



**Direct Aid
Association**

PUBLIC CHARITY ORGANISATION

ANNUAL REPORT

2022

Hospital School 

Psychosocial Service 

Patient's Family House (PFH) 

Year 2022: another year of DAA services, support and guidance, accomplishments, challenges and achievements, positive and negative emotions is over. This year all the details of DAA staff work is provided in the reading below. However, to illustrate our work and give just a glimpse of what DAA team does on a daily basis, we have decided to provide some extracts describing our routine.

1. An 8-year-old boy not only had somatic problems, but also showed aggressive behavior, did not make contact, screamed and threw things around. The hospital school teacher started working with the other child in the same room, but intentionally did so that the boy notices what they did. The teacher was talking in a way that he would get involved. In two days, he started to communicate with the teacher through his mother. He expressed his wish to play, paint or do some crafts. The teacher started to work with the boy by contacting through the mother. In a short while he started to talk to the teacher. In a month, he was communicating calmly, was fully involved in the work and it was possible to organize the lessons.

2. A 13-year-old boy, who did not communicate with peers, was isolated and very shy. The hospital school teacher made the first contact with his mother. The teacher was eager to get the answers to the questions that were bothering her. The mother had lost her husband and two 3 year old children during the earthquake. She herself had lost both legs and was in a wheelchair. After many years of grief, she decided to have a child through artificial insemination, a meaning to her life and comfort. After the birth of the child, her life got a new meaning. She lives only for this child, moreover the outside world has become limited just to themselves. The mother's story made it clear why the child was limited, isolated and insecure. Excessive dependence from the mother had a negative impact on the formation of the child as a person, a member of society, a friend and a playmate. The child became the mother's "toy" and she deprived him of other spheres of contact. Her fear of losing her child had quite negative consequences. The child's world was very limited: him and his mother. That bothered the hospital teacher as an educator. So, she had to start somewhere. One day she noticed that the boy was carefully looking at the children's craftworks and she found out he liked them. She had found one of the keys for communicating with him. She gave him colored papers, watercolors and other supplies. Without saying a word, he took the supplies and an hour later he made a fairy town. The teacher praised him a lot. The next day he already asked for paper and colored pencils and made something again. However, he worked all alone. The teacher suggested that he come to the school room to teach all the children to make something out of paper, because he was good at it. He got very excited, but worried if everyone would listen to him and would want to learn. The teacher suggested him to write instructions so that they would listen to him and do. Excited, he began to note down his ideas and number the instructions. It turned out to be a very successful session. The child was talented but depressed. In this way the teacher contributed to his self-confidence. This was of course the first step of the work carried out with this boy. Surely, he will gradually develop communication skills. Meanwhile, as part of the team work the psychologist works separately with the mother.

3. An 11-year-old boy from Armavir region, who had joint problems, as a result of which he could not walk and refused to come to the hospital school room. Initially, both the hospital school teacher and DAA volunteer from Germany visited the child in his room, where they started playing developmental-educational games with him. Then, together they also prepared some games. After some time, the child began to come to the school room on his own and he was involved in the school group activities.

DAA main partners are Arabkir MC&ICAH with Arman Babloyan, Manoushak Yeritsyan and Nina Ariklyants, and of course all the medical staff. We were strongly supported by our long-term partners and friends among whom we would like to mention Kinderhilfswerk Himalaja, Claude and Marianne Ruedin (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 now in any situation we face here in Armenia.

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HOSPITAL SCHOOL

» Basic Schooling and Extracurricular Activities

In 2022 DAA hospital school has fulfilled its mission and the most important aim: securing the continuity of education through providing educational services to the hospitalized children while they are on treatment away from home and school. The children of different age groups are involved in group sessions, 1:1 teaching and extracurricular activities. As usual the hospital school teachers didn't save efforts and worked hard both as individuals and as a team to serve the needs of the children as scrupulously as possible. At hospital school we do our best to guarantee an individualized approach to every child through a broad spectrum of activities and tasks, thematic units and educational-developmental games. Educational activities also include 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.

Alongside with the educational activities 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.

In 2022 the hospital school teachers served 921 patients in the urology and nephrology departments, 285 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 935 (counting also returning patients) patients with different haematological issues.

The hospital school teachers had consultations every week. In team we work on different topics related to the educational process and the daily thematic planning for grades 1-9 in the subjects taught in the hospital school. In DAA hospital school the educational process is based on and is conformed with the revised state curriculum. DAA teaching staff also participated in trainings when possible in situ and online.



