



DIRECT AID ASSOCIATION

# ANNUAL 2021 REPORT

 HOSPITAL SCHOOL

 PSYCHOSOCIAL SERVICE

 PATIENT FAMILY HOUSE (PFH)

## TABLE OF CONTENTS

PROGRESS REPORT	3
HOSPITAL SCHOOL	4
SPECIAL EDUCATORS' CLUB	7
DAA VOLUNTEERS	8
MOTHER AND CHILD PROGRAM	8
PATIENT FAMILY HOUSE (PFH)	10
PSYCHOSOCIAL SERVICE	12
DAA ANNUAL FINANCES 2021	13
FINANCES NARRATIVE	15
MEMBERS	17

## ■ PROGRESS REPORT

Year 2021: another year filled with positive and negative emotions, hard work, cooperation, fulfillments and success as well as limitations and restrictions, changes and adaptations came to an end. As always we started the year with hopes, strong dedication and enthusiasm, and of course many plans to fulfill. During the past two years we came to the understanding that more than ever we have to be flexible and ready for change and adaptation. The situation related to the COVID-19 as well as the consequences of the war 2020 are not swiped away. So we had to stand strong on our feet, be firm in what we do, go on with our daily work and take on more responsibilities when need arose.

Unlike usual I would like to start with thanking my most dedicated staff for everything they did during the year. It was not easy for any of them. We had discussions, sometimes we had difficult moments where the solutions took efforts, we had also precious moments, but most importantly we successfully carried out our duties as hospital school and even more, despite all the difficulties and restriction caused by the sanitary situation.

Dear DAA friends and supporters, to all and every one personally I send our highest appreciation and hearty gratitude on the name of all DAA members as well as beneficiaries. Without your emotional support and continuous financial aid we would not go on in what we do for the most vulnerable people in our county. With your help we became stronger and could help our children – the pediatric patients and their families to overcome the problems they faced while being in the hospital. It would have been close to impossible to realize our responsibilities and try to support a wider range of beneficiaries: namely displaced and refugee families and wounded soldiers on rehabilitation, without your generosity and constant presence.

Despite all the difficulties DAA ran all its core programs as efficiently as it was possible in the given circumstances. Our main partners stay Arabkir MC&ICAH with Arman Babloyan, Manoushak Yeritsyan and Nina Arikyants, of course, last but not least all the medical staff. We were strongly supported by our long-term partners and friends among whom I would like to mention Kinderhilfswerk Himalaja, Claude and Marianne Ruedin (SAAT Foundation), Christine Walser, Amalia and Werner Van Gent and Hans Ulrich Bucher. Special thanks to Ernst and Christina Leumanns who continued to be with us over decades now in any situation we face here in Armenia. Sometimes it was not less important when we got a phone call from Christina inquiring how the situation was in the country. So it was and stays constant and very important contact. Once more thanks to everybody and stay safe in every part of our planet. Let the Peace warm up your hearts as long as possible.



*by DAA President  
Hasmik Tadevosyan*

## HOSPITAL SCHOOL

### • Basic Schooling and Extracurricular Activities

The most important aim of the hospital school is the continuity of education: providing educational services to the hospitalized child while he/she is away from his/her school. Needless to mention that hospital school has also other aims: the hospital school teachers help children to overcome the fears and difficulties related to being sick, in the hospital away from their usual surrounding and support the positive mood. At DAA hospital school the education is organized according to the state curriculum, in group sessions: pre-school and school-age children, individual teaching and extracurricular activities. Through a wide range of activities and tasks, thematic pieces and educational-developmental games teachers show individualized approach to each student. Besides teaching, the hospital school teachers, handicraft teachers in cooperation with IT specialist not only adapt educational material but also create a number of toys and games that are prepared in DAA. They are used for teaching in the hospital school as well as reproduced with the mothers of the pediatric patients during the "Mother and Child" workshops.



In general the extracurricular activities include the celebration of national holidays, excursions to parks, the Zoo, outings to the museums and theatre, visits of clowns and the representatives of different organizations and institutions and the summer program. In 2021 DAA staff tried to realize all the activities to the possible extent. The hospital school teachers in consultation with DAA administration and hospital staff had to modify the organization of extracurricular activities according to the existing sanitary rules, e.g. change the frequency of activities and have smaller groups. The educational festivals that serve the purpose of revising the content and skills learnt during semesters were organized several times in small groups, so that all the children could participate without breaking the sanitary rules.

