

**DIRECT AID ASSOCIATION**  
Public Charity Organization



# 2024

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## ANNUAL

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# REPORT



Hospital School



Psychosocial Service



Patient Family House



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As always at the end of the year I try to look back to summarize our strong and weak sides. The weakest point stays the lack of the support from the Armenian business which due to the lack of corresponding financial mechanisms is not interested in supporting a charity.

To my mind the strongest point was the common teamwork which was built up within the whole history of DAA thanks to Christina and Ernst Leumanns and all our Swiss collaborators who constantly contributed into this most important idea. Now we have a team which is open to include new staff members and new ideas, being steady unit where the newcomers are immediately involved into the teamwork from one side and the new ideas are adapted if the team sees the value of them. Personally for me, it is no more a daily control of the staff work but more generating ideas and networking with the outside institutions.

Within all the activities that took place in 2024 I would highlight the visit of Kinderhilfswerk Himalaja representatives to DAA. It was important for us to openly discuss our current programs and visions for future with them face to face. And of course it was a pleasure to meet in person the people supporting DAA for so long. This exchange of ideas reassured us that we move in the right direction.

I would like to express my deep gratitude to DAA main partners: Arabkir MC&ICAH with Arman Babloyan, Manoushak Yeritsyan and Nina Arikyants, and of course all the medical staff. We were strongly supported by our long-term partners and friends among whom I would like to emphasize Kinderhilfswerk Himalaja, Claude and Marianne Ruedins (SAAT Foundation), Children's University Hospital Zurich, Christine Walser and Hans Ulrich Bucher. Special thanks to Ernst and Christina Leumanns who continued to be with us over decades in any situation we face here in Armenia. There are many more names I have in mind, so I am very sorry if they personally didn't appear on this list. All of you stay very important for us, regardless what and when you supported.

***Hasmik Tadevosyan, DAA President***

At the turn of the year DAA staff sums up the services, support and guidance provided to our beneficiaries. As usual, we outline the accomplishments, challenges and achievements as well as lacks that need improvement. In order to illustrate our work we share two examples describing our daily work.

1. It's not a secret that often the parents of the pediatric patients don't find enough time to play with the child and pay attention to the daily educational and leisure activities given the multiple routine issues to be solved while the child is on treatment in the hospital and the other half of the family with another sibling or siblings back home. It's especially difficult when they are

apart not even in the same city, with the family being in the region. This sums up to the fact that the child having an illness and undergoing treatment often lacks enthusiasm of doing educational and leisure activities. The latter ones are replaced by the screen time and cell phone games. Within the "Mother and Child" program the parents/mothers are granted the opportunity to communicate with the child and help him/her not only emotionally but also doing some meaningful activities together (e.g. coloring, cutting, gluing, preparing and playing the game). At the same time this creates an opportunity for the child to be involved in educational and leisure activities. All of the above mentioned becomes possible when the hospital school teachers offer to prepare a table game together, one of the many the hospital school teachers can offer and the child can choose suitable to his/her interests. We offered our 7-year-old A.M. to prepare a mathematical game Trio with simple math operations and certain sequence to follow. The child prepared the game with the mother and then became interested in another math game Trimino during which the player creates different geometrical figures while doing division and multiplication tasks. The mother was actively involved in the game preparation process with the child while communicating and learning what s/he wanted to do, which games s/he liked, etc.

2. Three-year-old boy with autism and diagnosed with hematological issues. The boy displays aggressive behavior, doesn't have age appropriate attention span and concentration. He doesn't follow the school room rules and doesn't communicate with the other children in the hospital school room. The child doesn't perceive the subjects in the pictures and isn't able to show the requested items. When he wants, he can find corresponding colors (in pairs), he is able to concentrate his attention for a long time on subjects and peers that are of interest to him. He can mechanically name the numbers and the letters of the Armenian as well as of the English alphabets. Gradually, the hospital school teacher tried to involve the child in the educational game sessions with the direct support of the parent. As the child could count from 1 to 10 the teacher also tried to do simple number activities during 1:1 sessions to gain the trust of the child. During the work with the child the hospital school teacher used simple lotto games to increase and activate the passive vocabulary. The instructions are repeated several times to clarify and simplify them. The child receives educational support at the regional support center in Gyumri (where he is schooled when not on treatment in the hospital) from the special education teachers. During DAA Special Educators' Club outreach session in Gyumri the hospital school teacher talked to the special education teachers working with the child in Gyumri. At the brief consultation they advised to play calm music while doing activities with the boy. He also loved playing simple musical instrument and with musical toys. He was also fond of activities with water and sand. Upon return the hospital school teacher worked with the child following the advice of the colleagues in Gyumri. Step by step the hospital school teacher is able to involve the boy in certain activities in the hospital school room without the child crying, even when the parent is not present.

