

# Safe Haven Medical Outreach Annual Report 2021



**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](http://www.safehavenkhmer.org)**

 SafeHavenMedicalOutreach  @MeetSafeHaven



Heather E. Connell



Jessica Whitney

*Dear Friends and Supporters of Safe Haven,*

*After the unprecedented global COVID epidemic in 2020, our Safe Haven team headed into 2021 mindful of the continuing health and economic crisis and its continuing impact on our families. Although COVID numbers in the latter half of 2020 had remained low, 2021 ushered in a spike in cases throughout SE Asia that led to lockdowns and quarantines. Continued concerns for food and housing insecurity for families dominated the conversation around services and priorities.*

*By mid-year, there was cause for optimism and excitement. We were able to get our entire Safe Haven staff access to both doses of a COVID vaccine. Many of our families were also able to receive access to the vaccine. We began our return to services in the field mindful of new safety protocols and the comfort level of our families with home visits. Our nursing leadership took point on refresher courses for COVID safety for our staff and clients and we laid in a supply of PPE and testing kits.*

*There were also new programs, staff, and grants on the horizon. In 2021, Safe Haven joined the USAID Integrated Early Childhood Development (IECD) project. Recognized as a leader in providing quality care for children with disabilities in Cambodia, Safe Haven was asked to train Interventionists to provide much-needed services in two provinces, where there are no other known services for children with disabilities.*

*We received a generous grant from the Japanese Embassy allowing us to purchase a custom van to be outfitted as a mobile clinic that would allow us to safely carry larger teams and more supplies and equipment, giving us the ability to have even more impact in a single day.*

*By December 2021, we had welcomed our 4 new IECD trainees, COVID numbers were beginning to fall. Cambodia began to slowly open its borders and we are optimistically looking ahead to 2022 toward recovery, rebuilding, and as always, serving our community of children with disabilities and their families.*

*Our deepest thanks and gratitude to our donors who continue to help us navigate during these challenging times.*

*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 2021

Covid-19 continued to be a challenge on both a health and an economic front during 2021. As Safe Haven adjusted to changing quarantines, lockdowns, and closures, we continued to provide emergency food support, remote case management, and ongoing support to all families.

When services resumed mid-year and vaccines became available, we continued to lead by example by instituting best practices at our office to ensure the protection of our staff, our kids, and their families.

In 2021, Our COVID-19 Support and Protocol included:



- Securing Vaccines for staff members, providing education around the importance and safety of the vaccine, facilitating open discussions to answer questions
- Full PPE For Staff, providing hand gel, masks, other hygiene and Covid-related protection for our families
- Practicing masked, social distancing in the office for all meetings, group sessions, and appointments
- 3x week testing by staff to ensure we would not carry the virus to our vulnerable population

• Ongoing Emergency Food Support for our most vulnerable families: rice, a protein source (eggs or fish), cooking oil and fish sauce, salt and sugar, and vegetables. (Average cost is about \$40 per food package, and it is a minimum package of food that lasts 10-14 days for one family) 30 families received food support in 2021. (Each family received food support from 1-12 times over the year.)

• Formula and milk

• RUTF (Ready to Use Therapeutic Food): a high protein, high-calorie soft food for malnourished children who cannot safely chew and swallow solid food





## OUR TEAM

One of the foundations of Safe Haven's success has always been the importance we place on the investment in the mentoring and ongoing training of our Khmer Clinical staff. Under the exceptional leadership and guidance of Country Director Jess Whitney, we have seen incredible professional development and growth from within our organization that has led to the creation of our Leadership Team. As our staff continues to grow, the day-to-day management of each team – Physical Therapy, Intervention, Social Work, Nursing, Administration – now falls to our primarily Khmer Leadership Team.



**Meak Srey**  
Physical Therapy



**Luy Sopheary**  
Interventionist



**Chon Leakna**  
Nurse



**Sov Kosal**  
Social Work



**Veng Pich Bopha**  
Finance & Administration



## OUR TEAM

Safe Haven is thrilled to be part of the pilot program for the USAID Integrated Early Childhood Development (IECD) project. Led by Rebecca Crockett, our IECD Project Manager, and Luy Sopheary, our Intervention Team Leader, four new Interventionists were hired to be part of this program. After a full year of intensive training with our current staff in Siem Reap, these Interventionists will move to Kampong Thom and Preah Vihear to support families in developing their children's fine motor, social, and language skills.