In 2021 the hospital school teachers served 955 patients in the urology and nephrology departments, 276 patients in the general pediatrics department of Arabkir MC&ICAH. In the dialysis department the hospital school teacher worked both with the school age children and the young people who are students.

In the pediatric department of the Haematology Hospital the hospital school teacher has worked with 708 patients with different haematological issues. Many of these patients return to the hospital school throughout the year.

The hospital school teachers had consultations within the team once a fortnight and with other partners on regular basis. In team we continued working on different topics related to the educational process, the daily thematic planning for grades 1-9 in the school subjects taught in the hospital school, renewed and enriched digital teaching material in Armenian, etc. All this work is based on and is conform with the revised state curriculum. The hospital school teachers also participated in trainings when possible in situ and online.

The hospital school teachers continued with their supplementary responsibilities that they took on since the end of 2020 due to the consequences of the war. They worked with and supported the children of displaced and refugee families having educational needs.

### • Christmas and New Year Celebrations



It was not possible to organize traditional New Year and Christmas celebrations in the Hospital School due to the sanitary limitations. However, we had to surprise our pediatric patients for this fairy-tale moment of the year. This was especially important for those who were away from the family for the holidays. Dzmer Papik didn't visit us in person, but together with DAA computer specialist H. Sanamyan they organized online sessions and a video message that was transmitted through the hospital camera system. The hospital school children received the message and traditional presents from Dzmer Papik that were distributed by DAA hospital school teachers during small group activities or 1:1 sessions. The children still had the chance to sing, recite poems, dance, have seasonal activities in their rooms and/or during their study sessions in the hospital school rooms.



The online message video of Dzmer Papik you can find here:

<https://www.youtube.com/watch?v=CSP2EVDgKvg>

### • Summer Camp

In 2021 as previous year we had to leave out the organization of the patients' summer camp due to the sanitary situation and the restrictions. However, in contrast to 2020 this year we were able to organize summer program with outings and day excursions. We had to modify the organization of day excursions: small groups and more frequent outings to involve possibly many children into the summer program. Though it was not the same as DAA summer program usually is, luckily the hospital school children had the chance for outdoor activities. The health stays the priority for everyone and most importantly for our children with chronic conditions.





### • *Foreign Language and Computer Courses for Children and Adults*

Our computer operating and language courses in English, French and German organized for the medical staff of Arabkir MC&ICAH and ArBeS, students as well as children have their unique place within the hospital school. The courses are organized according to the participants knowledge level from Elementary to Advanced and help to develop skills both in languages (reading, writing, listening and communication) and computer operating. These skills learnt correspond to the school program requirements. The courses are also important for raising awareness about DAA projects. As in 2020 this year as well there were sanitary measures to follow, so the courses were organized in situ when possible, but also online when group gatherings were restricted. Thanks to professionalism and dedication of DAA computer and language teachers we were still able to maintain the smooth running of our courses.

The language courses for the medical staff serve two main purposes: one purpose is teaching and learning a foreign language, the second but not less important purpose is exchanging information about their institutions and discussing problems and possible solutions within this group.



### • *Specialized Handicraft Workshops*

Handicraft workshops are an integral part of the hospital school program. They are important for many reasons: an opportunity for the patients to learn skills, socialization with healthy peers, involvement in common handicraft activities, temporarily being away from the hospital routine. The workshops are organized according to the age groups, the skill level and the interests of the participants. In 2021 due to the sanitary restrictions we had to limit the group activities and most workshops were organized in individual sessions. This limited the number of participants and it can be seen in the number of the patients involved in the handicraft workshops during 2021: 138 in- and outpatients. Though DAA crafts teacher tried hard to involve as many children as possible. However, especially in the hospital setting we had to strictly follow



the sanitary rules. The workshop participants learnt skills in drawing, knitting, beading, macramé, making puppets/dolls, Gobelin, sewing, quilling. Following the sanitary regulations we had to cancel temporarily baking and table decoration workshops. All the skills and knowledge gained in the above-mentioned workshops can be put to practice daily.