## HOSPITAL SCHOOL

### Basic Schooling and Extracurricular Activities

DAA hospital school ensures the continuity of education for the hospitalized children while they are on treatment away from home and school. The children of pre-school and school age are involved in group sessions, 1:1 teaching and extracurricular activities. The hospital school teachers working in team and individually guarantee a personalized approach to every child. The educational process conform with the state curriculum is based on a wide variety of activities, tasks, thematic units and educational-developmental games. Alongside the regular school subjects, the hospital school program includes handicraft workshops, IT lessons, celebration of national holidays, educational festivals as a revision tool, excursions and outings to different sights and parks, cultural program and visits to museums and much more. DAA hospital school staff in close cooperation with psychosocial team help the children to overcome the fears and difficulties related to being sick, in the hospital, away from their usual surrounding.

In 2024 there were 842 school children in the urology and nephrology departments, 240 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 students. In the pediatric department of the Haematology Hospital there were 127 (counting also returning patients) patients with different haematological issues.

The hospital school teachers continue working on creating and compiling educational material and discussing different topics related to the educational process. DAA teaching staff also participated in trainings when possible in situ and online.

The hospital school teachers carried on with the additional responsibilities: they worked with and supported the children of displaced and refugee families having educational needs.

Within a number of extracurricular activities and festivals (interesting, fully interactive and beautiful way to revise the knowledge and skills learnt in school subjects during a given period) organized within the school year we would like to specially mention the Flower Festival that took place on May 17 at the hospital conference hall. The festival honoring the rebirth of the nature and welcoming the spring had various parts including: an exhibition of the pupils' artwork "The nature in blossom" where our students demonstrated their skills in arts and crafts and the performance during which they demonstrated the content learnt in biology, geography, the surrounding world as well as in languages and music. They sang and recited in Armenian, and foreign languages including Russian, English, German, Italian.



## NEW YEAR and Christmas Celebrations

New Year and Christmas were celebrated on January 12 this year. As always Dzmer Papik (the Armenian Santa) visited the children who in their turn were happily performing, singing, dancing and reciting poems. The day was filled with joy and laughter, and we are happy our pupils forgot their hospital routine for the day. At the end of the day all the participants received presents to appreciate their good behaviour and educational progress in 2024.



## SUMMER CAMP

The patients' summer camp was organised in four sessions of 2 weeks each including 30 children. As per agreement between Arabkir MC and DAA, Kristine Andreasyan was the head teacher responsible for the educational and leisure program of the camp. DAA hospital school teachers organized the summer program with outings and day excursions. They also organized a special one-day program for the visits to the camp. Many children profited from the summer program and had a chance to participate in outdoor activities.





## FOREIGN LANGUAGE AND COMPUTER COURSES for Children and Adults

DAA carries out both computer operating and language courses for the school age children and certain groups of adults. The language courses (online and in situ) are run in English, French and German for the medical staff of Arabkir MC&ICAH and ArBeS, students as well as children. These courses are an important part of DAA educational program. They also serve to raise awareness about DAA projects. For the medical professionals DAA

language course serve two main purposes: learning a foreign language at the same time exchanging information about the institutions where they work, discussing different issues and searching for possible solutions within the group. The courses are organized in Elementary to Advanced levels and develop skills in reading, writing, listening and communication as well as computer operating.

## SPECIALIZED HANDICRAFT WORKSHOPS

The handicraft workshops are an important part of the hospital school program. They provide our students with an opportunity to learn skills while being on treatment. During the sessions they socialize with healthy peers, engage in common handicraft activities, temporarily being away from the hospital routine. The groups are organized according to the age (5-18), the skill level and the interests of the participants. During 2024: 178 in- and outpatients attended the handicraft atelier for different duration. Some of the participants attended more than one workshop. They learnt drawing, working with ceramic, beading, knitting, sewing, puppets making and quilling. One of the most important results of these workshops is that the participants can use the learnt skills and knowledge in the daily life.



