



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

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

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Welcome - Executive Director	3
Reflection - Country Director	4
Who We Are	6
New Staff	9
Reaksa Passes Grade 12	12
A Dream Comes True	13
A Trip to Oz	14
Facts & Figures	15
Income & Expenses	20
Looking Ahead	22



Dear Friends and Supporters Of Safe Haven

In August 2010, the Safe Haven pilot program officially launched. Shortly afterwards, I hired Yem Roza as a project manager, who became my first Khmer staff member (and later our first social worker) to help me start a census of kids and villages, build relationships with local authorities, and meet with parents to build trust. Clinical volunteers followed this, and in the spring and summer of 2011, Safe Haven hired our first clinical staff. We received our 501(c)(3) status in August of 2012. Fifteen years later, in 2025, we celebrated the transition of leadership on the ground from a Western Country Director to a Cambodian Country Director, overseeing a Khmer staff of 28. What a journey! We expanded our outreach, sent our physio team leader to Australia, and celebrated an emotional milestone as we watched one of our Safe Haven clients graduate from high school – an amazing accomplishment when education remains so challenging for children and young adults with disabilities.

We also came together as a community, with partners and local authorities, to support refugees and our families directly impacted by the ongoing border crisis.

2025 was a year of goodbyes, both bittersweet, with the retirement of Jess Whitney, and of tremendous loss, with the unexpected death of one of our board members, Caroline Horwitz.

As always, Safe Haven has come through the highs and lows of the year thanks to the strength of our team, our support for one another, and our belief in our mission, made possible by the generosity of our supporters.

As we look ahead to 2026, we are filled with gratitude for everyone who has been a part of our journey. There is still so much work to be done. Thank you for helping make our work possible.

Heather – Founder and Executive Director



Heather Connell

My first year as Country Director at Safe Haven has been a journey of challenge and growth. Stepping into this role has given me invaluable opportunities to grow as a leader, strengthen my management skills, and better understand what it truly means to serve children, families, and communities during times of uncertainty.

One of the most significant learning experiences this year has been staff management. Leading a diverse and committed team has taught me the importance of clear communication, empathy, and trust. Every staff member brings unique strengths, and creating a supportive environment where those strengths can flourish has been a key priority for me. I have learned that leadership is not only about making decisions, but also about listening, encouraging collaboration, and guiding the team through both successes and challenges.

This year also required rapid, decisive action, particularly in responding to emergencies involving refugees and vulnerable families. These moments tested our ability to respond quickly, coordinate effectively, and remain calm under pressure. I am proud of how our team came together to ensure safety, dignity, and care for those most in need.



There were times when I felt uncertain or stuck, especially when facing complex decisions or unfamiliar challenges. During those moments, I was grateful for the strong support system around me. I could reach out to our Executive Director and Technical Advisor, who provided guidance and encouragement, even while supporting us remotely. Their trust and mentorship have been essential to my growth and confidence in this role.

I am also deeply thankful for our donors, who regularly checked in to see how they could support our work. Their commitment goes beyond funding; it reflects genuine care for our mission and the communities we serve.

As I reflect on this first year, I am filled with gratitude for the team, our partners, and the shared commitment to protecting and supporting children with disabilities. While the journey has not been easy, it has been meaningful, and I look forward to continuing this work with renewed purpose in the years ahead.

Leakna – Country Director



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
NURSING SUPPORT
PARENTAL & COMMUNITY EDUCATION
NUTRITIONAL SUPPLEMENTS
HOME ADAPTATIONS**

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



Intervention

We focus on supporting children with developmental delays and disabilities. Through structured play-based therapy, developmental activities, and caregiver coaching, we help children build essential skills and reach their full potential. Families learn techniques they can confidently use at home.



Social Work

Our team supports families through emotional and practical challenges. We help families navigate systems such as health services, education, and social support networks. We also engage with communities to promote inclusion, ensuring children with disabilities are seen, valued, and welcomed.



Physical Therapy

Physical therapy empowers children to improve their mobility, strength, balance, and coordination. Through personalised treatment plans, we help children gain independence in daily activities such as sitting, standing, walking, and playing. Therapists also train caregivers so exercises can be continued effectively at home.



Nursing

We provide medical support for children with disabilities and complex health needs. This includes regular monitoring, administering medication, managing medical equipment, and ensuring access to healthcare services. Caregivers also receive ongoing health education.



EQUALITY



COLLABORATION



POTENTIAL



QUALITY OF LIFE



PROFESSIONALISM

Safe Haven Staff strongly believe 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 Country 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." – 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

2025 was a year of both change and growth for Safe Haven. Following the conclusion of USAID funding, the IECD Project came to an end—marking the close of an important chapter in our work. At the same time, this transition opened the door for new beginnings.

We were delighted to welcome four dedicated new team members to our PT and Intervention Teams, bringing fresh energy and commitment to the children and families we serve. As the year continued, we further strengthened our team by hiring a new nurse, an additional physiotherapist, and an accountant.

Each new staff member plays a vital role in helping us continue our mission, and we are deeply grateful for the passion and care they bring to Safe Haven every day.



