



Safe Haven Medical Outreach Annual Report 2022



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

**U.S. Mailing Address:
1308 E. Colorado Blvd. #2240
Pasadena, CA 91106**

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,

As the world began to open back up its collective doors following the COVID pandemic, 2022 saw Safe Haven ushering in an exciting year of growth, challenges and change. There were growing pains to be certain: Our largest collaboration to date, partnering with USAID Integrated Early Childhood Development (IECD) project, included the hiring and year-long pilot training program of four IECD/Safe Haven Interventionists who would then be sent in teams of two into the remote provinces of Kampong Thom and Preah Vihear to support families in developing their children's fine motor, social, and language skills.

Learning to work together in a joint project, finding clear lines of communication and most importantly, striving to train a large group of new recruits while coming out of a two year lockdown certainly put us to the test.

After two years of restrictions, home-based services resumed in full. Our mobile clinic was officially launched, allowing us to provide increased services to families in remote areas. Staff resumed parenting and health education groups and expanded those sessions to include others in the community, including local monks, to help educate and expand knowledge around issues that face children with disabilities.

We also saw the continued development of our extraordinary Khmer leadership team, including the promotion of one of our most senior staff members to Deputy Director. This fulfills a long-held goal of having Safe Haven led by Cambodian staff members.

On behalf of our Safe Haven children, their families, and our team, our deepest thanks and gratitude to our donors who continue to make our work possible.

With Appreciation,

Heather E. Connell

Executive Director

Jessica Whitney

Country Director

WHO WE ARE

Safe Haven Medical Outreach, a US 501c3 non-profit based in Siem Reap, Cambodia is a locally-registered, international non-governmental organization with the Government of Cambodia. Our core mission is to provide intervention and support for children with disabilities and medical issues.



**EARLY
INTERVENTION**

**PHYSICAL
THERAPY**

**SOCIAL WORK
SERVICES**

**HOME
ADAPTATIONS**

**OCCUPATIONAL
THERAPY**

**PARENTAL
EDUCATION**

**NURSING
SUPPORT**

**NUTRITIONAL
SUPPLEMENTS**



OUR VALUES



Safe Haven Staff believe strongly in our Code of Values and the belief that every child deserves to have access to the care and services they need to grow and thrive.

- **EQUALITY** – "We believe that there should not be discrimination against people with disabilities because they are entitled to the same rights and opportunities."

– **Leak**, *Safe Haven Deputy Director*

- **COLLABORATION** – "It is important to collaborate with partners that have resources that help our families as they need, such as livelihood, child protection, education and emotional support. It helps us find good solutions."

– **Kosal**, *Safe Haven Social Worker*

- **POTENTIAL** – "Potential is when we want to achieve something or want to reach a goal, and it's possible to do it. Safe Haven staff works as a multi-disciplinary team to provide the best service to our clients so that they can reach their potential and participate in their community and develop functional skills. The child may show the potential of sitting. The mother's goal is for the child to be able to sit independently. As their PT, I identify their mobility, explain and work on it with the child and their mother to help them reach their potential."

– **Srey**, *Safe Haven Physical Therapist*

- **QUALITY OF LIFE** – "The quality of life depends not on how rich you are, but on how happy you are. Even though you have chronic health problems, you still deserve equal rights."

– **Chamroeun**, *Safe Haven Nurse*

- **PROFESSIONALISM** – "Our ethics and behaviors are important to our work. We work hard to support staff and families to build their capacity and confidence in their work and their community."

– **Bopha**, *Safe Haven Office Manager*



STAFF UPDATES



Chon Leakhena

Program Manager

We hired Leak in 2015 as our first Cambodian nurse because we could see her great potential – and Leak’s dedication, critical thinking, and communication skills have only continued to grow. In 2022, we were very pleased to promote her to role of Program Manager and she exceeded all our expectations. Her ability to see the big picture of the whole organization and understand the role and importance of all Safe Haven teams has provided amazing leadership for everyone.



Kun Dina

Physical Therapy

Dina left Safe Haven in August 2022 to return to Phnom Penh, to be closer to his family. We enjoyed our time with him in Siem Reap, were sad to see him go, and wish him the best.