### ■ *SPECIAL EDUCATORS' CLUB*

Since the COVID-19 restrictions put in place have been strictly followed especially on the hospital grounds we were unable to organize our Special Educators' Club meetings on a monthly basis in situ. As the online survey showed the participants are highly interested in meeting and the preference is given to meetings in presence, but many mentioned if there were no choice they would agree to meet online. We understand that the format of our meetings with hands-on activities need to be in presence, but we are bound to follow the restrictions set.

Even though we were unable to hold our monthly meetings we had regular online and in person contacts and communication with our participants in small groups or even 1:1. We try hard to keep in touch with everyone and still exchange ideas.

At DAA after long discussions and search for ways to keep our monthly meetings up it was decided to try reaching out to participants: organizing small group visits in their areas. So, in 2021 Kristine Andreyan had such a field trip to Sevan Rehabilitation Center where new and old participants met locally. It was a resultful cooperation. It is of course harder for DAA to organize the meetings in this format, but if we see that it is fruitful, in 2022 we will think of organizing Club meetings locally.

As discussed with Christine Walser we would also think of organizing an online event.



## DAA VOLUNTEERS

Volunteering has always been an important part of DAA. Unfortunately, in 2021 as last year we were unable to involve volunteers due to the sanitary restrictions. We have big plans for volunteers in 2022 so we really hope for better in the coming year. We extend out hearty thank you to all our friends who volunteered their precious time and expertise to support and help us through 2021.

## MOTHER AND CHILD PROGRAM



The “Mother and Child” is a special social program that DAA has implemented for many years thanks to the continuous support and generosity of “SAAT” Foundation. The program connects all DAA programs within the three core institutions. Through the participation in the workshops of the program the parents facing the difficulty of having a sick child have an exceptional opportunity for psychological support and relief. The participants also get the chance to be away from the hospital routine while doing something together with and for their child and learning skills within different workshops proposed. DAA staff work in close cooperation for

providing efficient services and ensuring that the beneficiaries can move from one workshop to another. The planning and scheduling allow such changes, so DAA staff ensures that there are no overlaps.

The chart below illustrates the participants joining different workshops in 2021. The high interest of the participants (despite all the problems and limitations), their positive feedback, DAA staff reports and the success stories once again emphasize how important the “Mother and Child” program is.

N	SERVICES / WORKSHOPS	TOTAL I-XII month
1.	<b>Psychosocial Support Group</b> (Arabkir Hospital)	49   33   195
2.	<b>Computer Courses</b>	58   2   249
3.	<b>Knitting</b> (Haemotology Hospital)	41   1   252
4.	<b>Knitting</b> (Arabkir Hospital)	42   0   252
5.	<b>Baking</b>	-
6.	<b>Sewing</b> (Haemotology Hospital)	41   1   252
7.	<b>Sewing</b> (Arabkir Hospital)	42   0   252
8.	<b>Educational Games</b> (Arabkir Hospital, Nephrology Department / sch. age)	341   2   344
9.	<b>Educational Games</b> (Arabkir Hospital, Nephrology Department / psch. age)	333   1   336
10.	<b>Educational Games</b> (Arabkir Hospital, Somatic Department)	328   4   336
11.	<b>Educational Games</b> (Arabkir Hospital, Urology Department)	317   8   329
12.	<b>Educational Games</b> (Haematology Hospital)	290   29   346

Legend: number of participants, number of returning participants, number of workshops





In 2021 while implementing the program we had to follow the sanitary restrictions and rules as with all our programs and services. So the implementation of the program required some changes that DAA staff could accommodate. We had to cancel the baking workshop since food preparation was not allowed neither in groups nor individually.

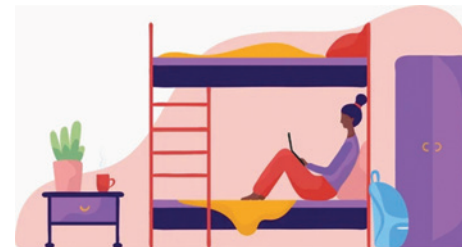
We also had to organize smaller groups or even individual workshops to avoid group activities following the sanitary rules. Due to flexibility of our staff were still able to involve many beneficiaries and at the same time follow the new rules of the COVID-19. The annual comparative graphs of the program demonstrate that we were able to involve the usual number of beneficiaries in all the workshops.

