



Safe Haven Medical Outreach Annual Report 2023



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

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Heather E. Connell



Jessica Whitney



Leakna Chon

Dear Friends and Supporters of Safe Haven,

Safe Haven experienced a dynamic and productive 2023 as the world reopened and opportunities for collaboration and growth flourished. With numerous conferences, meetings, volunteers, and visitors from both Cambodian and international organizations, the staff eagerly embraced the chance to network and enhance their skills, knowledge, and understanding. These learnings were consistently shared within the team and integrated into Safe Haven's work. Among the year's networking highlights were participating in the Asia-Pacific Community-Based Inclusive Development Congress in Phnom Penh and the World Physiotherapy Congress in Dubai.

During the challenging years of 2020 to 2022, opportunities to host visitors and volunteers were limited. However, 2023 marked a renewed wave of engagement, welcoming international visitors and volunteers, including participants from Monash University in Australia, a neurologist and an orthopedic doctor from the US and the UK, as well as long-term volunteers. These collaborations once again enriched the staff's expertise and capabilities, fostering growth and innovation.

This year, the USAID Early Childhood Development Project achieved significant milestones. We successfully trained four interventionists for fieldwork placements in Kompong Thom and Preah Vihear. Then the project expanded, hiring four new trainees, effectively doubling the program's size. We are immensely proud of our remote teams' dedication and impact in delivering essential services to vulnerable communities.

As we move forward into 2024, we anticipate exciting opportunities to expand Safe Haven's services, deepen our impact, and strengthen our local and global community connections. We remain steadfast in our mission and profoundly grateful to our supporters, whose contributions make our work possible.

With Appreciation,

Heather E. Connell
Executive Director

Jessica Whitney
Country Director

Leakna Chon
Deputy Director

www.safehavenkhmer.org

WHO WE ARE

Safe Haven Medical Outreach, a US-based 501(c)(3) nonprofit, operates as a locally registered international non-governmental organization (NGO) in Siem Reap, Cambodia, under the recognition of the Cambodian government. Our mission is to deliver specialized intervention and support to children with disabilities and medical challenges. We prioritize providing culturally sensitive and practical care tailored to each child's lifestyle, unique needs, and home environment.

Our multi-disciplinary team offers a comprehensive range of services designed to empower children and their families, including:

EARLY INTERVENTION
PHYSICAL THERAPY
SOCIAL WORK SERVICES
PARENTAL EDUCATION
NURSING SUPPORT
NUTRITIONAL SUPPLEMENTS
HOME ADAPTATIONS

At Safe Haven, we are committed to creating meaningful, sustainable impact by working directly within the communities we serve.



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

In 2023, we were thrilled to see incredible growth within our organization, marked by exciting staff updates that showcased our progress and commitment to excellence.

We welcomed new IECD Interventionist Trainees—Chheav, Bora, Rem, and Sophay—who quickly proved their dedication by passing their CDMAT validation and completing their probation period with flying colors.



We were equally excited to welcome Sreyneang as our new nurse in February, bringing valuable expertise to our healthcare services.



Our new childcare provider, Sorn, has been a fantastic addition to the team, earning the love and trust of both children and parents.

Promoting from within also allowed us to strengthen our leadership and operational capacity:



Leak stepped into the role of Deputy Director, training under Country Director Jess Whitney...



...Kosal transitioned to Resource Coordinator...



...and Chamroeun added IT Coordinator to his responsibilities while continuing as Nursing Team Leader.

These updates reflect the incredible talent and dedication of our team and signal a bright future for Safe Haven as we continue to grow and serve our community.

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:



- **Dr. Desmond Brown:** Safe Haven Board Member and orthopedic surgeon Desmond Brown returned for a month of teaching and collaboration. We are grateful to Desmond for his decades of service providing critical skills in Cambodia.

- **Lisa Hoffmeyer** returned for her 7th year as a Safe Haven volunteer, working part time 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.



- **Craig Wells:** A Pediatric Nurse Practitioner visited Safe Haven from May-June for 3 weeks, spending time with our nursing team and providing insight and training.

- **Monash students:** In November, Safe Haven, under the leadership of Leak, Srey, and Becca welcomed back students from Melbourne Australia. This year, 32 students spent time with staff observing and learning about the challenges of health and rehab in Cambodia.



- **Academics and students from the University of Salford:** The group, who are part of the EPSRC Centre for Doctoral Training in Prosthetics and Orthotics (CDT) based at the university, explored the need for prosthetics in Cambodia and the work that is ongoing there to provide users with the best possible experience. *"The team who run Safe Haven are incredible and travel across the province to support children and their families. It was very thought-provoking to hear how a small team often has to say no to volunteers and funding as they cannot provide all the services required while maintaining the quality needed."*

- **Dr. Mike Oxford University Hospital:** A long term pediatric neurology volunteer at AHC and resource for Safe Haven spent time with our nursing team observing and providing professional support.