Chrech Samnang

Accessibility Driver

Samnang joined us as a part-time driver in 2022, and has proven himself to be a reliable and flexible addition to the team. He and Lomor share all the responsibilities of driving our van and tuktuk to make sure our staff and our clients get where they need to go safely and comfortably.



Pum Rithy

Accountant

Rithy joined us late 2021 as part of the finance team to support the IECD project. He continued to work half-time through 2022 and was a quiet, steady presence in the sometimes chaotic office.



Samreth Tola

Nurse

Tola was the newest member of the Nurse Team and a hard-working and cheerful colleague. We were sorry for him to resign at the end of 2022, but he was offered a very desirable government job and we wish him well. He promises to take all that he learned at Safe Haven and continue to put it to good use.

STORIES FROM THE FIELD

How Safe Haven Initiatives Impact The Community

One of the foundations of Safe Haven’s model of service has always been providing education and resources to parents and caregivers to help them build their skillsets around the issues facing children with disabilities. Our Positive Parenting, first aid/hygiene, feeding/nutrition, group PT and Zumba classes are just a few of the ways Safe Haven staff bring families together. This year saw Safe Haven build on our outreach in two areas: group training that expanded to include the communities in which our children with disabilities live, and home adaptations that make spaces safer for this vulnerable community.

Lack of understanding in the community means that people sometimes respond to seizures or other health problems in ways that do not help and may even hurt someone.

Safe Haven Medical Outreach nurses respond to this by teaching how to manage seizures safely, including group education at a remote pagoda, where a Safe Haven client with epilepsy lives as a novice monk.



“We had a group training in the pagoda. The topic was ‘How to help a child with seizures.’ We get many questions from the monks related to what they did in the past when our clients had seizures. The monks said today they more understand what they should do and should not do when helping the child with seizures.”

Chamroeun
Safe Haven Nurse

Our PT team is also in charge of evaluating a client’s house for potential hazards that could be minimized with home adaptations.

Once identified, our PT Assistant Kosin designs and supervises home adaptation build-outs to help create safer environments for our Safe Haven Medical Outreach kids with disabilities.



“I want to build a home adaptation for the child because I want them to have a safe time to play in the house. And their parents can also then have free time to do working and cooking.”

Kosin
PT Assistant



VOLUNTEERS, NETWORKS AND PARTNERS THAT HELP US MAKE A DIFFERENCE

Safe Haven's mission is supported and enriched by our vibrant partnerships and volunteers who give of their time, skills and resources year after year. It is with gratitude that we recognize the following individuals and organizations:



- **Step Up's** motto is 'We Get Love, We Give Love.' This was on full display when their amazing hair stylists volunteered their time and skills for our Safe Haven kids and families. The event was a big success despite the rainy weather, and over 100 people showed up for free haircuts.

- **Lisa Hoffmeyer** returned for her 6th year as a Safe Haven volunteer. Lisa dedicated four months this year working part time at Safe Haven as an English instructor for our staff. Her one-on-one mentorship year after year has helped build stronger language skills and improve critical thinking skills for staff.

- **3 PC:** As a member of 3PC/ChildSafe, Safe Haven is a regular attendee at the 3PC Specialist Group meetings several times per year, including the Specialist Group for Disability and the Directors' Group. This provides an opportunity to network with other like-minded NGOs and support each other in the often challenging environment in which we work.

- **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 Safe Haven kids, their caregivers, and staff in a super fun dance class that brings a smile to everyone involved.



- **Wheelchair For Kids/Container Supplies:**

Safe Haven was lucky enough to receive two shipping containers of health and rehab supplies from Australia. REECH Cambodia (Sydney) supplied us with a huge variety of supplies and equipment that benefit every single Safe Haven program. Wheelchairs for Kids (Perth) donated 140 wheelchairs and the Rotary Club of Keilor East (Melbourne area) funded all the shipping costs for these. Some of the best days at Safe Haven are when we unpack a shipping container and celebrate all the good these donations will do!



- **FCF Disability CoP meeting:** Safe Haven collaborated with several of our disability-focused partners to plan and host a Community of Practice event in Phnom Penh focused on disability and alternative care for members of Family Care First. As Cambodia continues to work toward reducing the number of children in orphanages and developing a foster care system, we continue to speak for children with disabilities so they will be considered and included in these new initiatives.