## SPECIAL EDUCATORS' CLUB

Following the experience of 2023, in 2024 the Club meetings were again organized in outreach sessions. The outreach sessions worked very well, and the participants joined the meetings organized closer to them, within their region. As last year the staff of the Shirak Regional Pedagogical-Psychological Support Centre in Gyumri (RPPSC) was very active. Several sessions were organized in Gyumri based on the request of the participants attending from the whole region. There were also new participants joining the Club sessions. The outreach sessions were organized by DAA special projects' leader Kristine Andreasyan accompanied by the hospital school teachers with their respective topics. These sessions were attended by numerous participants with very active discussions and hands-on activities.

Liana Sanamyan continued working in close cooperation with DAA staff and the Club participants. In 2024 the close cooperation with DAA long-term partner Christine Walser was again fruitful. On October 10th, 2024 the online course on the topic of "Extension of the Curriculum for Pupils with Special Needs" was held. It was an exceptional chance for the Armenia colleagues to attend the one-day course generously offered by Prof. Judith Hollenweger Haskell, from the University of Teacher Education in Zurich, Switzerland and UNICEF consultant. The course was offered to Special Educators' Club members: DAA hospital school teachers and specialists working in different schools and centers in Armenia. The participants had an exceptional opportunity to listen to a singular informative

presentation full of theoretical and practical details. Judith shared ways for extending the curriculum as well as showed examples and explained how the educational objectives can be set and developed to address the child's particular needs. We gained knowledge on how to expand the educational goals at the same time making them very specific to the child's need and how to look at the educational process from different perspectives. Christine Walser connected the theory with examples from her practical experience as hospital school teacher. DAA hospital school teachers: Mery Abrahamyan, Ani Hovhannisyan and Yelena Tadevosyan shared some cases from their work.



# DAA VOLUNTEERS

DAA hospital school continues the efficient cooperation with the European Solidarity Corps volunteers. We appreciate the work our volunteers do and would like to extend our gratitude to all of them and especially to Mia Eger (Germany) and Eva Raniolo (Italy). It's a two-way path with our volunteers: they learn and contribute to the daily work at the same time.



## MOTHER AND CHILD Program

The “Mother and Child” is an important program that DAA staff has been running for decades. Its implementation has been possible thanks to the continuous support and generosity of “SAAT” Foundation and DAA supporters Marianne and Claude Ruedins. The program bridges among all the three DAA core institutions and is implemented for the parents, usually mothers, facing the difficulty of having a sick child. The beneficiaries have an exceptional opportunity for psychological support and relief as well as being away from the hospital routine while engaging in an activity with their children and learning skills applicable in daily life during numerous sessions. DAA staff work in close cooperation for providing efficient services and scheduling the sessions so that the beneficiaries can move from one workshop to another.

The chart below reflects the number of the participants in the workshops during 2024. The high interest and the positive feedback of the participants, DAA staff reports and the success stories continuously emphasize how important the “Mother and Child” program is. All the participants benefited greatly from the program.

N	SERVICES / WORKSHOPS	TOTAL I-XII month
1.	Psychosocial Support Group Arabkir Hospital	32   28   190
2.	Computer Courses	56   3   264
3.	Knitting Haemotology hospital	60   0   258
4.	Knitting Arabkir hospital	55   5   258
5.	Sewing Haemotology hospital	59   1   258
6.	Sewing Arabkir hospital	55   5   264
7.	Educational Games Arabkir hospital, nephrology department (sch. age)	332   9   340
8.	Educational Games Arabkir hospital, nephrology department (psch. age)	335   8   347
9.	Educational Games Arabkir hospital, urology department	401   10   415
10.	Educational Games Arabkir hospital, general pediatric department	317   14   336
11.	Educational games, Haematology hospital	312   12   329

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

DAA dedicated staff running the workshops worked hard to accommodate the needs of the participants and to involve all the interested people during their stay in the hospital.

