

# DONOR IMPACT REPORT 2019





## SMILES, THANKS & BLESSINGS

### Dear APROQUEN Family

With a heart, full of deep gratitude, we present this report that highlights the resilience and extraordinary efforts taken in our mission to save lives.

Thanks to your kind and generous hearts, we have been blessed and able to transform difficult times into opportunities to continue alleviating the suffering of thousands of children in Nicaragua who need a light of hope.

A crisis does not keep children from getting burned, or prevent the birth of a child with cleft lip and palate. It has been your support and commitment that have allowed us to achieve 28 years of service providing more than 618,000 comprehensive and free health services.

In 2019 more than 32,000 health services were performed, including more than 730 surgeries and more than 21,200 rehabilitation sessions. It is important to note that thanks to the Puma Energy Foundation we were able to bridge borders with our Burn Prevention Program. Their support has allowed us to share our knowledge and expertise with sister organizations in Latin America, highlighting the importance of preventing burns as well as developing a holistic model that involves parents, teachers and community leaders.

Our commitment is to keep moving forward and our future depends on the efforts of each and every one of us.

Thank you for believing in APROQUEN and helping us...

**"TURN TEARS INTO SMILES."**

Blessings,

A handwritten signature in blue ink that reads "Vivian Pellas".

Vivian Pellas  
Founder and President



# MISSION

APROQUEN provides comprehensive care free of charge to children suffering from burns and those with cleft lip and palate in Nicaragua, as well as technical training for our sister organizations across Central America.

# VISION

Be leaders in transforming the lives of our burn and cleft lip and palate patients through world class treatment based on innovation and research.



# WHY NICARAGUA?

Nicaragua is the second-poorest country in the Western Hemisphere. Limited access to education and awareness and a lack of medical resources, presents ideal conditions and risk factors for a high incidence of children who are accidentally burned and/or born with cleft lip and palate.

# CHILDREN OF APROQUEN



**65%**

of burns are caused by scalding  
(hot liquids)

**54%**

of accidental burns occur in the home,  
specifically in the kitchen

**66%**

of children who suffer from a burn are under  
the age of 5

**57%**

of burn patients at APROQUEN come from  
outside the capital city of Managua,  
Nicaragua

**74%**

of cleft lip and palate patients are younger  
than 5 years old

**67%**

of cleft lip and palate patients come from  
outside of Managua

# OUR HOLISTIC MODEL

The APROQUEN model centers on medical, social, and psychological interventions to children and their families with limited resources. Our holistic and integrated approach includes:

## Health Services

### BURN PROGRAM

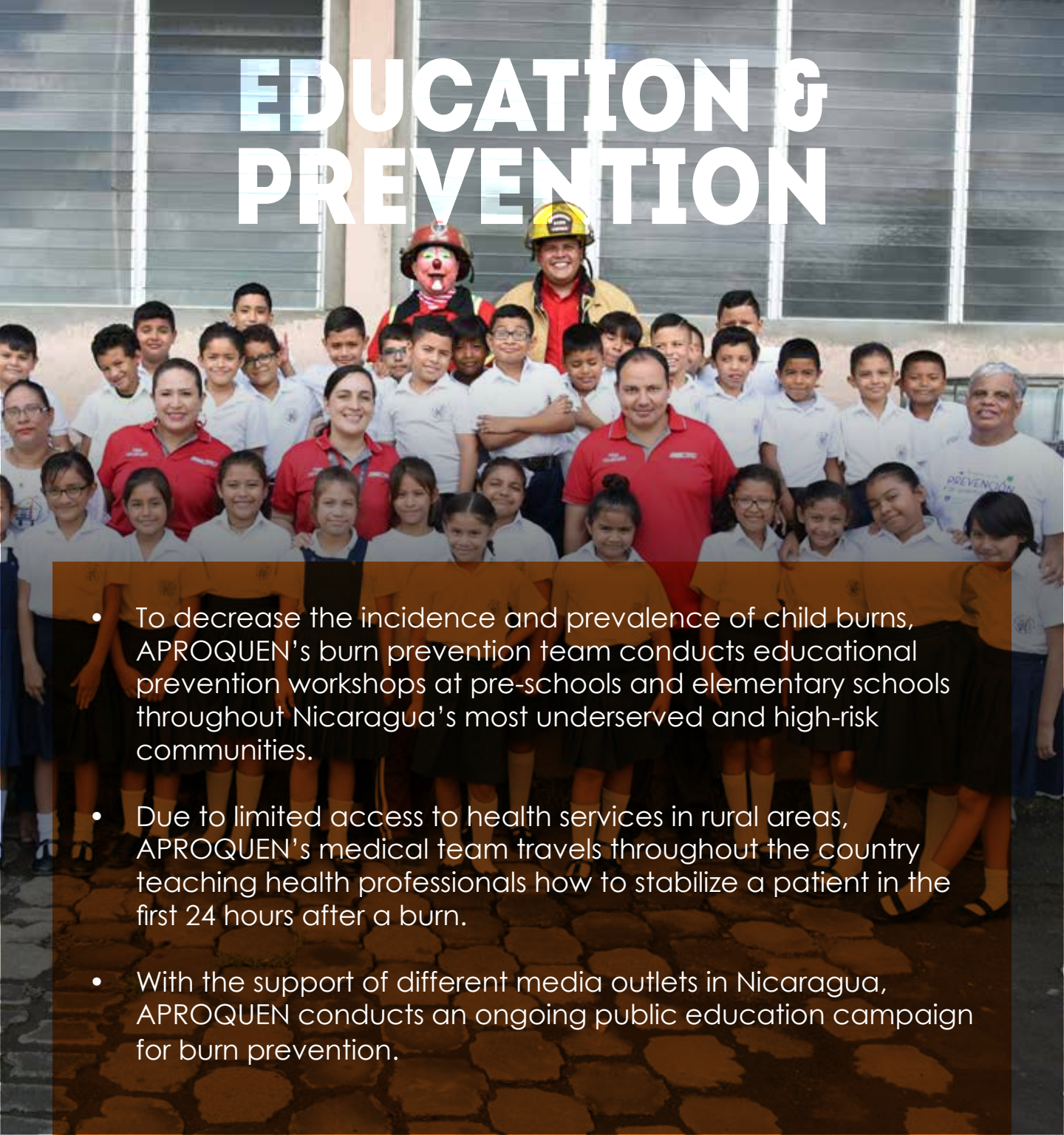
- Outpatient Consultation with Multidisciplinary Team
- Counseling for Patients and Families
- Nutritional Management
- Management of Critical and Severe Burns in Intensive Care Unit (ICU)
- Plastic and Reconstructive Surgery
- Physical Rehabilitation: Physiotherapy, Orthotics and Compression Garments
- Occupational Therapy

### CLEFT LIP AND PALATE PROGRAM

- Pediatric Dentistry
- Nutritional Management
- Counseling for Patient and Families
- Speech Therapy
- Orthodontics
- Plastic and Reconstructive Surgery
- Otolaryngology (ENT)
- Oral Health Patient & Family Education



# EDUCATION & PREVENTION



- To decrease the incidence and prevalence of child burns, APROQUEN's burn prevention team conducts educational prevention workshops at pre-schools and elementary schools throughout Nicaragua's most underserved and high-risk communities.
- Due to limited access to health services in rural areas, APROQUEN's medical team travels throughout the country teaching health professionals how to stabilize a patient in the first 24 hours after a burn.
- With the support of different media outlets in Nicaragua, APROQUEN conducts an ongoing public education campaign for burn prevention.

# SOCIAL SERVICES

- APROQUEN provides free room and board for families in need at "Casa Albergue" so they can stay close to their children while they receive treatment.
- APROQUEN also provides formula and special bottles to help replace the caloric intake loss of those children born with cleft lip and palate.





# HEALING HANDS

The Story of Hector Rizo



**At APROQUEN 56% of our burn patients are less than 5 years old and 65% of their burns are caused by exposure to hot liquids.**

Hector Rizo was only 9 months old and taking his first steps when neighbors began observing what seemed to look like burn marks on different parts of his body. Little Hector's mother, Yolibeth, would claim it was a bacterial infection that made the wounds look like cigar burns. But something was simply not right. One day when Yolibeth stepped away from the home to do errands, leaving her son under the care of her partner Rafael, she found her little boy with burn wounds to his face. When confronted for an explanation Rafael said the baby fell from a hammock where he was sleeping, giving no logical explanation for his injuries.