- **Monash students:** In November, Safe Haven hosted 6 Allied Health students from Monash University in



Melbourne Australia. The students spent three weeks observing and learning about the challenges of health and rehab in a low resource environment, and spent some time helping to set up supply inventory systems for the Nurse and Interventionist teams.

- **Damnok Toek Group Home Visit:** Jess and Leakna were invited to visit a partner organization, Damnok Toek, to assess and provide feedback about their Small Group Homes for children with disabilities in western Cambodia. This was a great opportunity for mutual learning, problem-solving, and sharing of ideas.

- **UNDP/WHO** In late 2022, Safe Haven was invited to speak with a USAID Working Group to introduce Safe Haven and our approach to pediatric health and rehabilitation. That led to further invitations to present at or participate in meetings with the UNDP (United Nations Development Programme) and WHO (World Health Organization.) We hope this is a sign of greater attention to the topic of disability, and will continue to do our best to be the voice of children with disabilities in Cambodia.

- We are so thankful for our friends at the **Ponheary Ly Foundation** who brought us an incredible gift of 20 bicycles. PLF has been one of our long-standing community partners and we were deeply grateful for this gift of mobility! These bicycles were distributed to Safe Haven children and their families to help support their inclusion in school.



SPOTLIGHT STORY

Small Steps and Team Work Lead to Big Change



In February 2015, Safe Haven received a referral from a parent of one of our clients. Another family in their province had a child who was struggling and the family had heard of Safe Haven and hoped our team would also be able to help their child. The parents felt overwhelmed. They had three other children and were unsure how to care for their son.

A clinic team consisting of a nurse, interventionist, physical therapist, and social worker arranged for a home visit to do a full evaluation of the child and learn more about the family, their situation, and needs. Our Team determined the child had Cerebral Palsy and had developmental delays.

Once the diagnosis was in place, each of our team leaders developed short and long-term goals for the child and their family and set up home visits to both implement services and monitor progress. Initially, some of those early goals included:

Physical Therapy:

- The child will be able to creep (stomach on the floor) independently at home whether he wants to get a toy or get closer to his parent or sibling in 6 months.
- The child will be able to roll supine to prone without support every day many times when he wants to move to a toy in 6 months.
- The child can stand with a standing frame for 30 minutes every day while playing with a toy.
- The child will move sides lying on both sides by himself and reach for a toy to play with.
- The child can use a round walker with an upright trunk in 3 months.

Nursing:

- The child's teeth will be brushed two times daily.
- The family will understand how to use medicines correctly and safely.

Intervention:

- The child be able to hold a snack and bring it to his parents.
- The child be able to pick up and release toys.

Social Work:

- The family will improve awareness about safety.

His Mom said anytime our staff called for an appointment and she told him, he wouldn't sleep that night because he was excited and waiting for them to arrive.