I really appreciate my job and the Safe Haven organization. It is my first job here after leaving school. I applied to work at Safe Haven because when I joined the Safe Haven presentation during the IECD project, I was curious and had many questions to ask about children and what an interventionist is, and I wanted to learn more.

I am an Interventionist. I am excited to be a part of Safe Haven because I think working with children with disabilities is just a different ability. They just need some extra help or support. Disabilities are not a problem; it's just different. I love LEARN BY PLAY and can see them reaching their potential and see their progress. I also enjoy the friendly and caring environment at Safe Haven.

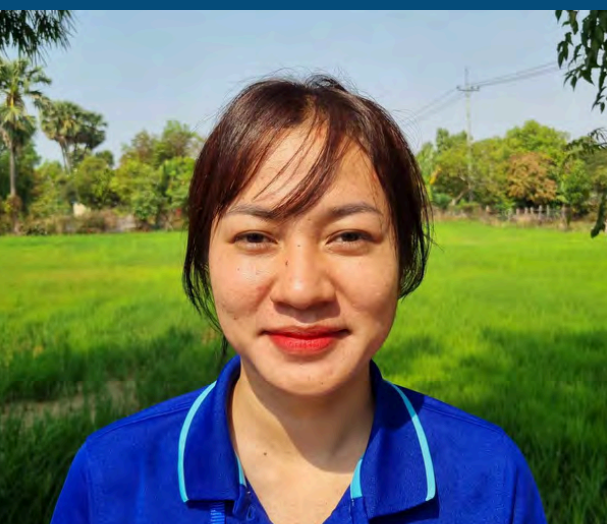
Chheav- Interventionist





I applied to work at Safe Haven because I want to do work that truly makes a difference. Caring for children with disabilities in Cambodia is something that deeply touches my heart, and I feel grateful to be part of an organization that shows such love and commitment to children and their families.

As a nurse at a Safe Haven, I feel proud to use my skills to support the health and well-being of the children. All day, I see how important proper care, monitoring, and support are in helping them grow and improve. Even small progress in a child's health or development brings me great happiness and motivation. **Sokha – Nurse**



I applied as a Physiotherapist to work at Safe Haven because Safe Haven is the one organization in Cambodia that provides the service and cares so deeply for the children with disabilities.

I'm so happy to be part of the Safe Haven team, which gave me the opportunity to contribute to working with children with disabilities in Cambodia through providing physiotherapy services and rehabilitation to improve mobility, strength, motor development, and functional independence. **Marady – Physiotherapist**



I love my job as an Interventionist at Safe Haven, as part of helping disabled children in Cambodia to develop their potential. They need support to play, to communicate, and to get the same chances as other kids.

I love and enjoy working with them when I play, and I can see that they are happy and like it; sometimes it's even hard to leave a home visit. I can see their smile and hear them laugh, their happy faces and their words in their heart. That's the happiness inside of me that I feel and love so much. **Sophay – Interventionist**



Starting work at Safe Haven has been a meaningful experience for me. It is my first time working with children's disabilities. I applied because I wanted to be part of an organization that truly supports children with disabilities and helps them reach their potential.

Since joining the team, I have enjoyed working closely with the children, seeing their progress, and sharing joyful moments with them. Even small improvements bring great happiness and motivation. I also appreciate the supportive environment among staff, where we learn from each other and work together. **Dena – Physiotherapist**



I applied to work at Safe Haven because I wanted to do work that truly matters. Helping children with disabilities in Cambodia is something that touched my heart, and I felt happy to be part of an organisation that cares so deeply about children.

After eight months working as a bookkeeper, I feel thankful to be part of the Safe Haven team. Even though my role is behind the scenes, I feel a sense of meaning knowing that my work helps support the children and the programs that care for them. Being part of Safe Haven makes me feel proud and motivated every day. **Chhorvy – Accountant**



I was really interested in the Interventionist job at Safe Haven even though I did not 100% know what an Interventionist was. I love to work with children and help poor families to have more hope and I had experiences working with children in my last job.

It is so great and really important for me because I have learned many new skills from the Interventionist team and line managers. I have learned cDMAT and CB-DMAT assessments, 5 command disabilities, PCI Lesson, Communication Speech, and OT. **Rem – Interventionist**