Due to the severity of his burns Hector was transferred to the APROQUEN - Burn Center from a local hospital in Matagalpa (hometown), a city about 90 kilometers from Managua (Nicaragua's capital). When Yolibeth and Hector arrived, her version of the events changed several times and her story about the circumstance leading to her child's burn injuries did not seem to add up. APROQUEN's multidisciplinary team of doctors immediately and holistically treated Hector's painful burns and other injuries. He was diagnosed with severe malnutrition and the doctors found several bruises and multiple burns all over his body (including some that were already in an early stage of healing). That indicated to the doctors that Hector had been burnt on several different occasions.

As a result of little Hector's suspected abuse and following Nicaraguan laws to protect children, a report was filed to the Nicaraguan Ministry of the Family (Child and Family Services) who determined Hector was on the verge of losing his life from abuse. The Ministry of the Family proceeded to take Hector under its temporary custody until it could determine otherwise.

Today, Hector is a survivor! He is now under the care and custody of his grandmother who is committed to his full recovery. She brings him unfailingly to the Burn Center to receive physical and psychological rehabilitation for his wounds. Her love and dedication to Hector is evident in the care she provides to him.

Thanks to God's will and APROQUEN's multidisciplinary team of doctors, Hector is on his way to living a thriving and fulfilling life. His grandmother is receiving counseling to learn about Hector's trauma and how to be his support system. His sweet smile and demeanor have captivated the hearts of the doctors and nurses.

Just like Hector, we have hundreds of children who have a light of hope thanks to heroes like YOU.





# 2019 OUTCOMES



## MEDICAL OUTCOMES

 **9,721**

Outpatient visits  
(pediatrics, counseling,  
nutrition, speech therapy,  
and pediatric dentistry).

 **738**

Surgeries

 **457**

Hospitalizations

 **21,227**

Rehabilitation sessions  
(physical and occupational  
therapy).

 **1,079**

Customized compression  
garments, splints, and UV  
masks.



## BURN PREVENTION OUTCOMES



Prevention workshops conducted at schools and communities in 4 departments of Nicaragua (Managua, Granada, Matagalpa and Chinandega).



Children and 1,666 adults trained together with our implementing partners Seeds for Progress and Fabretto Children's Foundation.