**Chet Leakhena**  
Interventionist

*"I am proud and pleased to work with Safe Haven. Especially for a team rich in professional and specialized staff who are willing to work with children with disabilities. I have a bachelor's degree in psychology. I have attended many training courses and learned about volunteering at various organizations. It's so exciting that I had the opportunity to work as an Interventionist in the IECD project. I will do my best to work with children by my head, hand and heart."*



**Net Vobol**  
Interventionist

*"I hold the Bachelor Degree of Computer science. I came to work at Safe Haven because it was a dream when I was young to help children with disability to improve living and eliminate discrimination against people with disabilities in the community. It's a great job that I can help children and encourage them. I hope the experience will make me help improve the future of children."*



**Sab Muot**  
Interventionist

*"I am so happy because my job is good for me, my work teaches me how to help children with physical therapy and occupational therapy and I can see our children progress and see the happiness in their families. It's a great job that I can help children with disabilities in my country to encourage them, they're not alone anymore."*



**Sen Sokhun**  
Interventionist

*"Safe Haven is my first experience working with children with disability. I had researched about Safe Haven and saw the photos about the kids and the help the Safe Haven team was giving. I wanted to be part of that too. Seeing kids having fun and getting healthy and feeling the love from us. 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 expected to work with Safe Haven for a long time."*





## 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.

- **Elin Hoglind**, an accounting volunteer from Sweden, returned to work with Bopha to further strengthen our accounting and finance policies and practices.
- **Rachel Hutchinson**, a speech therapist who had volunteered in 2020 was with us for part of the year before returning back to Australia. She worked closely with Pheary, adding to Pheary's skill set related to autism and alternative communication.
- **Michael Brill**, who relocated to Siem Reap with his partner Rebecca Crockett in 2020, continues to use his experience as a mental health counselor to work with the social workers on improving their knowledge and confidence related to mental health, basic counseling skills, and client relationship-building.
- **Sai's Fundraiser:** Uon Pakthom, a Cambodian celebrity known popularly as "Sai", chose Safe Haven as one of three organizations to benefit from a sponsored mini-marathon around the temple complex of Angkor Wat. Several Safe Haven staff participated as well, and over \$4,000 was raised for Safe Haven from Cambodian donors through this amazing effort.



- **BananaCake Club Cambodia:** One of the most joyous classes that take place at Safe Haven is ZUMBA! Miwako Nasu and Naoko Sung of BananaCake Club Cambodia bring boundless energy leading a high-energy dancing class with our kids and their families. During COVID when we had to suspend Zumba in person, They worked together with an amazing group of instructors spanning 4 different countries to host an online Zumba class to raise money for our Safe Haven kids! Thanks to their kindness and generosity, over \$770 was raised.



## LOOKING AHEAD TO 2022

2022 will be an exciting new chapter for Safe Haven. Our partnership with USAID Integrated Early Childhood Development (IECD) project will see us develop and implement a yearlong training program for our new Junior interventionists. There will be many trials and tribulations along the way and as with any pilot program, we are sure to learn a lot as we go along. However, the end result will hopefully see a new beginning for services for families in Kampong Thom and Preah Vihear where no such services currently exist.

2022 will also see the continuing development and promotion within Safe Haven of Khmer Leadership, with two of our long term staff members, Leakna and Bopha, growing into management roles in the areas of Admin and Program Management.