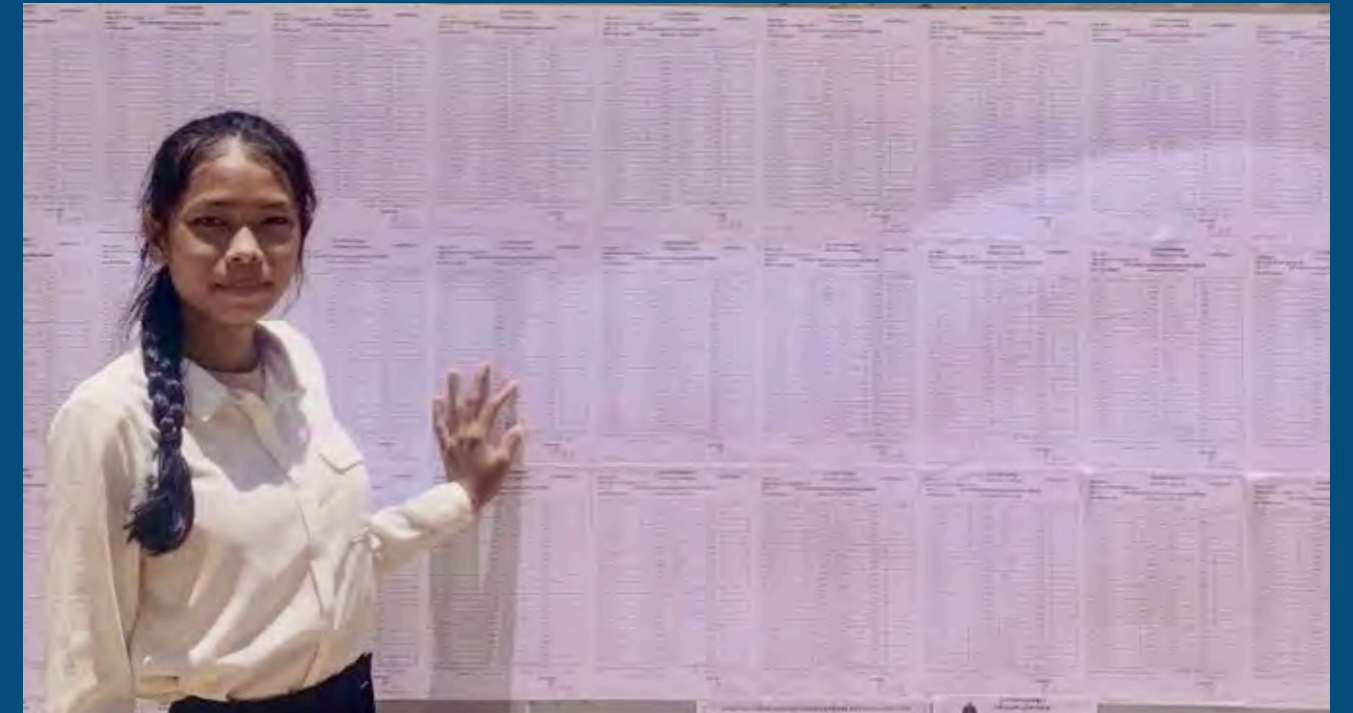
Safe Haven has been walking alongside one family for more than eight years. With three daughters, all living with the genetic disability Spinal Muscular Atrophy, the family's journey has been one of courage, perseverance, and unwavering determination.

The middle daughter has received full team support from Safe Haven over many years — and this year she reached a remarkable milestone. She sat her Grade 12 national exams and passed. This is a huge achievement and a proud moment for everyone involved. She is now a powerful role model for her younger sister, who has just entered Grade 10, and for young people with disabilities across Cambodia who dare to dream of a future filled with opportunity.

This success reflects an incredible collaboration between the young woman, her family, and our dedicated staff. Safe Haven's Social Workers and Physiotherapists worked closely with her school, the exam centre, and local authorities to ensure that she could physically access the exam room and receive the appropriate support needed to sit her exams with confidence and dignity.

Behind this achievement lies years of consistency, advocacy, and belief in what is possible when barriers are removed and potential is nurtured. We could not be prouder of this young woman and everyone who helped make this moment a reality.

She now dreams of continuing her education at university. There will be challenges ahead — including accommodation closer to Siem Reap, access to a carer, employment opportunities, or a scholarship — but our team is committed to walking beside her as she navigates these next steps.



This year marked a major milestone for Safe Haven as the dream of having our own permanent home became a reality. After years of planning and hoping, Safe Haven officially secured land for our future office and centre — a space designed to better support both our staff and the clients we serve.

Excitement quickly turned into action as planning for the new building began. Together with architects, designers, engineers, and community partners, we have been working to create a modern, welcoming, and fully disability-accessible space. Every detail is being carefully considered to ensure the centre is practical, inclusive, and supportive for everyone who walks through its doors.

The new site will provide a safe and professional environment where services can grow and where clients can access support with dignity and comfort. It also represents long-term stability for Safe Haven and our commitment to serving the community for many years to come.

Work on the land has already begun, with teams clearing the site, filling and preparing the ground, and creating access roads. Seeing the first stages of construction underway has been an emotional and inspiring moment for staff, supporters, and clients alike — a visible sign that this long-held dream is finally becoming reality.



In October–November 2025, I attended a physiotherapy conference in Australia, gaining valuable insights into pediatric practice and the importance of evidence-based treatment. The conference emphasised critical thinking, collaboration, and ensuring all interventions are safe, effective, and grounded in research.

I also completed clinical observations at two pediatric clinics, where I saw how therapy approaches adapt to each child's needs, environment, and available resources—while maintaining a shared goal of improving outcomes for children with disabilities.

A visit to Wheelchairs for Kids Australia provided insight into the full process of wheelchair production and distribution. Engaging with volunteers and professionals highlighted the teamwork behind delivering life-changing mobility equipment. I also gained practical knowledge on wheelchair use from an occupational therapist.