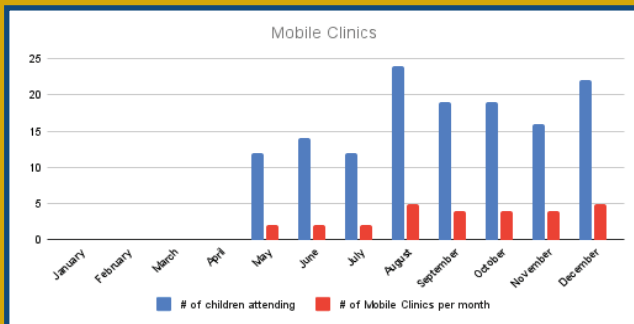
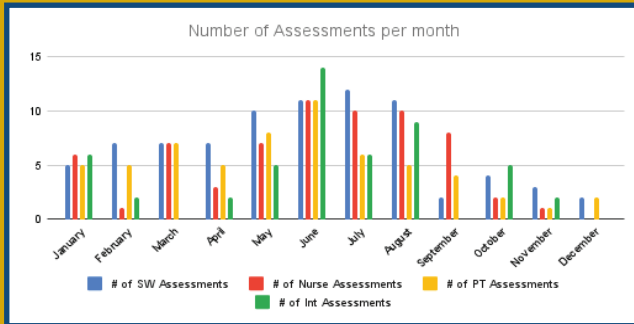
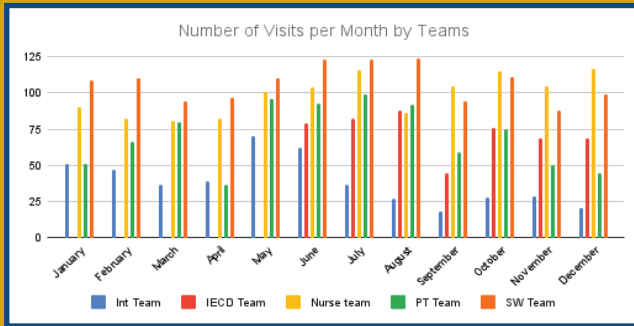
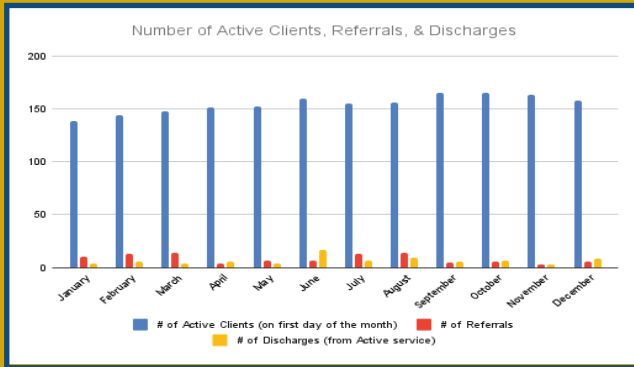
Over the years, we achieved a lot of goals with him and his family members. Anytime he would see a Safe Haven staff member's face, he would break into a joyful smile and it was clear to see the happiness it brings him. He always works so hard to achieve those goals we plan for him and every year his cognitive skills increase. We have provided the needed equipment: a corner seat, a stander, a wheelchair, and hand splints. He has learned to communicate his needs and wants by making different sounds to get his parents and his family member's attention. He loves matching games (building blocks: by shapes and colors) and was able to do it correctly after being shown only one time. His parents, who once thought he could not learn were happy and impressed with their son's level of new skills.



His mom was also trying so hard to help him. She participated in our group PT, First Aid, and Feeding Classes to improve her own skills. As his father learned more about his condition and how to care for him, he became more involved in his son's therapy. Our interventionists also worked with his siblings to help them understand more about their brother's capabilities and encourage them to share and play with him. He loves story books so much so we hope his siblings can borrow those books from their school and bring them home to share!

Today, he is 11 years old. Many of those early goals have been achieved and his family has become more independent and full of confidence when it comes to his care. Over the last eight years, our Team has invested their skill and care and the measure of their success is not just in goals achieved. It is in the smile on his face every time he sees a Safe Haven staff member and the joy on his parent's faces when they see him succeed.

BY THE NUMBERS



LOOKING AHEAD TO 2023



Our Safe Haven team will continue to grow and expand our services through our partnership with USAID and the IECD program. We will be welcoming our second round of four Safe Haven Interventionists who will begin their year-long training program before joining their colleagues already stationed in the provinces of Kampong Thom and Preah Vihear.

We also hope to continue the robust professional development and mentoring of our senior Khmer staff with an eye on a sustainable future in which Safe Haven's daily operations are overseen by Khmer leadership.



As our team continues to increase in numbers, we have quickly outgrown our space and in 2023, we look forward to an exciting new chapter in which we potentially explore options to build a permanent space with accessibility in mind – a rarity in a structure in Cambodia. As always, we are dedicated to providing the highest quality of services to our kids and their families.



END OF YEAR FINANCIALS 2022

Summary Income and Expenditure Report Safe Haven (Cambodia)

	YEAR ENDED DECEMBER 31	
	2022	2021
Contributions	\$ 403,517	\$ 428,972
Compensation	\$209,047	\$160,011
Medical fees and supplies	\$60,962	\$37,009
Rent, utilities	\$16,603	\$16,884
Professional fees	\$8,204	\$1,727
Travel	\$66,218	\$22,977
Marketing and fundraising	\$3,648	\$3,268
Bank fees	\$508	\$0
Dues and subscriptions	\$1,156	\$4,496
Office expenses	\$7,692	\$13,755
Training and education	\$8,481	\$7,175
Depreciation	\$735	\$459
Other	\$4,233	\$6,678
Excess (deficit) for the year	\$30,109	\$154,533

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.