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

As per usual procedure families from all the regions of Armenia having no other accommodation possibilities or means to rent a place in Yerevan got lodging in the PFH. In 2024 the accommodation was provided for different length depending on the request from the treating doctor and verified by Dr. N. Arikyants, the medical director of Arabkir. The PFH is still in the temporary location having only two rooms for the provision of the accommodation. The situation will change in 2025 when DAA moves to the new building. However, as during the previous years the services were provided to a great number of families in the hospital entitled to PFH services: schooling, psychological and social support, food and other essentials while on treatment.

All the PFH services: accommodation, schooling, psychological and social support, food and other essentials were provided to the full extent possible and free of charge to the paediatric patient and one care provider. When accommodation is provided in the PFH, the adult in charge has some duties in housekeeping, cleaning, washing and other minor chores. The PFH staff pays close attention to ensure that the services are provided in line with the set standards.

The feedback of the PFH beneficiaries (guest book) is always very positive and appreciating.



## PSYCHOSOCIAL SERVICE for In- and Outpatients and their Families

The psychosocial service is one of the DAA institutions and while being a department in the hospital continues to be an important part of DAA. The service is supported by DAA both financially and professionally. In 2024 the psychosocial team provided services to 300 patients and families aged 4-45 (children-parents) through individual and group consultations and therapies.

The psychosocial team actively participates in professional trainings, workshops and meetings, e.g. “The family consultation: humanistic and cognitive-behavioral approaches”, “Overcoming Childhood Psychological Traumas”, etc. The service also cooperates with local NGOs, healthcare institutions, professional associations, and state agencies such as the regional centers of social service, district council of Arabkir, medical and social expertise commission.

The implementation of the special social program was again possible in 2024 with the ongoing support of Ernst Leumann and the Foundation of the Children with Congenital Diseases. The program is carried out by DAA for paediatric patients on treatment and follow-up in Arabkir MC&ICAH. In the framework of this program DAA administration works closely with Arabkir MC&ICAH medical director Dr. N.



Arikyants and the chiefs of the corresponding departments.

With the support of Marianne Ruedin DAA carried out special social support for the patients on treatment and follow-up in Arabkir MC&ICAH from the displaced families from Artsakh. Within the program many families in extreme need received support in essentials: food, hygiene produces, clothing, household items, wood for heating, etc.

Another chapter in the DAA history with its accomplishments, achievements as well as challenges came to its end. The daily work in the hospital school requires quick reactions, precise decisions and well thought out solutions: tasks that DAA team carried out with great responsibility and professionalism. Once again, our team was ready for modifications covering a wider spectrum of services for our compatriots in need. We fulfilled our duties and realized our projects successfully again thanks to the full dedication of our staff and the very close cooperation among DAA members while providing services to the beneficiaries. We must emphasize that all of the above mentioned was also possible thanks to the kind will and generosity of our supporters.



**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)

EXPENCES		53'299'942 AMD	136'667 US\$
1.	Hospital School	12,480,000	32,000
2.	“Mother and Child”	13,800,150	35,385
3.	Social support to the patients with congenital diseases	3,300,000	8,462
4.	PFH	4,680,000	12,000
5.	Social support to in and outpatients	425,000	1,090
6.	Social support to in and outpatients from refugee and diplaced families	9,000,000	23,077
7.	Educational and psycological to refugee pre-school and school age children	250,000	641
8.	Pension fund + income taxes	1,170,600	3,002
9.	Administrative salary	4,846,950	12,428
10.	Office material supply	70,000	179
11.	Telephone / Internet	320,043	821
12.	Bank service	61,699	158
13.	Transport expences	556,900	1,428
14.	Rent to Arabkir	132,000	338
15.	Maintenance	1,006,600	2,581
16.	Share purchase	1,200,000	3,077