The hospital school teachers continued with their supplementary responsibilities: they worked with and supported the children of displaced and refugee families having educational needs.

» Christmas and New Year Celebrations

After two years of restrictions, this year finally we were able to organize the New Year celebrations. The celebrations are important for the children who are away from their family and friends, in the hospital for the most beautiful holidays of the year. Dzmer Papik (The Armenian Santa) visited the Hospital School. So, the children again had a chance to sing New Year songs, recite poems, dance and play games with Dzmer Papik. It was a very happy moment for all our paediatric patients. They also received traditional presents for their good behaviour during the year 2022.



» Summer Camp

In 2022 the patients' summer camp was organized in three 2 weeks' sessions each including 30 children. DAA hospital school teachers organized the visits as well as the summer program with outings and day excursions. The outings in 2022 also included one outing within the winter program. Many children profited from the summer program and luckily had a chance to participate in outdoor activities.

» Foreign Language and Computer Courses for Children and Adults

As a part of the schooling program DAA carried out the computer operating and language courses in English, French and German for the medical staff of Arabkir MC&ICAH and ArBeS, students as well as children. These courses have their importance within the hospital school. The courses are organized from Elementary to Advanced levels and help to develop skills in languages (reading, writing, listening and communication) and computer operating. These courses are also important for raising awareness about DAA projects. The courses were organized both in situ and online.

The language courses for the medical staff serve two main purposes: one is teaching and learning a foreign



language. The second purpose, not less important is exchanging information about their institutions and discussing problems and possible solutions within the group.

» Specialized Handicraft Workshops

Handicraft workshops are very important within the hospital school program. The handicraft sessions are an opportunity for the patients to train skills while being on treatment, socialize with healthy peers, be engaged in common handicraft activities, temporarily being away from the hospital routine. The workshops are organized according to the age groups (5-18), the skill level and the interests of the participants. During 2022: 172 in- and outpatients attended the handicraft workshops for different duration. Some of them attended more than one workshop. They learnt knitting, sewing, beading, macramé, gobelin, making puppets/dolls, quilling. One of the most important outcomes of the handicraft workshops for the participants is the fact that all the skills and knowledge learnt can be put to practise daily.



SPECIAL EDUCATORS' CLUB

Since the relaxation of the COVID-19 restrictions Special Educators' Club members restarted the regular monthly meetings in person from April 2022. It has been long awaited and very active. In 2022 there were also two outreach sessions organized by DAA special projects' leader K. Andreasyan. One session was in Gyumri in May and the second in Vanadzor in November. These sessions were attended by numerous participants with very active discussions and hands-on activities. After the feedback from these two sessions it was decided that the Club will be organized in regions with outreach sessions again in 2023. The monthly meetings were as usual active with interesting topics, discussions and hands-on activities.

Liana Sanamyan worked in close cooperation with the Club participants and DAA long-term partner Christine Walser from the University Children's hospital school and Judith Hollenweger Haskell from Zurich University of Teacher Education to prepare a common workshop on curriculum adaptations for the children with special educational needs.



DAA VOLUNTEERS

A highlight for 2022 hospital school daily activities was productive cooperation with the European Solidarity Corps volunteers. DAA President Hasmik Tadevosyan, Special projects' leader Kristine Andreasyan and Consultant Liana Sanamyan gave in a project proposal for such cooperation. An expert from the European Volunteer Corps (Poland) selected DAA as having sufficient credentials. Thus, the cooperation has been launched. Our hospital school team hosted two volunteers: Anna Schorror (Germany) and Rowan Van der Wenes (The Netherlands) who brought their special touch to our educational program. They have learnt from us a lot and at the same time helped our team contributing to the daily work at the hospital school.



MOTHER AND CHILD PROGRAM

The “Mother and Child” continues to be an essential program for DAA. We have been implementing this special social program over 15 years now. For many years it was possible thanks to the continuous support and generosity of “SAAT” Foundation. The program interconnects all the three DAA core institutions. It is carried out through a number of workshops. The beneficiaries - parents facing the difficulty of having a sick child, have an exceptional opportunity for psychological support and relief. The participation in the workshops is also a chance to be away from the hospital routine and engage in an activity with their children. They also learn skills within the proposed workshops. 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 provides detailed information on the number of the participants in the workshops during 2022. The high interest of the participants, the positive feedback from the participants, 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.	Psychosocial Support Group Arabkir Hospital	37 33 188
2.	Computer Courses	59 6 246
3.	Knitting Haematology hospital	56 5 264
4.	Knitting Arabkir hospital	65 0 279
5.	Sewing Haematology hospital	61 0 269
6.	Sewing Arabkir hospital	61 0 269
7.	Educational Games Arabkir hospital, nephrology department (sch. age)	346 4 350
8.	Educational Games Arabkir hospital, nephrology department (psch. age)	335 10 350
9.	Educational Games Arabkir hospital, somatic department	320 10 337
10.	Educational Games Arabkir hospital, urology department	320 15 336
11.	Educational games, Haematology hospital	329 20 360