One approach that stood out was Dynamic Movement Intervention (DMI), a structured, play-based method supporting children with developmental delays, demonstrating how effective therapy can be both engaging and impactful.

This experience strengthened my clinical knowledge, reinforced the value of collaboration, and inspired new approaches to care. I am deeply grateful to the donors who made this opportunity possible.

Srey – PT Team Leader

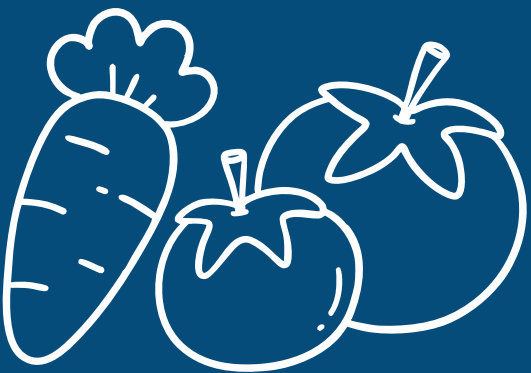




ACTIVE CLIENTS: 210
TECHNICAL TEAM VISITS: 5101
KMs TRAVELED: 15,415



AHC Visits: 351



47
GROUP EVENTS
275
FOOD PACKAGES



27
MOBILE CLINICS
109
CLIENTS TREATED





Formula: 212 cans
Box Milk: 72.5 cases
RUTF: 162kgs

*RUTF - Ready to Use Therapeutic Food

Bicycles: 23
Emergency Support Packages: 76
Water Filters: 24
School Supply Packages: 24