- **Jenny Owen:** A Pediatric Occupational Therapist spent three months with our Intervention Team as part of the IECD/USAID project, providing valuable skills training.

- **Green Gecko Interns:** Pheap and Kompheak both worked for six months, part-time. They were enormously helpful with lots of tasks related to admin, childcare, and help around the office/playground.



COLLABORATIONS:

- We partnered with the Cambodia Clean Water & Toilet Project to construct toilet adaptations for families in Chikreng, working along with the commune chief to ensure a safe environment and accommodation for the workers.



- Jess, Leak, and Pheary attended OIC, The Cambodia Project work to bring speech therapy to Cambodians, to kick-off workshop for their new WCF project to get input and discuss collaboration opportunities within the project.

- OIC collaboration with Safe Haven from 12-15 June.

- 3 PC Childsafe Disability Specialist Group Networking Meeting In April. Students from Queensland visited Safe Haven and donate 200\$.

- We sent Safe Haven Physio and Social Work staff to share about careers with Caring for Cambodia.

- We sent Safe Haven Social Work staff to share about job opportunities for young people at Spean Chivet.

"It is such an honor to share information about Physiotherapy and promote Safe Haven with high school students. We are grateful that high school students are gaining more knowledge about physiotherapy." – Kimkhoun, SH PT

STORIES FROM THE FIELD – Safe Haven on the World Stage

Founded in 1951, World Physiotherapy (WP) is the international organization for the profession of physiotherapy. Under its umbrella are 128 member or country organizations, including the Cambodia Physical Therapy Association. Every two years, WP holds an international congress and in June of 2023, it was held in Dubai, UAE.

The work of Safe Haven is progressive and innovative, even by standards of countries with greater resources. Kathy Clark, our PT consultant, encouraged two of our two leaders, Srey who leads our Physio team and Pheary, who leads our Intervention team, to submit abstracts for presentations on two Safe Haven concept projects: one being the use of mobile clinics in the villages around Siem Reap Province. Launched in May of 2022, these twice monthly, multi-disciplinary clinics, held at the local village pagoda allowed Srey and her physiotherapy team to visit twice as many clients than if they were simply visiting them at home. Beyond the clinical care provided during these clinics, families of children with disabilities had an opportunity to socialize with one another.

The second innovative program was the IECD (Integrated Early Childhood Development) training program for pediatric interventionists. Cambodia, like many low resource countries, has an acute shortage of physiotherapists (1 per 34,000 versus the US with 1 per 105 people). Safe Haven IECD Program Director, Rebecca Crockett, PT and her team including Sopheary Luy, Senior Interventionist, developed a scalable model for training 4 pediatric interventionists in a single year. This program may be replicated in other countries where there is a shortage of rehabilitation professionals.

“First, I never ever thought or dreamed of going to Dubai -- the most modern and expensive city, But Safe Haven made it possible for me. This opportunity helped me to gain more confidence in speaking, to connect more to people from different nations, to experience different English accents, and to learn from other nationalities.

I appreciate and am so impressed to see more females in high positions and more attending PT congress than males because in Cambodia there is still some small discrimination – females may not be able to work in higher positions than males.

The congress was truly one of the most inspirational experiences of my career ... The insights, the connections, and the knowledge I gained are things I will carry with me forever.”

– Pheary - Team Leader, Intervention



Where there is no pediatric physiotherapist; a case study for a scalable training program for lay interventionists in Northern Cambodia
R. Crockett, K. Clark, S. Luy
Safe Haven Intervention, Safe Haven Physiotherapy, Siem Reap, Cambodia

Background
Cambodian medical services were decimated during nearly 3 decades of war. There is one Physiotherapy and no Occupational or Speech Therapy schools in the country. CP (cerebral palsy) physiotherapists, very few work in pediatrics and even fewer work in rural areas.

Methods
Safe Haven, a small NGO providing multi-disciplinary rehabilitation & medical services based in Siem Reap, Cambodia, partnered with the Cambodia Integrated Early Childhood Development (IECD) Activity to train 4 lay people for 1 year to become pediatric interventionists.

Results
As of September 30, 2022 with 80% of the IECD training complete, the trainees are leading and completing visit documentation independently for at least 15 clients. Trainees are completing assessments at 80-100% skill proficiency.

Conclusion
By the end of a 1-year, full-time didactic and experiential training program, 4 lay people are on track to be independent in providing entry-level intervention for children with disability or developmental delay in previously underserved and rural regions of Cambodia.