Within the “Mother and Child” program in 2021 as well we had children and mothers of the displaced and refugee families from Artsakh (Nagorno-Kharabakh). They benefited greatly from the program and the staff working within the program could help them.

We would like to express our cordial gratitude to SAAT Foundation in Switzerland for the continuous support to this exceptionally important program.

## ■ PATIENT FAMILY HOUSE (PFH)

In 2021 within the services of the Patient Family House only 60 families, having no accommodation possibilities or means to rent a place in Yerevan, were accommodated in the PFH. This number is relatively smaller compared to previous years (before pandemic), but these are only the families accommodated in the PFH. Significantly more families received PFH services like schooling, psychological and social support, essentials, food while on treatment in the hospital. They only lacked the accommodation component due to two main reasons: COVID-19 situation/restrictions and moving the PFH rooms to a temporary location while DAA hospital school building is under reconstruction.



As usual the patients were accommodated in the PFH based on the request from the treating doctor verified by Dr. N. Arikyants, the medical director of Arabkir. As in 2020, this year as well in accordance with the COVID-19 restrictions the person accommodated in the PFH had to provide a COVID-negative test (usually a PCR).

The services provided in the PFH are: temporary accommodation (in 2021 provided with restrictions and limitations), psychosocial support services, and schooling including handicraft workshops. These services were provided to the full extent, however in many cases within the hospital setting. All the mentioned services are free of charge to the pediatric patient and one care provider. While living in the PFH the adult in charge: usually the mother has some duties e.g., housekeeping, helping in cleaning, washing and other minor tasks.

The mothers within the support group continuously help each other to overcome the common difficulties of having a sick child and being away from home and family. The PFH staff is extremely attentive and makes sure that the services provided correspond to the set standards.

All these years of the functioning of the Patient Family House DAA always got positive feedback and never any complaint about the DAA services there.



## ■ PSYCHOSOCIAL SERVICE

### for In- and Outpatients and their Families

The psychosocial service is an essential service within the hospital and remains an important part of DAA services. The service is actively supported both financially and professionally. In 2021 the psychosocial team served 517 patients through numerous individual and group consultations and therapies. The annual report of the psychosocial department in Arabkir MC&ICAH also contains these numbers. The service is meant mainly for pediatric patients but upon need consultation is also provided to adults.

The professional growth is very important, so the team members do their best to actively participate in professional trainings, workshops and meetings, when the sanitary measures allow. The team cooperates with local NGOs, healthcare institutions, the Pedagogical-Psychological Support Centers and state agencies such as the Ministry of Social Affairs, the regional centers of social service, district council of Arabkir, medical and social expertise commission.

In 2021 with the ongoing support of Ernst Leumann and the Foundation of the Children with Congenital Diseases DAA was able to continue providing special social support. The program is carried out by DAA for the patients with congenital and inherited illnesses on treatment in Arabkir MC&ICAH. In 2021 we were able to financially support the patients in extreme need. As before this year as well the program was implemented in the close cooperation with Arabkir MC medical director Dr. N. Arikyants and the chiefs of the corresponding departments.

The year 2021 brought on many challenges and hard situations still arising from the COVID-19 and the consequences of the war. There were situations needing quick reactions and well thought out solutions. Regardless, DAA realized its activities with all the necessary modifications and covered even wider spectrum of services as planned in 2020 and the beginning of 2021. These were additional services for the displaced and refugee families from Nagorno-Kharabakh, the families who lost their bread-earners to war and wounded soldiers. At DAA we believe that we are able to fulfill our duties and realize our projects successfully thanks to the dedication of our staff and the very close cooperation among DAA members while providing services to the beneficiaries.