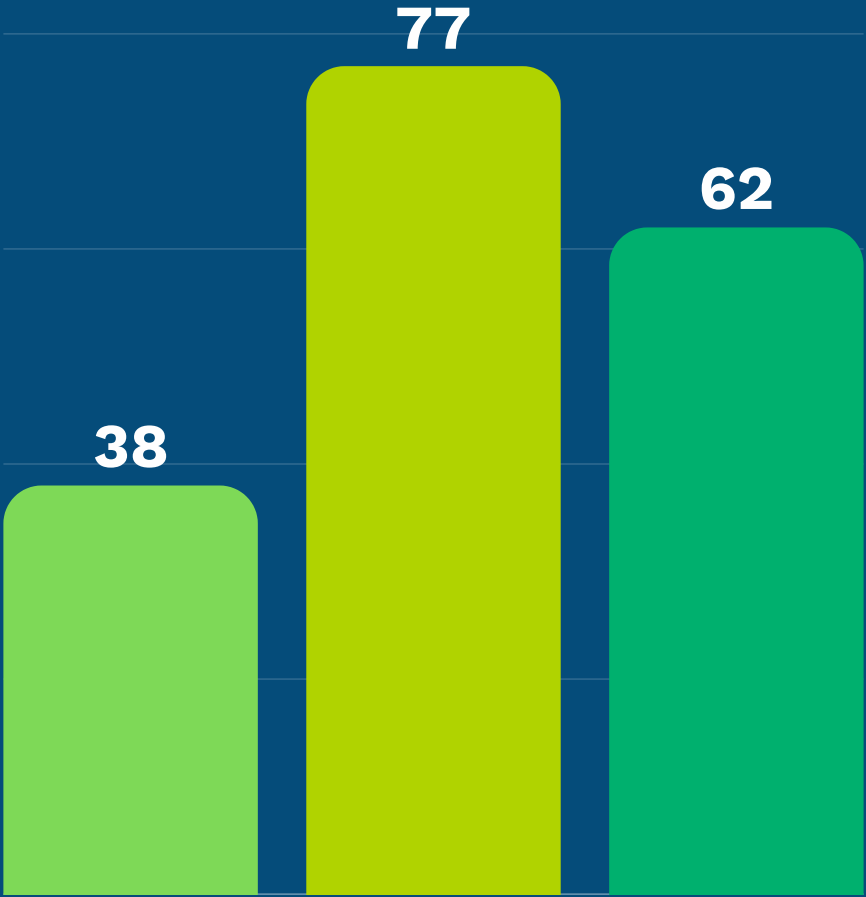


WHEELCHAIRS: 36
STANDING/WALKING FRAMES: 10
CORNER SEATS: 2
HOME ADAPTATIONS: 25

Professional Development:
78 Trainings Completed

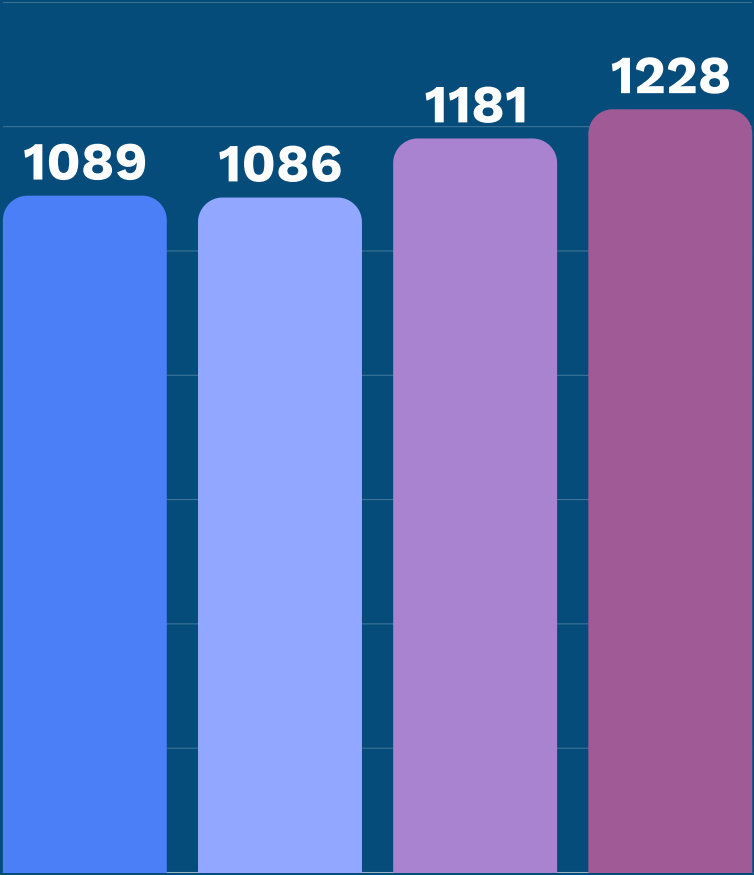
NEW CLIENT
ACTIVITY

- Waiting List