Implications
In countries where professional rehabilitation education cannot meet the demand, scalable training models are necessary and feasible to create a cadre of entry-level pediatric rehabilitation workers who can provide needed services to children with disability and developmental delay.

References
1. Connelly, U.S. 2009. Pacific Rim Law & Policy Journal. Vol. 15, Issue 1.
2. United Nations. Disability and Development Report, 2018.
3. The Disabled in Cambodia.

Acknowledgements
The Cambodia IECD Project is implemented by Research Triangle Institute and funded by the United States Agency for International Development.

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Providing Physiotherapy at the local Buddhist Pagoda; a case study of an innovative and inclusive practice in Northern Cambodia
S. Meak, R. Crockett, K. Clark
Safe Haven Physiotherapy, Siem Reap, Cambodia

Introduction
Cambodia has one of the highest rates of disability in the world!
In rural Cambodia, for children with disabilities (CWD), access to rehab services and school is challenging. CWD complete less schooling than their peers. Ninety-five per cent of Cambodians are Buddhist, believe in Karma and people with disabilities have done a bad thing in a previous life and deserve their disability.

Methods
The first mobile pagoda clinics were planned in 4 Siem Reap Province Districts that had the greatest number of Safe Haven clients. The Village Commune Chief in each village gave permission to hold a clinic at their local pagoda.

Results
Physiotherapy visits consisted of home program follow-up, gait, mobility, range of motion and equipment checks. Safe Haven nursing, social work and intervention staff also provided services.

Discussion & Conclusion
In 5 months at mobile pagoda clinics, Safe Haven physiotherapy staff treated twice as many CWD than they normally treated in five months of individual home visits. Parents had an opportunity for group socialization and support. CWD were not treated in their most natural environment including assessing adaptive equipment use.

Implications
In rural, low-resource communities, utilizing the local Buddhist pagoda or other community center as a mobile clinic site is an efficient, effective and environmentally friendly way to increase physiotherapy services to CWD, in addition creating a shared social experience among families present.

References
1. Connelly, U.S. 2009. Pacific Rim Law & Policy Journal. Vol. 15, Issue 1.
2. United Nations. Disability and Development Report, 2018.
3. The Disabled in Cambodia.

Acknowledgements
The mobile clinics were made possible by the donation of a special vehicle from the Embassy of Japan in Cambodia.

Further information
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“Working with abstracts was a new experience for me as a new graduate. However, after lots of support and guidance from Kathy and Rebecca (my training), the abstract was completed. I was so excited when we finalized the result and submitted it to World Physio. I wouldn’t expect that our abstract would get accepted to present at World Physio because there were hundreds of abstracts that were submitted. When the announcement came, I was so surprised because I was going to Dubai to present the work we do at Safe Haven and how much our services change the quality of life of our vulnerable children.

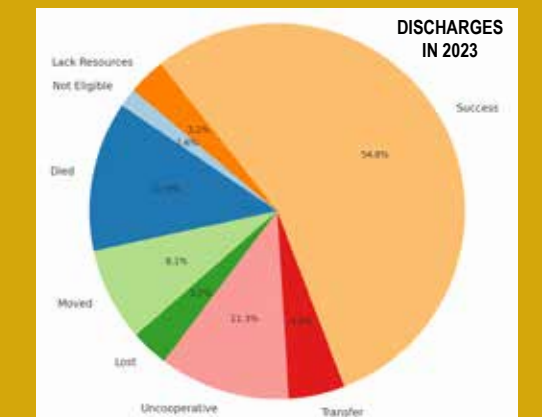
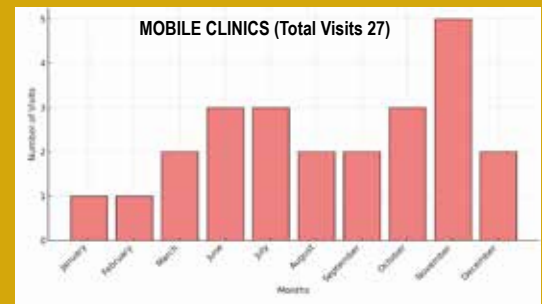
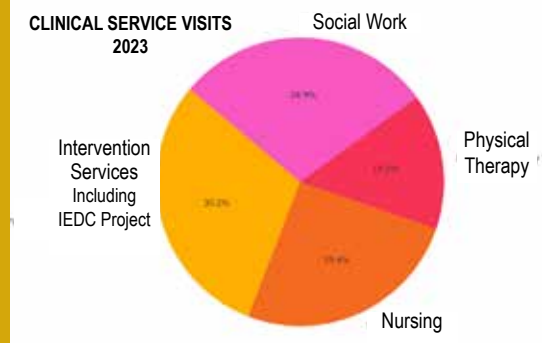
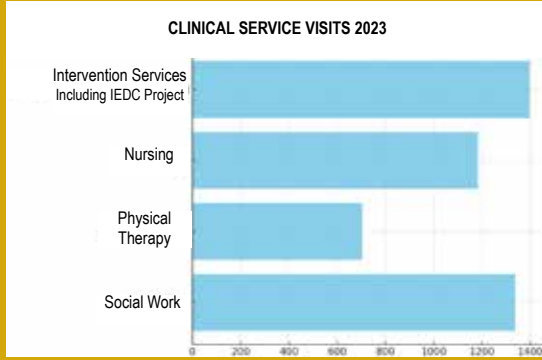
When it was my time to present my abstract, “Providing Physiotherapy at the Local Buddhists Pagoda; a Case Study of an Innovative and Inclusive Practice in Northern Cambodia”, I was a bit nervous and excited at the same time because it was my first time presenting a poster to other physiotherapists who weren’t my teachers, friends, or Safe Haven staff. It required a lot of confidence to do that however, I did it. I was proud of myself for being able to share it with other physiotherapists.