## REGIONAL EDUCATION OUTCOMES



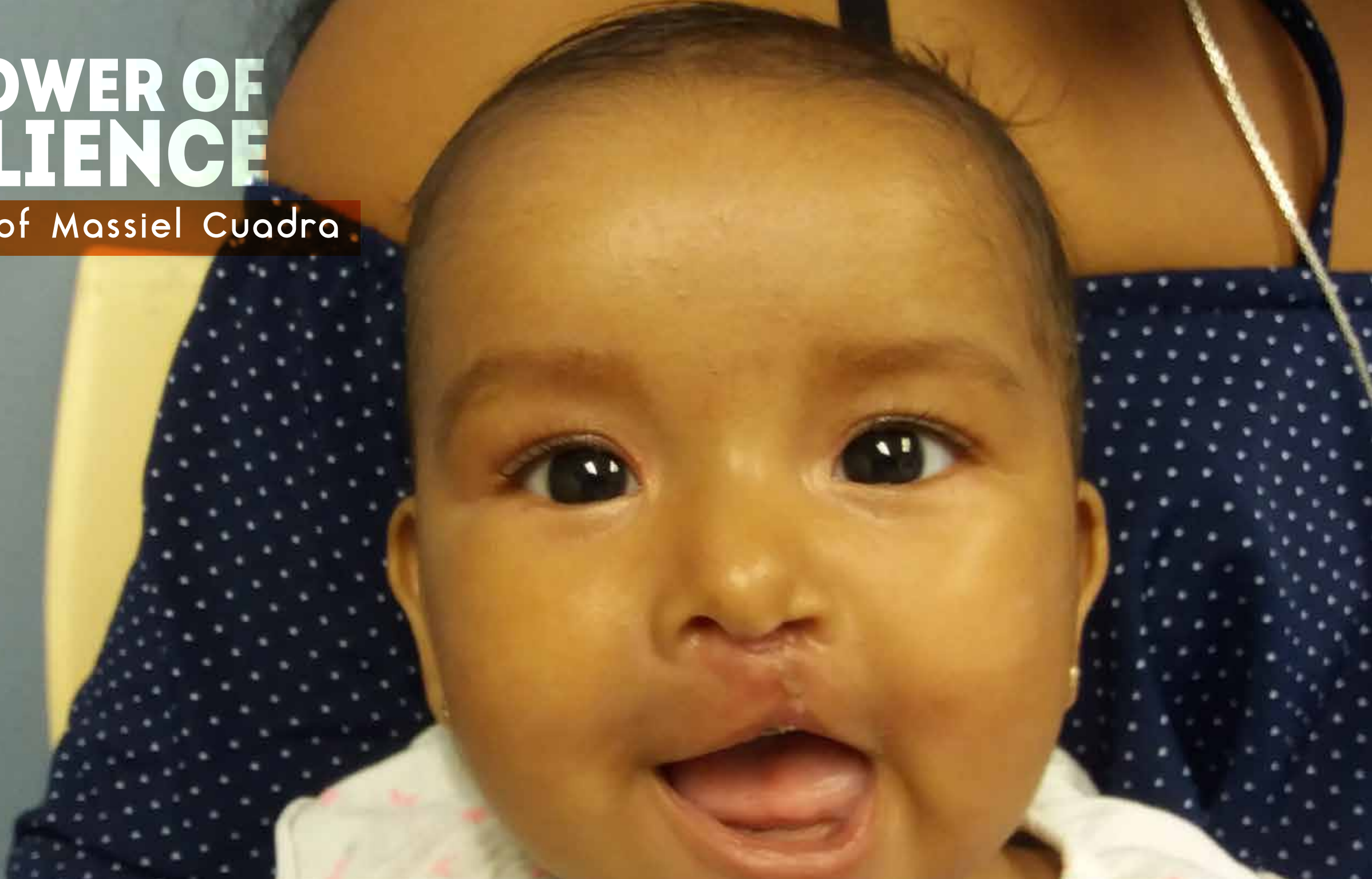
Trainings conducted in the "Regional Program for the Treatment, Rehabilitation, Training and Prevention of Children" in Central and South America, thanks to the support of the Central American Bank for Economic Integration (CABEI).



Countries participating in regional trainings (Brasil, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Peru, Colombia).

# THE POWER OF RESILIENCE

The Story of Massiel Cuadra



**At APROQUEN, 76% of patients with cleft lip and/or palate are younger than 5 years old.**

When Raquel Cruz was only 10 years old she began to be sexually abused by her grandfather (age 65), resulting in a pregnancy at age 14. Raquel and her mother found out about her pregnancy at 2 months' gestation during a doctor's visit because she had not been feeling well. At that moment Raquel confessed to her mother about her grandfather's abuse. They then tried to file a report to the police against her grandfather but he fled the country.

Initially Raquel wanted to give her baby up for adoption, but as time went by and she developed maternal feelings she decided to keep the baby. Massiel Valentina was born with a cleft lip and palate on October 21, 2019. A month after Massiel's birth she began to be treated at the APROQUEN Cleft Lip and Palate Center and since then has had her first unilateral left lip repair surgery. In a few months, she will have the primary palate repair.

Today, Raquel is on her first year of high school and her primary motivation is her daughter. She dreams of becoming a professional to support her family. Currently, the household's income is less than \$3/day and their living conditions are heart wrenching.

For Raquel, APROQUEN and its medical team have been a blessing in her life. Thanks to the dedicated and multidisciplinary team of doctors, both Raquel and baby Massiel have had the opportunity to overcome the trauma and obstacles they have been confronted.

Massiel is one of the hundreds of children with a forever smile thanks to your generosity and unrelenting support.

Thank you for being part of her story and...