- New Referrals
- Initial Assessments



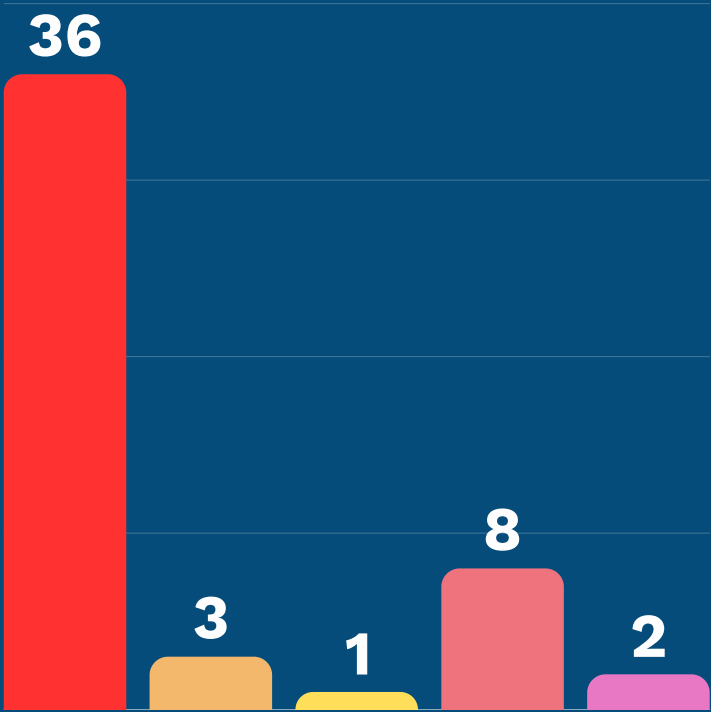
CLIENT
VISITS

- Interventionists
- Physiotherapists
- Social Workers
- Nurses

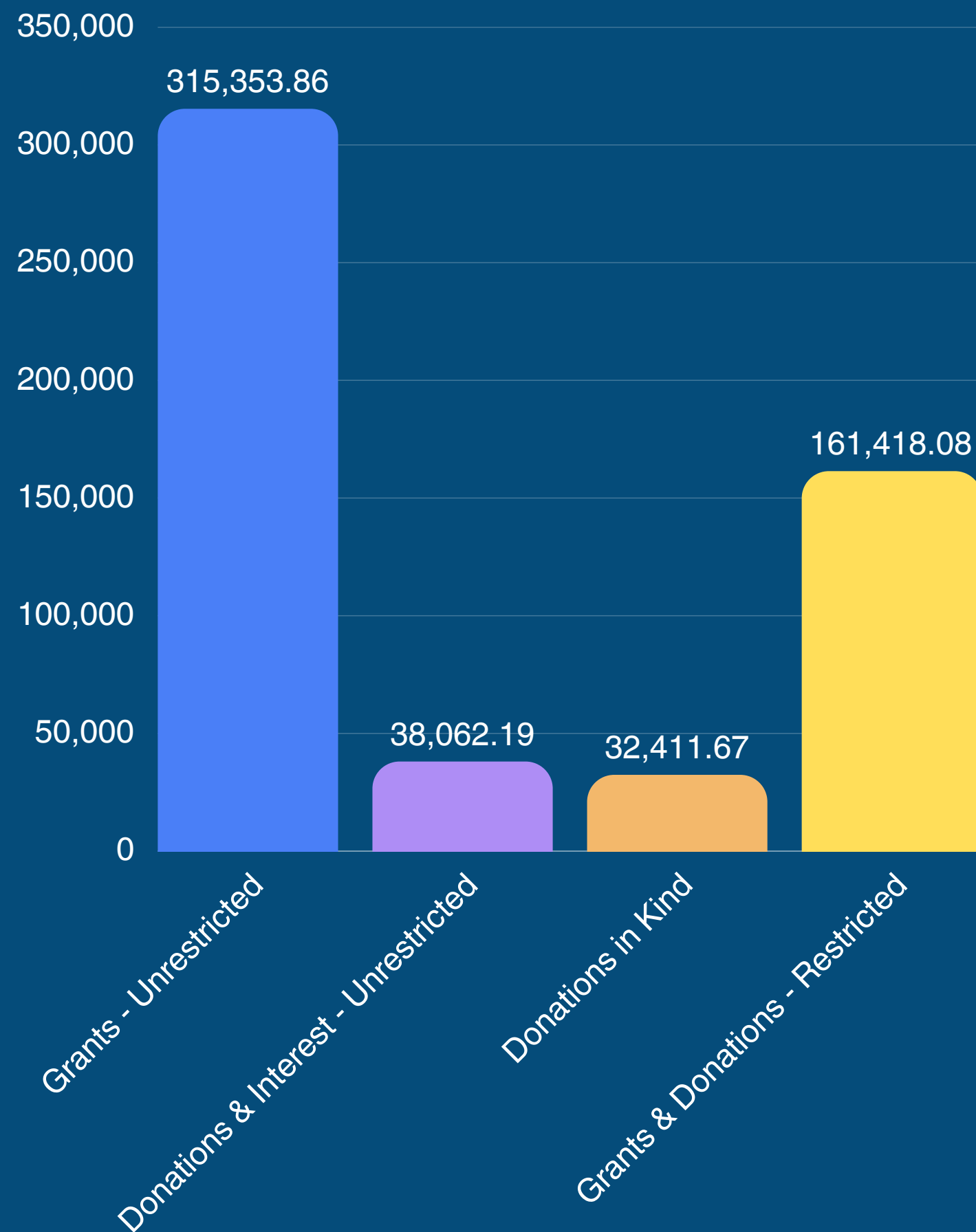
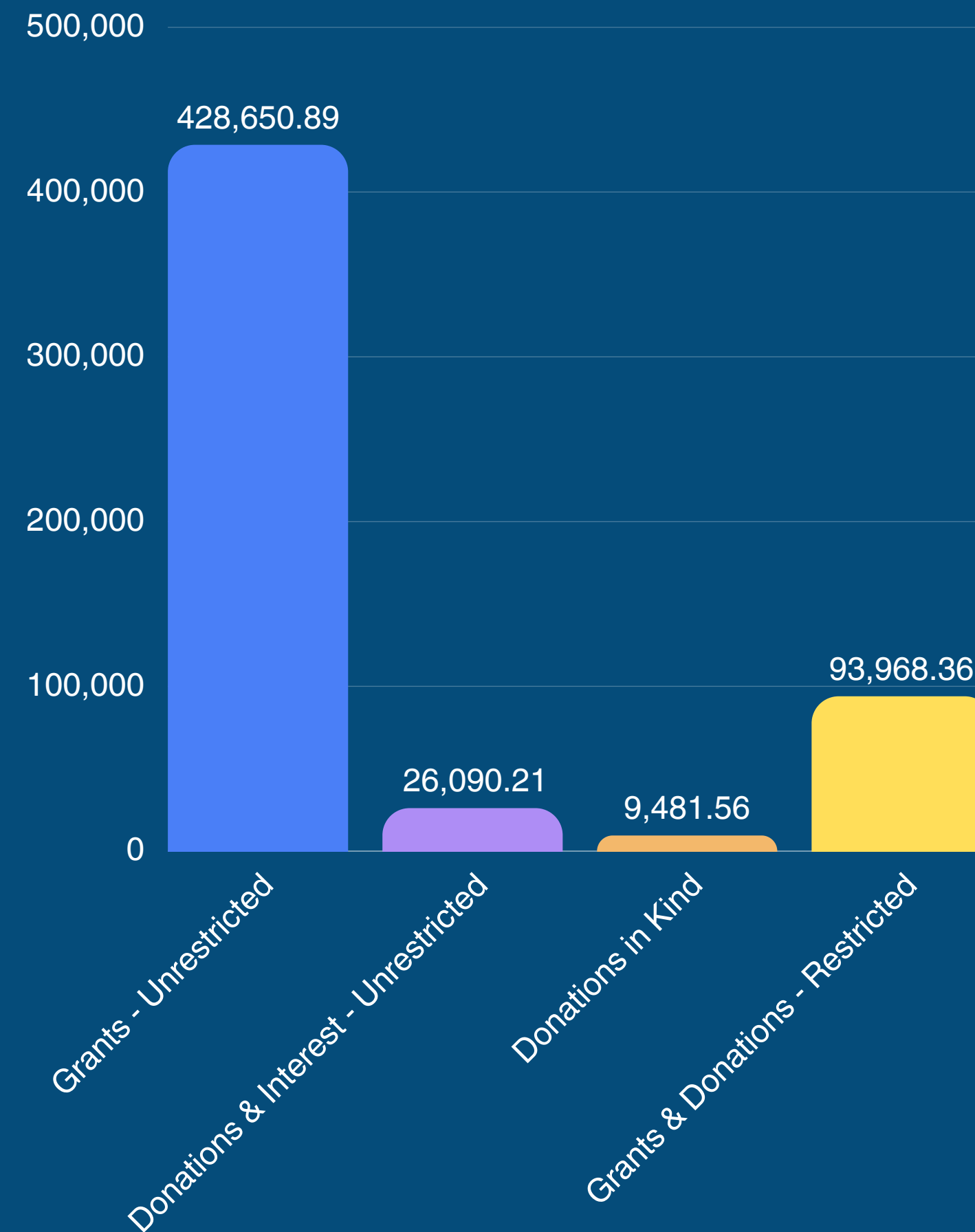