I wouldn’t be here writing this if I didn’t have wonderful board members, the Director, the donors, Kathy, the staff members who supported me since I started working at Safe Haven, and everyone who always believed in my ability and strength. I would like to say a big thank you to all the people that I mentioned above.”

– Srey - Team Leader, Physiotherapy

Both poster abstracts were written and designed collaboratively by Safe Haven staff, including Srey Meak, Rebecca Crockett and Sopheary Luy, and PT Consultant Kathy Clark. To our delight, both were accepted for presentation. Three clinical staff including Srey, Rebecca and Sopheary traveled to Dubai in early June 2023 to present their posters.

SERVICES BY THE NUMBERS



Intervention Services Including IEDC Project

Focuses on early intervention for children with developmental delays and disabilities. Aims to enhance developmental outcomes through structured programs and activities. Works with families to teach play therapy and care skills that can be done at home.

Nursing

Provides medical support and care for children with disabilities and complex medical needs. Includes monitoring and managing health conditions, administering medication, and offering health education to families. Ensures children have access to necessary medical equipment and care.

Physical Therapy

Aims to improve mobility, strength, balance, and coordination in children with physical disabilities or developmental challenges. Helps children gain independence in daily activities through tailored exercises and therapies. Works with families to teach exercises that can be done at home.

Social Work

Focuses on providing emotional, social, and practical support to families of children with disabilities. Provides counseling and advocacy for families to navigate social and institutional challenges. Work on community-based initiatives to foster inclusion, reducing stigma toward children with disabilities.

Each service contributes to a holistic model of care, addressing not only the medical but also the social, developmental, and emotional needs of the children and their families.

LOOKING AHEAD TO 2024

Over fifteen years ago, Safe Haven began with a dream and one Khmer employee. As we step into 2024, we celebrate our growth, with a clinical and administrative team of over thirty dedicated staff. This year marks a significant leadership transition as Jessica Whitney, our Country Director, steps down after years of dedicated service and exceptional mentoring. Leakna Chon will step into this important role by year's end, continuing our legacy of leadership. We are also thrilled to announce an exciting collaboration with MIT University as we begin planning for our dream clinical space—designed with accessibility, cultural respect, and environmental harmony in mind. Additionally, we will embark on our final full year of the IEDC project in partnership with RTI/USAID. With a year of learning, growth, and impact ahead, we remain steadfast in our mission and deeply grateful to our supporters.

END OF YEAR FINANCIALS 2023

Summary Income and Expenditure Report Safe Haven (Cambodia)

	YEAR ENDED DECEMBER 31	
	2022	2023
Contributions	\$ 403,517.00	\$ 421,288.00
Compensation	\$ 209,047.00	\$ 243,695.00
Medical Fees and Supplies	\$ 60,962.00	\$ 35,083.00
Rent, Utilities	\$ 16,603.00	\$ 14,891.00
Professional Fees	\$ 8,204.00	\$ 25,384.00
Travel	\$ 66,218.00	\$ 55,868.00
Marketing and Fundraising	\$ 3,648.00	\$ 3,940.00
Bank Fees	\$ 508.00	\$ 1,220.00
Dues and Subscriptions	\$ 1,156.00	\$ 1,489.00
Office Expenses	\$ 7,692.00	\$ 19,656.00
Training and Education	\$ 8,481.00	\$ 14,379.00
Depreciation	\$ 735.00	\$ 441.00
Other	\$ 4,233.00	\$ 977.00
Total Expense	\$ 387,487.00	\$ 417,023.00
Excess (deficit) for the year	\$ 16,030.00	\$ 4,265.00

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.