## DAA ANNUAL FINANCES 2021

Expenses		60'078'195 AMD	120'156 US\$
1.	Hospital School	15 500 000	31 000
2.	"Mother and Child"	17 690 000	35 380
3.	Social Support to the the patients with congenital diseases	3 875 000	7 750
4.	Special social support to hospital staff (sanitarka - caring personnel for COVID-19)	1 500 000	3 000
5.	Trainings	0	0
6.	PFH	6 975 000	13 950
7.	Psychosocial Service to hospital patients	460 000	920
8.	Social support to the hospital staff who lost bread-earner	180 000	360
9.	Social support to the young soldiers on rehabilitation in ArBeS (Dr. L. Aghajanyan)	900 000	1 800
10.	Social support to the hospital patients from refugee and displaced families	2 635 000	5 270
11.	Social support to refugee and displaced families (outside hospital)	1 450 000	2 900
12.	Educational, psychological and social support to refugee pre-school and school age children	485 000	970
13.	Pension Fund + Income Taxes	1 304 100	2 608
14.	Administrative salary	5 385 450	10 771
15.	Office material supply	55 000	110
16.	Telephone/Internet	322 645	645
17.	Bank Service	36 000	72
18.	Transport Expenses	275 000	550

19.	Rent to Arabkir	120 000	240
20.	Share purchase	210 000	420
21.	Maintenance	720 000	1 440

Income		55,918,230 AMD	111'837 US\$
1.	Kinderhilfswerk Himalaja	21 000 000	42 000
2.	Mother & Child (SAAT Foundation)	17 700 000	35 400
3.	Donation, Kinderspital	5 386 500	10 773
4.	Grant, Foundation of the children with congenital diseases	3 000 000	6 000
5.	Donation, Amalia Van Gent	2 241 000	4 482
6.	Donation, Amalia Van Gent	1 291 000	2 582
7.	Share in Arabkir	169 788	340
8.	Bank deposit %	545 942	1 092
9.	Membership fee	134 000	268
10.	Regular donations (also in kind)	3 650 000	7 300
11.	Local donations	800 000	1600



ExchangeRate  
/average/ 1US \$ = 500 AMD

## FINANCES NARRATIVE

The situation in 2021 was still tense as we had consequences of the war in Nagorno-Kharabakh and a substantial number of heavy cases of COVID-19 in the hospital. In 2020 we worked out a scheme based on which our staff worked in four different directions: hospital school duties (general), additional work with displaced families in and out of the hospital, social work with young soldiers on rehabilitation in Dr. L. Aghajanyan’s department and with the staff of the hospital who lost their bread earner. The finances were used according to the DAA general budget as well as from the emergency funds and extra personal donations.

According to the arrangements made in 2017 between DAA and Kinderhilfswerk Himalaja, Kinderhilfswerk Himalaja continues to support DAA hospital school and the Patient’s Family House (Income line 1). The detailed reports of the expenses of the hospital school and the PFH are available as separate financial documents. In addition in 2020 we got from Kinderhilfswerk Himalaja special fund directed to the school and social needs of the pre-school and school age children of the refugee and displaced families which we continued to use in 2021. Hospital school expenses are reported in total in Expenses line 1.

In the PFH expenses (Expenses line 6) we had the following situation: part of the rooms was used for nurses on shift at the beginning of the year. In winter we renovated two rooms because of the leakage and started to use all the rooms according to the PFH program but at the beginning of summer we had to move out hospital school and the PFH to the temporary location on the hospital premises because the DAA building was put under reconstruction. We got an agreement with the hospital that after the reconstruction DAA will move in the renovated location with the corresponding square footage. So the PFH was temporarily put into two rooms of the COVID-19 block with separate entrances. So the number of the rooms has decreased to two. However, our activities with the families who need PFH program was not limited within these two rooms. We included into the PFH program all the families who were entitled to use PFH services with full financial, social and educational support (food, clothing, social worker’s, psychologist’s and hospital school teacher’s service, etc.). The only service which was reduced for them was the accommodation part.

“Mother and Child” (Income line 2, Expenses line 2) program being one of the central programs brings together educational and social approaches of DAA. Claude and Marianne Ruedins’ continue to support this program which is highly appreciated both by the beneficiaries and the DAA staff. In spite of COVID-19 restrictions this program ran to its full extent both in Arabkir and Haematology hospitals. Almost every family who take part in any activity of this program tell how important it is to be involved in such a program within the hospital frame. We ourselves feel the strong necessity to keep it as long as possible as one of the key programs.