INCOME		62'305'200 AMD	159'757 US\$
1.	Kinderhilfswerk Himalaja	16,380,000	42,000
2.	Mother and Child (SAAT Foundation)	13,800,150	35,385
3.	SAAT Foundation, Refugee Support, Marianne Ruedin	6,078,150	15,585
4.	SAAT Foundation, Refugee Support, Marianne Ruedin	6,084,000	15,600
5.	SAAT Foundation, Refugee Support, Marianne Ruedin	6,084,000	15,600
6.	SAAT Foundation, Refugee Support, Marianne Ruedin	6,084,000	15,600
7.	Grant, Foundation of the children with congenital diseases	2,526,000	6,477
8.	Bank deposit %	2,783,715	7,138
9.	Membership fee	110,000	282
10.	Donation, Hrant Dink Foundation	116,800	300
11.	Donation, Hrant Dink Foundation	140,880	361
12.	Donation, Maqruhi Kin	224,250	575
13.	Arabkir Share	1,051,465	2,696
14.	Local donations (also in kind)	841,790	2,158

## FINANCES NARRATIVE

According to the arrangements made between DAA and Kinderhilfswerk Himalaja, Kinderhilfswerk Himalaja supports DAA hospital school and the Patient's Family House (Income line 1). The detailed reports on the expenses of the hospital school and the PFH are available upon request. Hospital school expenses are reported in total in Expenses line 1. The PFH expenses are reflected in Expenses line 4.

DAA continued supporting the schooling and social needs of the children from displaced families (Expenses lines 7).

"Mother and Child" being a crossroad program joins the educational and social approaches of DAA (Income line 2, Expenses line 2). It stays an indispensable part for both the beneficiaries and the DAA staff, being supported by Claude and Marianne Ruedins. The social situation in the country unfortunately stays very difficult due to a number of factors. Thus, we continue involving the displaced families into our special social program directed at covering some of their basic needs (Income Lines 3, 4, 5, 6, Expenses Line 6). This program is realized partly directly by DAA as well as in

partnership with the "Arabkir" UCCF, where the funds are directly transferred to.

In 2024 DAA received support from the foundation of the children with congenital diseases to continue the implementation of the special social program for Arabkir in- and outpatients (Income Line 7, Expenses Line 3).

We had a number of personal donations which are reflected in Income lines 10, 11, 12. These donations are aimed to support all the educational and social programs run by DAA.

Regular local donations (also in kind) received by DAA from the neighbourhood community as well as from people visiting Armenia (Income line 14) are used and distributed upon need in the hospital school and the hospital wards.

In 2024 USD rate to AMD had fluctuations varying from 1USD = 370AMD to 1USD = 405 AMD. Thus, we took an average rate of the year 390 AMD to 1 USD. In certain instances, the lack of finances was covered by DAA reserve funds.



**NOTE:** Starting from November 2024 HSBC Bank Armenia, where DAA had its accounts was taken over by ArdshinInvest Bank. The process is not finished yet. They are planning to finalize by the end of January 2025. The new bank details are available at the end page of this report.

From the bottom of our hearts DAA staff expresses our endless gratitude and appreciation to all our collaborators and friends who continue supporting our programs. In 2025 we wish strong health, much enthusiasm and peace to everyone and especially to our beneficiaries. We hope to continue carrying out our duties and providing much needed services

to all the people in need who DAA can reach. Thank you once again to all our supporters for your kind heart and the humanity you showed to the people in Armenia. With our common activities with all of you, dear friends, we managed to bring back smile to many children and their families.

*Hasmik Tadevosyan, DAA President*  
*Liana Sanamyan, Consultant*





## DAA BOARD MEMBERS

Varuzhan Avanesyan .....	DAA Board President
Nina Arikyants .....	Arabkir Medical Director
Manoush Yeritsyan .....	ArBeS Centre
Maria Khakhamyan .....	Poqrik Ishkhan, director
Mariam Mkhitarian .....	DAA

## MEMBERS

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

Kristine Andreasyan .....	Special Projects' Leader
Ani Hovhanissyan .....	HHS Teacher
Ruzanna Iskandaryan .....	HS Teacher
Karina Tadevosyan .....	Pre-school Teacher
Yelena Tadevosyan .....	HS Teacher
Mary Abrahamyan .....	HS Visiting Teacher
Gayane Haroutunyan .....	Cooking, Baking and Sewing

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

Varvara Avakimyan .....	Psychologist	Liza Abgaryan .....	Guard
Hasmik Amiryan .....	Psychologist	Anna Gevorgyan .....	Cleaning Woman

## VOLUNTEERS

Gayane Davtyan (Yerevan, Armenia)  
Mia Eger (Dortmund, Germany)  
Eva Raniolo (Rome, Italy)

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