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

In 2022 we were able to fully implement the program and DAA dedicated staff worked well to accommodate the needs of the participants and to involve all the interested people during their stay in the hospital.

Within the “Mother and Child” program in 2022 as well we had children and mothers of the displaced and refugee families from Artsakh (Nagorno-Kharabakh). These were children in treatment at Arabkir.

As always all the participants benefited greatly from the program participation.

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

PATIENT’S FAMILY HOUSE (PFH)

In 2022 Patient’s Family House has accommodated only 29 families having no other accommodation possibilities or means to rent a place in Yerevan. The accommodation was provided for different periods. 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. The number is relatively smaller compared to previous years (before pandemic), due to the fact that currently DAA has only two rooms (temporary location) under this service until the main building is renovated. Thus, this is the number of beneficiaries who were provided with accommodation. However, services were provided to a significantly greater number of families on the wards of the hospital entitled to PFH services: schooling, psychological and social support, food and other essentials while on treatment.

PFH services: accommodation, schooling, psychological and social support, food and other essentials were provided to the full extent, however, in many cases within the hospital setting. All the mentioned services are free of charge to the paediatric patient and one care provider. When accommodation is provided 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 continuously support one other to overcome the common difficulties of having a sick child and being away from home and family. The PFH staff pays close attention and ensures that the services provided correspond to the set standards.

The feedback of the PFH services’ beneficiaries is always very positive and appreciating.



PSYCHOSOCIAL SERVICE

for In- and Outpatients and their Families

The psychosocial service being a department of the hospital remains important within DAA services. The service is supported by DAA both financially and professionally. In 2022 the psychosocial team provided services to pediatric patients aged 4-18 through individual and group consultations and therapies. The services are also provided to the families upon need. The annual report of the psychosocial department in Arabkir MC&ICAH contains detailed information on the service activities.

The psychosocial team members participate in professional trainings, workshops and meetings. They also cooperate with local NGOs, healthcare institutions, professional associations, 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 2022 DAA continued the implementation of special social program thanks to the ongoing support of Ernst Leumann and the Foundation of the Children with Congenital Diseases. The program is carried out by DAA for certain paediatric patients on treatment in Arabkir MC&ICAH. In 2022 DAA team provided support to the patients in extreme need. As always, the program was implemented in the close cooperation with Arabkir MC&ICAH medical director Dr. N. Arikyants and the heads of the corresponding departments.

The year 2022 brought on many achievements but also many challenges. We still had strongly felt the consequences of the war. As is usual within hospital setting there were situations needing quick reactions and well thought out solutions. It is important to mention that DAA team carried out its activities with all the necessary modifications and once again covered even wider spectrum of services. Our team continued providing additional services for the displaced and refugee families from Nagorno-Kharabakh, the families who lost their bread-earners at war and wounded soldiers. At DAA we once again proved that we can fulfill our duties and realize our projects successfully thanks to the full dedication of our staff and the very close cooperation among DAA members while providing services to the beneficiaries.



 **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 or visit our website: www.daa.am.

BOARD MEMBERS

- Varuzhan Avanesyan •————▶ DAA Board President
- Nina Arikyants •————▶ Arabkir Medical Director
- Manoush Yeritsyan •————▶ ArBeS Centre
- Maria Khakhmyan •————▶ Poqrik Ishkhan, director
- Mariam Mkhitarian •————▶ DAA

MEMBERS

» Administration

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

» Hospital School

HS - Hospital School Arabkir
HHS - Haematology 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

» Language / Computer Courses

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

» Psychosocial Team

- Varvara Avakimyan •—————▶ Psychologist
- Hasmik Amiryan •—————▶ Psychologist

» House Service

Liza Abgaryan ●▶ Guard

Anna Gevorgyan ●▶ Cleaning Woman

» Volunteers


Gayane Davtyan








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