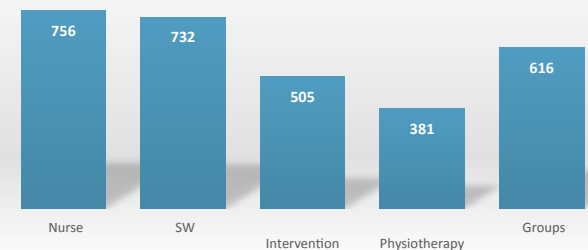
165 Children served in 2020



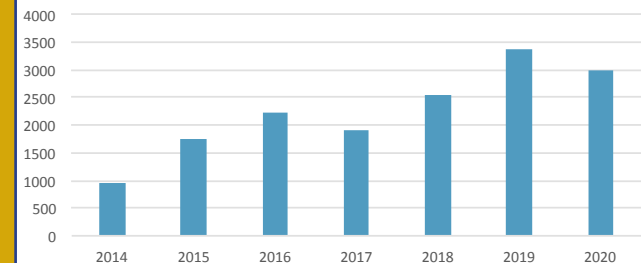
of Referrals



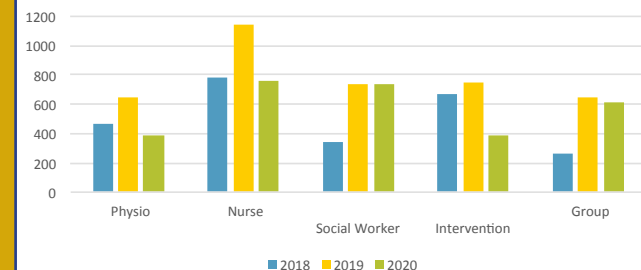
2020 Visits by Type of Service & Group



Total # Contacts by Year



Type of Service by Year 2018-2020



END OF YEAR FINANCIALS 2020

Summary Income and Expenditure Report Safe Haven (Cambodia)

	2020	2019
Contributions	\$253, 170	\$193, 875
Compensation	\$ 111,256.00	\$ 91,386.00
Medical Fees and Supplies	\$ 28,289.00	\$ 25,641.00
Rent and Utilities	\$ 17,725.00	\$ 15,851.00
Profesional Fees	\$ 5,544.00	\$ 262.00
Travel	\$ 14,954.00	\$ 13,205.00
Marketing and Fundraising	\$ 8,041.00	\$ 171.00
Bank Fees	\$ 803.00	\$ 415.00
Dues and Subscriptions	\$ 1,237.00	\$ 61.00
Office Expenses	\$ 8,728.00	\$ 4,908.00
Training and Education	\$ 5,267.00	\$ 5,462.00
Depreciation	\$ 3,480.00	\$ 5,598.00
Other	\$ 1,616.00	\$ 806.00
	\$ 206,940.00	\$ 163,766.00
Excess (deficit) for the year	\$ 46,230.00	\$ 30,109.00

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

COMPENSATION We are proud to employ a Khmer Outreach Team which includes Senior Leadership and staff across multiple disciplines including Physical Therapy, PT Assistant, Nurses, Interventionists, Social Work, Accessibility Driver and Child Care.

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!

Sharon Allerson
Denise Andrews
Valerie Arneson
Jessica Bivens
Erin Blume
Pamela Brawley
Sanford Brawley
Hayley Bristowe
Celeste and Kevin Brooks
Desmond Brown
Gernon Brown
Greg Campbell
Marian Collins
Heather Connell
Leslie Connelly
Rebecca Crockett
Richelle Dante
Michael Darthail
Mark Davis
Leslie DeBaun
Christine Dehar
Dylan Dehar
Charles Dreyer
Matthew Earles
Gwen Farley

Reem Fatima Family
Stefanie Fink
Jennifer and Charles Foster
Amy Galblum
Anne Garner
Callie Geissler
Jennifer Gennaro
Natalie Nicole Gilbert
Jessie Ginsberg
Lisa Goodman
Randy and Emily Gower
Roland Markus Graf
Madeline Green
John Halbert
Glen Hatala
Daniel Hickey
Linde & Renee Hotchkiss
Paige Jansen
Whitney Johnson
R. Scott Johnson
Kristine Keefe
Charles and Theresa Kennedy
William Kenny
Alba King
Catherine Kresge Kang

Janet Lauricella
Chon Leakna
Justin LeClair
Kimberly LeClair
Kristine LeClair
Edward Leventhal
Matt, Lizzie, Maddy and
Berdie Logelin
Meda Lowell
Chris and Drew Lucurell
Erin Maxick
Monte McIntyre
Arjan Moro Family
Emily Morrow
Neal Murphy
Lara Narita
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Jennifer O'Brien
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Cydney Perske
Cally Prairie
William and Janine Rafart
Andrew and Kate Rager
Yem Rany

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Joanna Sheehan Bell
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Debra Sloggett
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Lorna Smith
Luy Sopheary
Carla Dollar Springman
Karl Stemler
Manna Summons
Lena Tan
Hilary Thomas
Jackie Tooley
Christopher Touch
Klaas and Bridget Vangelder
Jennifer Vertican
Betsy Williams
Joyce A Yamamoto
Zuzana Zarubova

Adjusters International
Apple, Inc.
Australian Cambodian Children's
Taskforce
Care For Cambodians
Gower Inc.
Greenspan Company Adjusters Int'l.
Hope Lutheran Church
Kadoorie Charitable Foundation
Morowood Construction
PSI
Pyramid Educational Consultants
REECH Cambodia
Rotary Club of Keilor East
Smart Fei Inc.
The Jeffery Horvitz Foundation
USAID/Family Care First
World Childhood Foundation