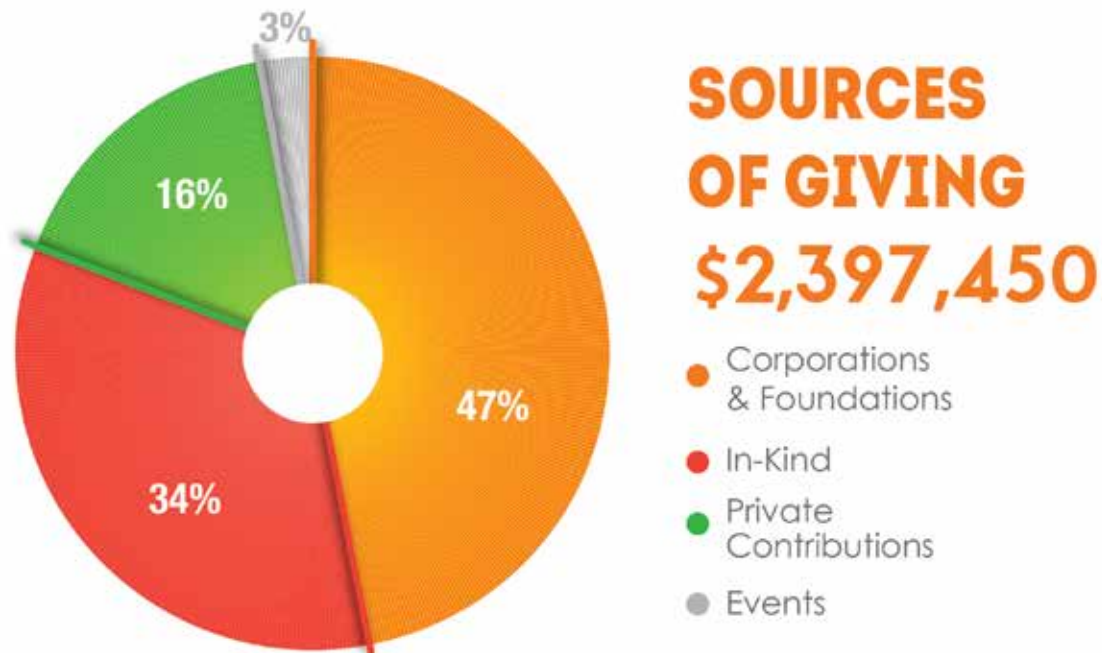
### Turning Tears into Smiles



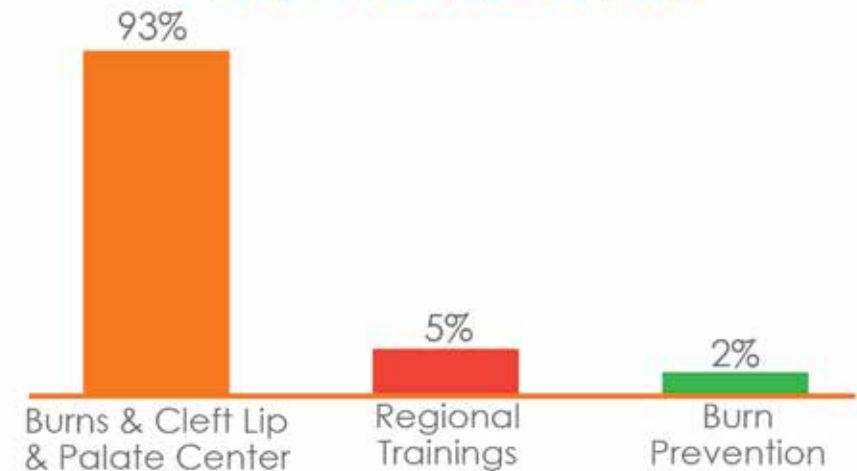
# 2019 FINANCIALS

With your generosity APROQUEN continues to touch the lives of the most vulnerable children and families in Nicaragua suffering from burns, cleft lip and palate. Focusing on care and not cost, APROQUEN provides its high-quality standards in modern facilities, completely FREE to patients.

This report reflects consolidated financial statements from APROQUEN's two registered non-profit organizations (Nicaragua and the U.S.).



### PROGRAMS EXPENSES BREAKDOWN





**Dr. Oliver Daunois**  
Hand and Upper Limbs Surgeon, Coordinator of Medical Mission Group.  
Sos Main Du Pays D'Aix



**Andrea Anaya**  
Smile Train Program Manager for Central America & the Caribbean



**Nutrition team**  
Physicians for Peace



**Dr. Virender Singhal**  
Plastic and Craniofacial Surgeon, Resurge International

## 2019 APROQUEN DONORS

On behalf of the children we serve, APROQUEN thanks you for your kindness.