DISCHARGED
CLIENTS

- SUCCESS
- Moved Provinces
- Referred On
- *Other
- Passed Away

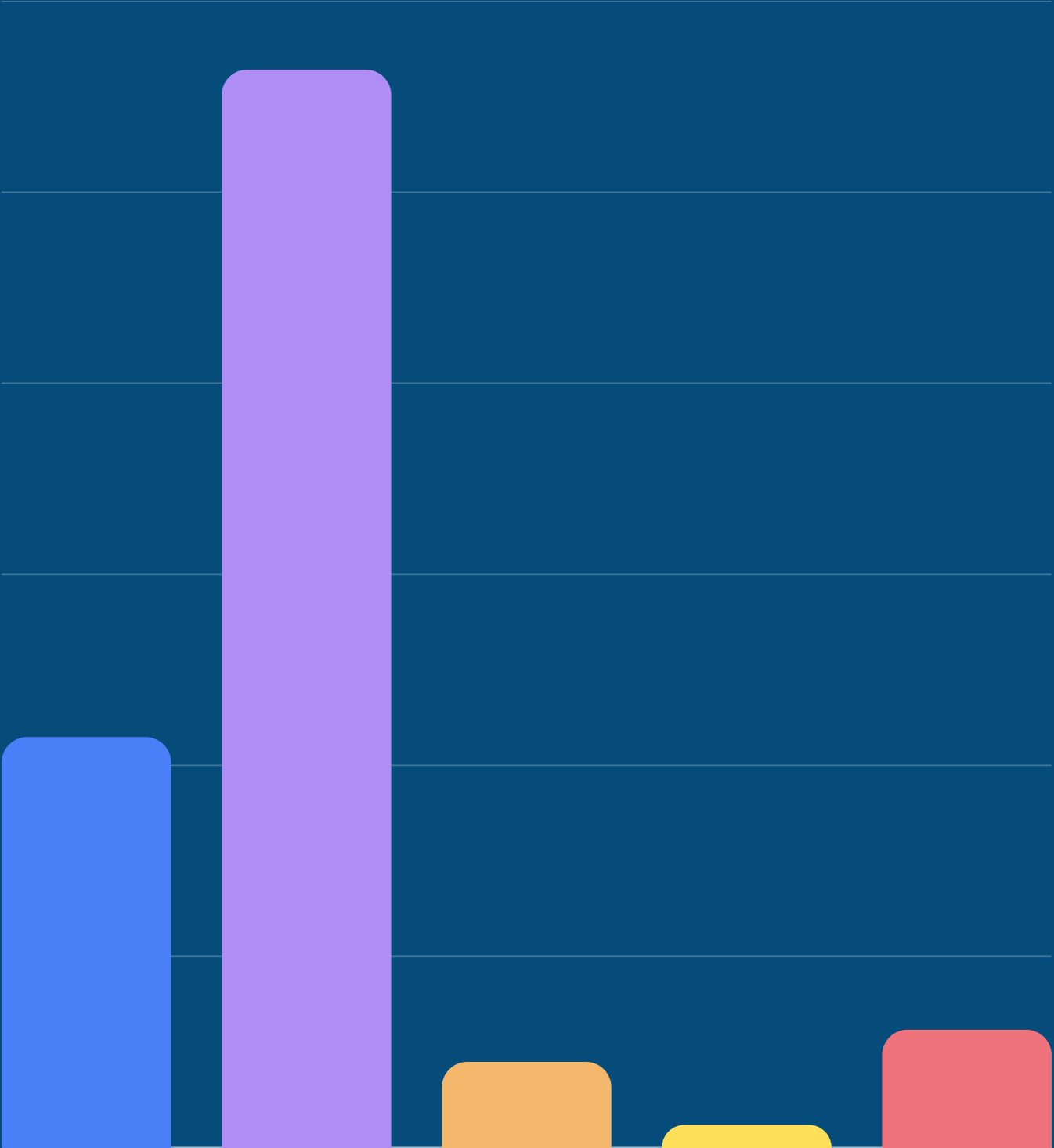


*Other: caregivers will not return contact, uncooperative, not eligible or equipment only