The foundation of the children with congenital diseases continues to support DAA special social project for pediatric patients. In 2021 DAA received financial support from the Foundation for the special social support program (Income line 4, Expenses line 3). Following the agreement with Ernst Leumann, Hans Ulrich



Bucher, Arabkir MC&ICAH and DAA continued to support the caring staff of Arabkir (sanitarkas) who worked directly in the COVID-19 department with the patients. This year it was paid from the extra social support money received by DAA and not from the above-mentioned foundation as it was done last year. The regular special support project continued as usual each receipt was signed and approved by the hospital medical director Nina Arikants, run by DAA representative Kristine Andreasyan and supervised by the DAA consultant Liana Sanamyan.

The social supports reflected in the Expenses lines 8, 9, 10, 11 were possible to realize thanks to the generous donations of Amalia and Werner Van Gent (Income line 5, 6), part of the left-over money received in 2020 from the University Children’s Hospital in Zurich and the emergency fund received in 2020 from Kinderhilfswerk Himalaja.

Because of the transfer of the finances which we received in 2020 and 2021 in the DAA Annual Report 2021 the Expenses are higher than the Income.

The donation received from the University Children’s Hospital in Zurich (Income line 3) was meant for the participation in the HOPE Congress in 2022. Thus this money is not used yet.

We have received support in kind from the local Armenians who donated/brought clothes, shoes, hygiene means for the hospital patients and their families (Income line 10) which was used for the families in need.

USD rate to AMD varied greatly during the year 2021. According to the DAA accountant’s calculations the average rate is about 500 AMD to 1 USD as reflected in the chart of 2021.

Please, accept our deep gratitude and high appreciation to all our collaborators and friends who continue to support us through these hard times not only in Armenia but also in the entire world. As always, at the turn of the year we wish strong health and peace to everyone and especially our beneficiaries. At DAA we hope we will be able to continue our regular work and provide services to all the DAA beneficiaries. Thank you once again to all our supporters for your good will and the humanity you showed to the people in need in Armenia.

Hasmik Tadevosyan, DAA President  
Liana Sanamyan, Consultant

DAA BOARD MEMBERS

Varuzhan Avanesyan	DAA Board President
Armine Gmyur-Karapetyan	Psychology Center, Gyumri
Nina Arikants	Arabkir Medical Director
Manoush Yeritsyan	ArBeS Centre
Maria Khakhmalyan	Poqrik Ishkhan, director
Haroutyun Balasanyan	Kharberd Care Home, director
Armenuhi Avagyan	ArmAv Center

MEMBERS

Administration

Hasmik Tadevosyan	DAA President
Liana Sanamyan	Consultant
Narine Tadevosyan	Admin. Assistant
Mariam Mkhitaryan	Admin. Assistant
Liana Martirosyan	PFH Administrator
Liza Abgaryan	PFH Administrator
Voskehat Ghalayan	Book-Keeper
Armen Sanamyan	Cashier

HS Hospital School Arabkir  
HHS Haematology Hospital School

Hospital School

Kristine Andreasyan	Special Projects’ Leader
Ani Hovhanissyan	HHS Teacher
Anahit Baghdasaryan	Dialysis Teacher
Karina Tadevosyan	Pre-school Teacher
Yelena Tadevosyan	HS Teacher

Ruzanna Iskandaryan .....	HS Teacher
Mary Abrahamyan .....	HS Visiting Teacher
Gayane Haroutunyan .....	Cooking, Baking and Sewing