### \$75,000 or more

- BAC CREDOMATIC NETWORK
- Carlos Pellas Chamorro
- GBM CORPORATION

### \$56,000 - \$74,999

- CLARO
- Flor de Caña Rum

### \$36,000 - \$55,999

- DICEGSA
- Ser Corporation
- GBM Corporation Employees
- Puma Energy Foundation
- Central American Bank for Economic Integration (CABEI)
- Smile Train

### \$25,000 - \$36,999

- OXFAM
- Nena Pellas

### \$10,000 - \$24,999

- GGI Tuning
- Mike Wood
- Silvio Pellas & Consuelo Martinez
- BAC Florida Bank
- Danilo Manzanares
- Donantes por Tarjeta de Débito Automático BAC
- Dave Flory
- Carisam-Samuel Meisel
- Joseph Deitch
- Joe Clark
- Frank Robleto
- Roberto Kriete
- Francis Durman
- Ricardo Maduro
- Lydia Work
- Puma Energy Nicaragua
- NIMAC
- Alberto Chamorro Chamorro
- ANBER, S.A.

### \$5,000 - \$9,999

- Compañía Cervecera de Nicaragua CCN
- Children's Burn Foundation (CBF)
- Acco Foreign Shipping, Inc
- Douglas Broderick
- Juan Jose Domenech
- Sihle Insurance Group

## IN KIND

- Hospital Vivian Pellas
- CLARO
- DICEGSA
- American Nicaraguan Foundation (ANF)

## MEDICAL PARTNERS

- The Johns Hopkins University School of Medicine
- Loma Linda University School of Medicine
- Brown University
- ReSurge International
- Physician's For Peace (PFP)
- Greater Baltimore Cleft Lip and Palate Center (GBMC)

- Ilse Manzanares
- Joseph G. Wolfe
- Padron Family Foundation
- Médicos Donantes "Mi Consulta APROQUEN"
- AVANZ
- DHL Nicaragua S.A
- Edgar Ahlers

- Medical Bridges
- Casa Pellas
- Jorge Castillo, MD
- Katie Morrison

- 740 Park Plastic Surgery
- Sos Main Du Pays D'Aix
- Sunshine Social Welfare Foundation (SSWF)
- Memorial Hermann Healthcare System
- Smile Train
- Duke University
- Emory University