2024 Income - \$547,245.80 USD**2025 Income - \$558,191.02 USD**

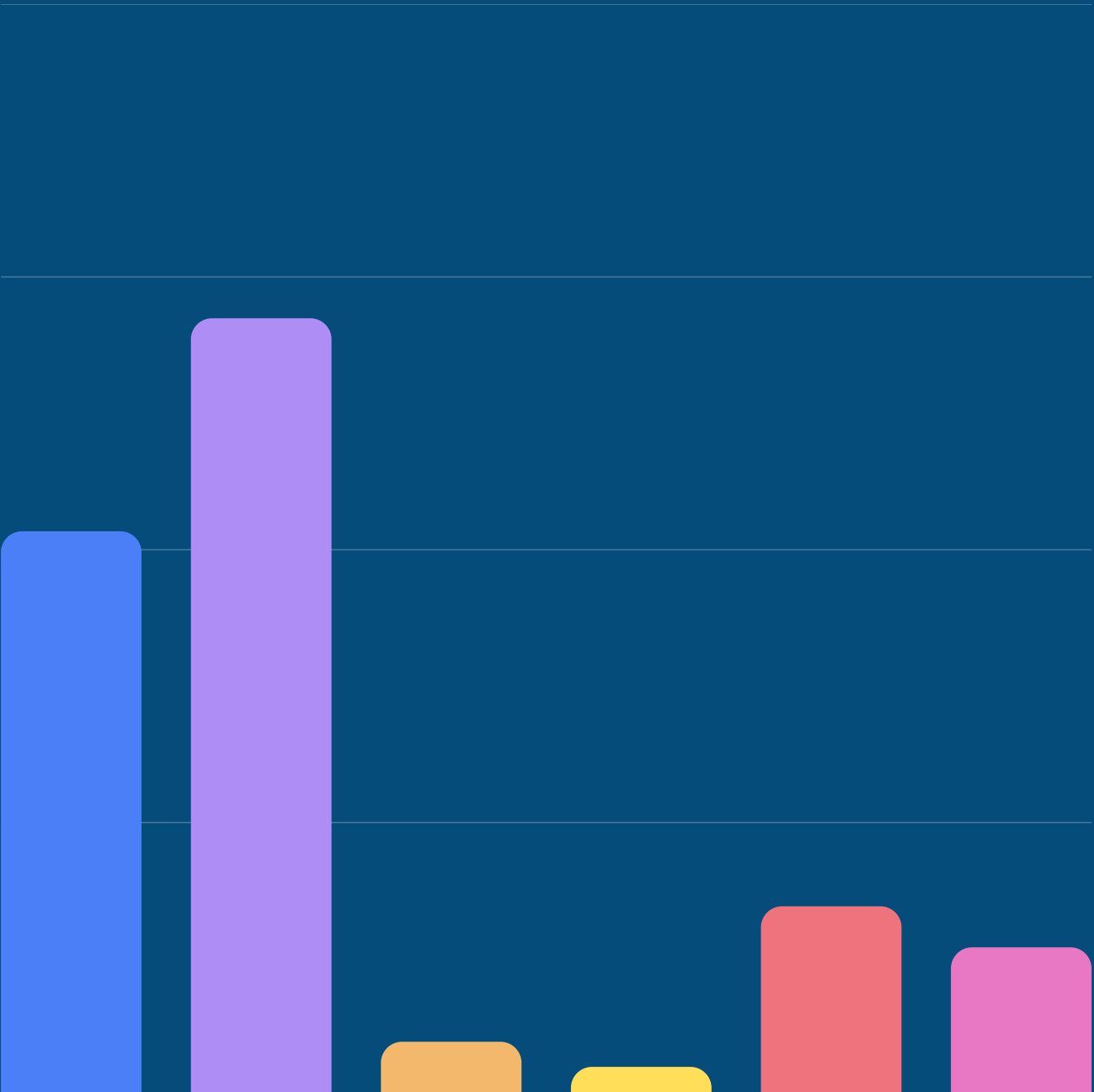
2024 Expenses - \$442,713.99 USD

- Admin 23.9%
- Programs 62.9%
- Professional Development 5%
- Fees & Taxes 1.3%
- Operations 6.9%



2025 Expenses - \$500,720.70 USD

- Admin 32%
- Programs 44.2%
- Professional Development 3%
- Fees & Taxes 1.6%
- Operations 10.7%
- Land & Building Project 8.4%





As we look ahead to 2026, a recurring theme for us is strengthening our sustainability. We are proud of the commitment we have made through the years to ongoing professional development, which has allowed us to achieve the long-held dream of Khmer leadership.

One of our key goals is to continue to provide opportunities for growth within our organization by focused training for future team leaders. We hope to send members of our physio team to India, as Safe Haven clinical staff continue to expand their experience on a world stage.

We want to expand our on-the-ground outreach, not just with clients, but also by raising awareness and support for the work we do within the local community. Part of that will be the creation of a visitors' information center at our facility.

Most importantly, we want to continue our mission of providing services to children with disabilities and supporting their families.



2025