Psychosocial Team

Varvara Avakimyan .....	Psychologist
Hasmik Amiryan .....	Psychologist

Language / Computer Courses

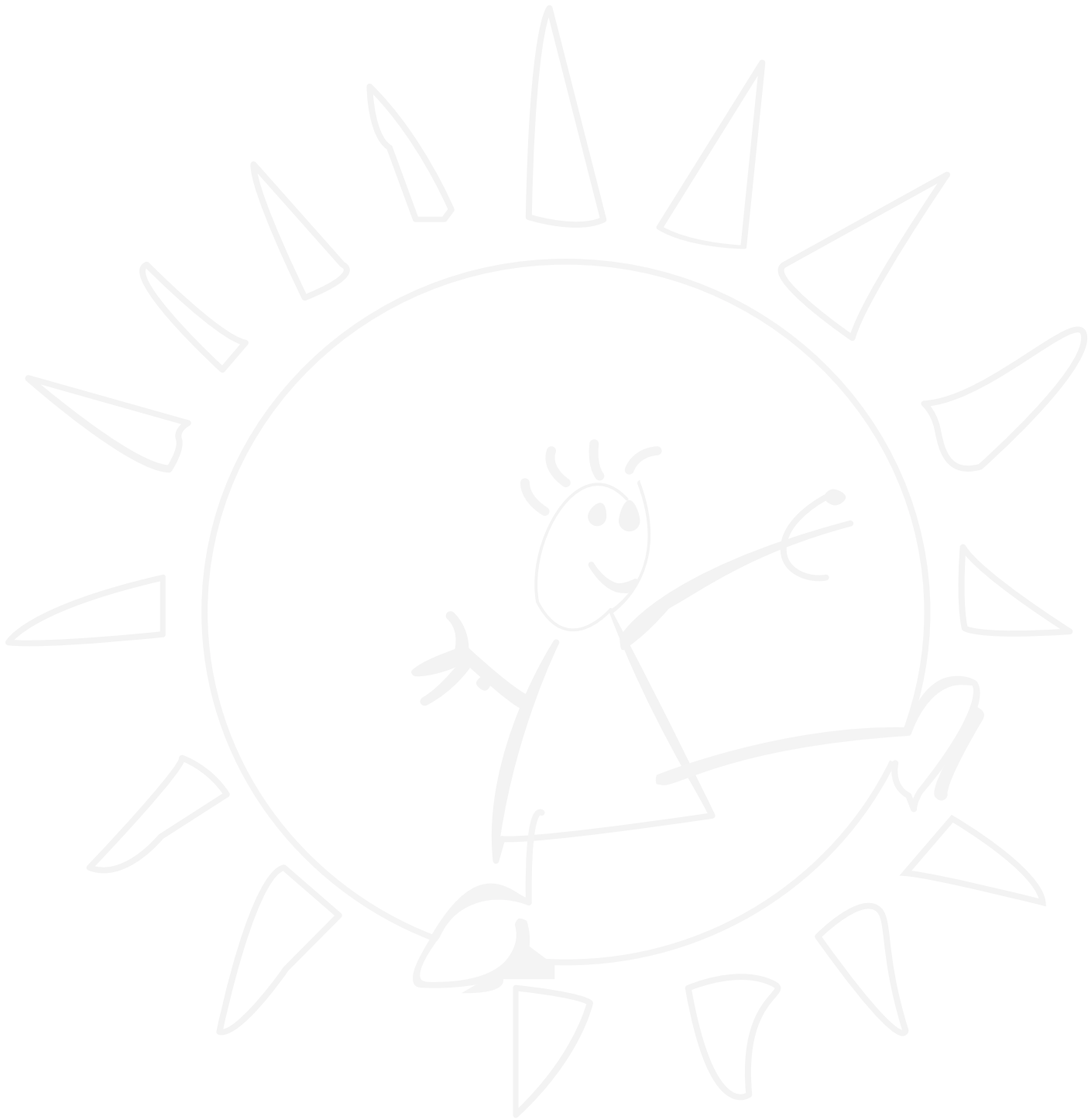
Donara Aghasyan .....	Coord. / German Teacher
Hasmik Lalayan .....	English Teacher
Svetlana Hayrapetyan .....	French Teacher
Hayk Sanamyan .....	Computer Teacher, Technical Support

House Service

Liza Abgaryan .....	Guard
Anna Gevorgyan .....	Cleaning Woman

Volunteers

Gayane Davtyan





**NOTE:** a more detailed report on separate projects and sections is available at DAA office and can be provided upon need. Please, contact DAA office by e-mail: [daa.office@gmail.com](mailto:daa.office@gmail.com) or visit our website: [www.daa.am](http://www.daa.am)



DIRECT AID  
ASSOCIATION

# ANNUAL REPORT 2021



 30 Mamikonyants st., Yerevan, 0014, Armenia

 +374 10 230 014 (office), 231 760 (PFH)

 [daa.office@gmail.com](mailto:daa.office@gmail.com)

 [www.daa.am](http://www.daa.am)