## **BOARD OF DIRECTORS**

Vivian Pellas - President

Carlos Pellas - Vice-President

Vernon Guerrero - Treasurer

Danilo Manzanares - Secretary

Eduardo Montiel - Vice-Secretary

## **APROQUEN LEADERSHIP**

**Giving Back in Gratitude:**

## **The Story of Vivian Pellas**

## **MANAGEMENT TEAM**

Vivian Pellas - Founder and President

Mario Pérez - Medical Director

Hector Gaitan - Director of Donations and Volunteering

Dennis Schwartz - Director of Marketing and Communications

Gisella Rodriguez - Director of Finance and Administration

Evelyn Murillo - Director of Development

## **GLOBAL ADVISORY COUNCIL**

Curt Schaeffer - Chairperson

Al Germi

Don Wagner

Dr. Stafford Bromand

Dr. Patrick Byrne

Frank Robleto

Ilse Manzanares

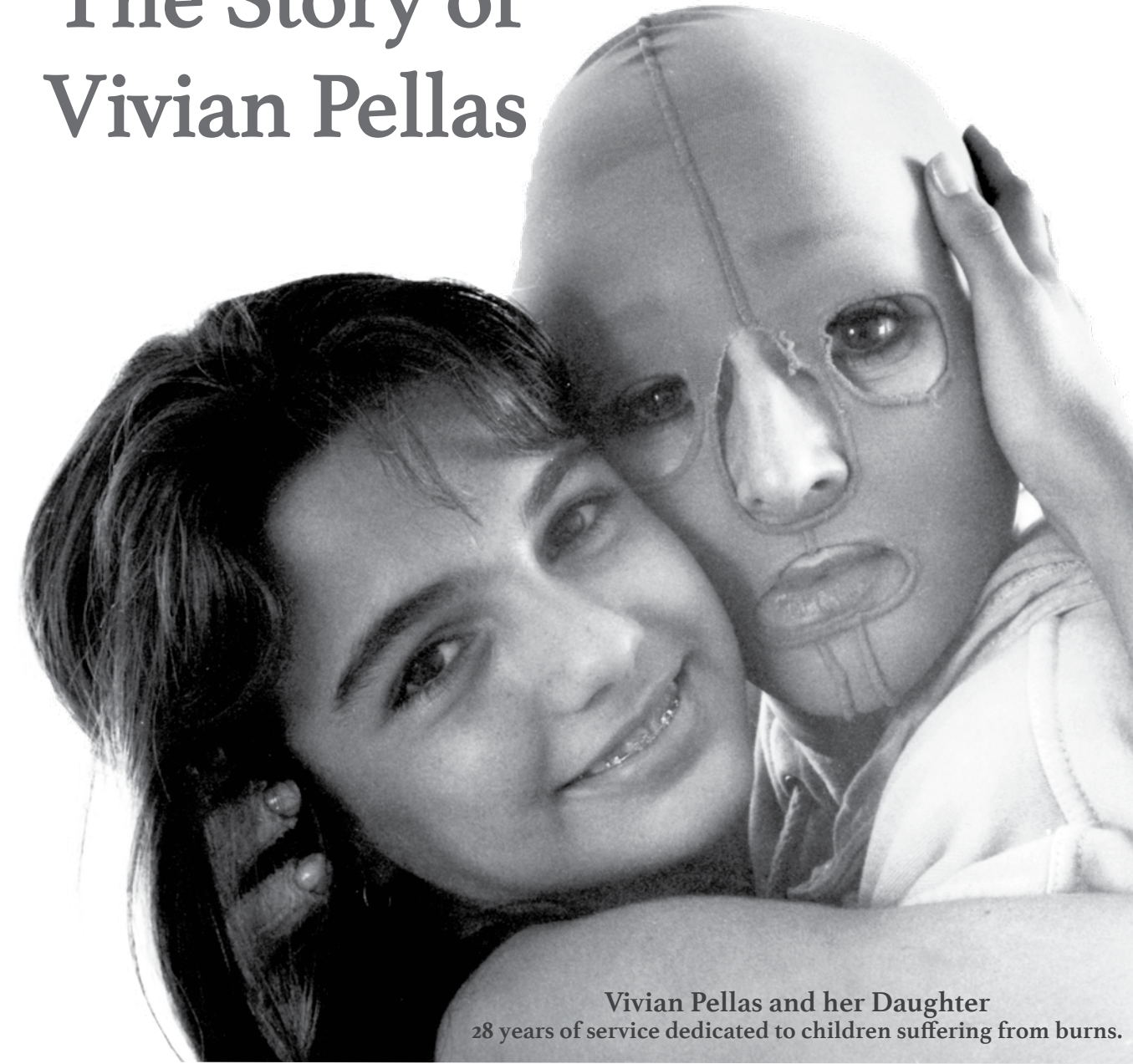
Jennifer Fearon

Jorge Latorre

Kimberly Goldfien

Marc Stanley

Mike Wood



Vivian Pellas and her Daughter  
28 years of service dedicated to children suffering from burns.

I would like to share with you a very personal story about an experience that completely changed my life and opened my heart to the world of burned children.

On October 21, 1989, my husband Carlos and I boarded a 727 of the Honduran airline TAN SAHSA, traveling from Managua to Tegucigalpa. Unfortunately, the plane never made it to Tegucigalpa, and instead crashed into Cerro de Hule at 7:50 a.m. The accident was described as the most tragic event in the history of Central American aviation as 139 lives were lost and only 10 survived. Thanks to my husband who pulled me from the flames and God who is always watching over us, Carlos and I survived.

As I was drifting between life and death while being transferred via air ambulance from the hospital in Tegucigalpa to the United States my father heard me mumbling, "I am going to build a unit for the care of burned children." In gratitude to God that it had been Carlos and I and not our children that suffered the accident, I turned that thought into a commitment: APROQUEN was born in this moment.

I can assure you that burn injuries challenge the boundaries of one's threshold for pain. There were many times that I felt the smallest increase in the intensity of my suffering would most certainly be the cause of my death. But, it was not my time, and my life was ultimately spared after enduring the torturous pain caused by both my burn injuries and the 62 fractures across my face and body.

Today, there no words that can explain how I am still here. Every moment of every day I remember how lucky I am to be able to share new experiences with my husband, children and grandchildren.

I am here by the will of God. His divine plan has given me the opportunity to take on a mission for children and help...

**“TURN TEARS INTO SMILES.”**





aproquen

Turning Tears into Smiles

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