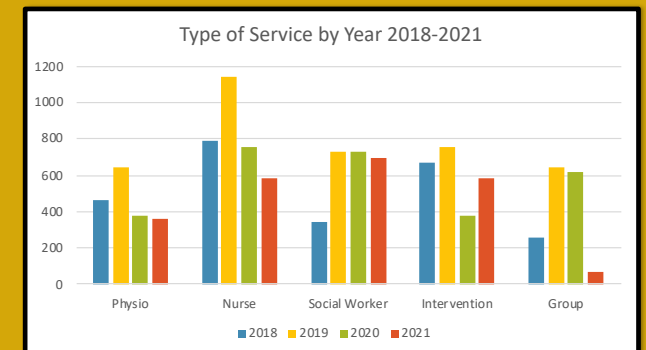
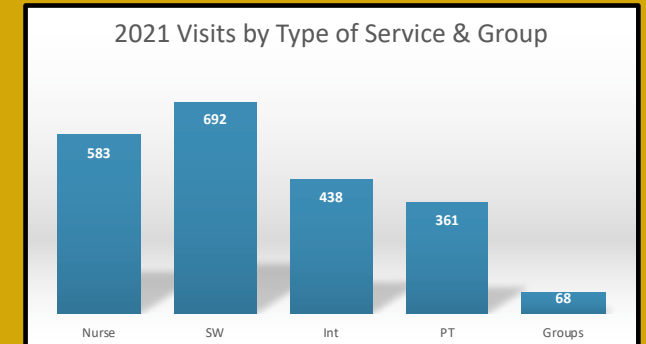
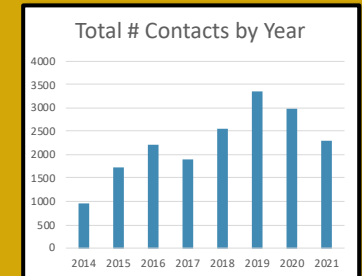
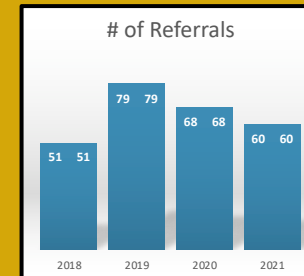
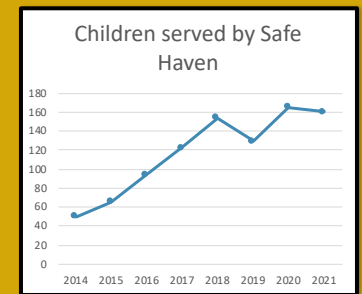
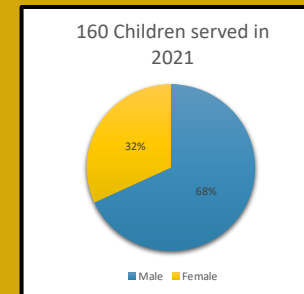
Our brand-new Mobile Clinic Van will be put into full-time use, allowing us to provide a wider range of services to families. Professional development opportunities for staff will continue to expand with two of our team members returning to University to obtain higher degrees.

With COVID vaccines becoming more widely available, infection rates dropping, and the borders now fully open, we also hope to welcome back many of our long-term volunteers who contribute so much to the growth and development of Safe Haven.

As always, our primary mission remains the same: to provide the highest level of care and service to children with disabilities and their families.



## BY THE NUMBERS





## END OF YEAR FINANCIALS 2021

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

	2021	2020
Contributions	\$428,972	\$253,170
Compensation	\$160,011	\$111,256
Medical Fees/Supplies	\$ 37,009	\$ 28,289
Rent and Utilities	\$ 16,884	\$ 17,725
Professional Fees	\$ 1,727	\$ 5,544
Travel	\$ 22,977	\$ 14,954
Marketing/Fundraising	\$ 3,268	\$ 8,041
Bank Fees	\$ 0	\$ 803
Dues/Subscriptions	\$ 4,496	\$ 1,237
Office Expenses	\$ 13,755	\$ 8,728
Prof. Development	\$ 7,175	\$ 5,267
Depreciation	\$ 459	\$ 3,480
Other	\$ 6,678	\$ 1,616
Excess (deficit) for the year	\$154,533	\$ 46,230

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

**COMPENSATION** We are proud to employ a Khmer Outreach Team which includes Senior Leadership and staff across multiple disciplines including Deputy Director, Office Manager, 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. During 2021, this also included ongoing PPE and COVID-related supplies as well as emergency food for families.

**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 develop campaigns about our work to help spread awareness and raise support.

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

**PROFESSIONAL DEVELOPMENT** At Safe Haven, we believe strongly in capacity building and the ongoing training of our professional staff. We invest in classes and training opportunities for our team to strengthen their skills. We also provide scholarships for staff to obtain higher degrees.

**DUES/SUBSCRIPTION/OTHER** Includes dues for compliance, subscriptions to grant databases and other nonprofit resources, repairs to moto bikes and TukTuk, safety equipment for staff, per diem allowances, fixed asset purchases such as moto bikes for new staff.

## 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!*

Anthony & Kat Adinolfi  
Sharon Allerson  
Denise Andrews  
Aida Andujar  
Valerie Arneson  
Joanna Bell  
Carolyn Bellefeuille  
Erin Blume  
Heather Brawley  
Patty Brill  
Celeste Brooks  
Desmond Brown  
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