

*NPH Family*

**TOGETHER WE ARE UNBREAKABLE**



**NPH**  
INTERNATIONAL

Annual Report 2020



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## **Executive Director's Message**





**SINCE 1954,** more than 18,000 children have called NPH home and thousands of people yearly receive assistance through our community service programs. NPH operates homes in Bolivia, Dominican Republic, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, and Peru.

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## VISION

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

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## MISSION

Nuestros Pequeños Hermanos™, inspired by Christian values, strives to create a loving, and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare, and spiritual formation, we give children the opportunity to develop their potential, shaping better futures for themselves, their families and their communities.



## VALUES

NPH is guided by the following core values:



**LOVE AND SECURITY:** manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.



**RESPONSIBILITY:** learning to be responsible and to respond to the needs of others, both individually and collectively.



**SHARING:** developing kindness, empathy and care for others, through what we say and do.



**WORK:** learning to contribute to one's family and community on the path to independence.



**FAITH AND SERVICE:** putting Christian values into action.



## PRINCIPLES

Our deliberations, interactions, and decisions are founded on the Christian principles of: "...as you did to one of the least of these My brothers and sisters, you did it to Me." And "Lord, make me an instrument of Your peace..."

These principles guide our actions in reinforcing the rights and responsibilities of children as expressed through:

- Compassion and empathy toward others
- Care focused on the needs of each child
- Establishing and maintaining healthy family bonds
- Commitment to serve our family and our community
- Respect and humility in our attitudes
- Transparency and accountability in our actions and reporting
- Embracing diversity and inclusivity





## REINHART KOEHLER

### NPHI Board President

Father William Wasson passed away in 2006. He had served vulnerable children since 1954. From the start, he knew that children needed a family and so, he set out to create an extended family for thousands of “pequeños” and “pequeñas,” as the children like to call themselves.

I joined the NPH family in 1982 and, over the years, I have met so many wonderful people who have served this unique family as staff, volunteers, donors, and godparents. Of course, the pequeños and pequeñas create this family day by day. Many of them are now parents, grandparents, and even great-grandparents, who were once children who lived with us and have grown up with the NPH family. They are my heroes. They create the NPH family.

Throughout the year, donors and sponsors have helped us raise great children into wonderful adults. You have been there for us through hurricanes, earthquakes, political turmoil, and violence. This year, we have all shared the feelings of vulnerability due to the COVID-19 pandemic. Our thoughts and prayers are with you and we hope that you and your loved ones are healthy and safe. We also share the pain of personal losses that you have endured over the year. We thank you for your loyal support.

Despite the terrible problems that the pandemic has caused for us all, I have been pleased with how our homes have reacted and adapted proactively to the

predicaments that we’ve faced—adapting to virtual classes and digital communication, reacting to the needs of the community with empathy: engaging with the Rapid Response Teams, and building new homes for those who lost everything in the storms in Central America. Our caregivers have worked for weeks on end and volunteers continued in their NPH homes when they could have returned to their countries of origin. Father Wasson created this spirit and it has remained with us throughout 2020.

The COVID-19 virus will continue into 2021, so do our thoughts and prayers for those who struggle. On behalf of all of the children and youth, we send our love and gratitude.

Thank you.



Academic reinforcement for secondary school children until classes restart

# Our Homes

*Bolivia*



*Dominican Republic*



*El Salvador*



*Guatemala*



*Haiti*



*Honduras*



*Mexico*



*Nicaragua*



*Peru*





122

New Children



342

Childcare staff received training for best practices



96

Children in the OneFamily program

17,890

Physician Consultations



20,271

Nurse Consultations



3,639

Fully supported pequeños/as



73,214

Total services and treatments delivered at St. Damien Hospital



86 Quinceañeros/as

44 Volunteers



3,677

Low-income community students in NPH Schools



328

Kinder Graduates



253

High School Graduates



145

Religious Sacraments Performed



125

University Graduates







Little kids run the length of the field to see who is fastest. Volunteer Brittini Palkert and two older girls organize an afternoon full of games and activities for the kids.

## BOLIVIA by Rodrigo Pereyra

In March 2020, NPH Bolivia implemented a strict COVID-19 quarantine that lasted five months. To continue the children's educational development, children received classes, homework, and support via the internet. However, social distancing and cancellation of social activities took a toll on the physical and psychological well-being of the children. They suffered from stress and sometimes depression. Our psychologist and therapist organized stimulating activities and individual counseling sessions. Balancing the emotional health of the children and employees proved to be one of the greatest challenges of 2020.



Our security staff disinfects a food delivery as part of the COVID-19 protection and prevention protocol



*2020 was full of unpredictable changes. It was a moment to embrace challenges. We learned a lot as a team and we shouldered the obstacles with resilience. We went through difficult times, but we were reminded, even in the middle of a global crisis with great health, economic, and social implications, that we are a family. NPH Bolivia experienced a lot of emotional turbulence in 2020. Employees and children were affected. We survived by developing new goals, adapting to the new reality, and facing emergencies as a team wisely and proactively. We realized through all this adversity that we cannot lose hope. We will find better days. We looked forward to taking care of ourselves and the "pequeños hermanos." We face 2021 with great optimism and we're grateful to our employees and donors who make it possible to keep the children dreaming and bring them integral well-being."*

—National Director  
Patricia Rueda







38

Kinder through  
University Graduates

Fortunately, in November, primary and high school students began attending in-person tutoring to reinforce the core subjects. This boosted morale in the home.

Thanks to donors and international support, the children maintained a healthy diet and remained protected. The youths also learned how to maintain and cultivate their own produce.

From the moment the pandemic began, the medical team moved quickly and effectively to implement protocols and protection strategies in the home. They were supported by our employees who demonstrated great empathy and understanding. They were especially diligent in adapting to the new hygiene protocols and working for three-month periods without a day off to see their own families.

Furthermore, the medical team worked tirelessly performing constant health-checks on the children and staff. As a result, only four children tested positive for COVID-19 and had no complications.

The volunteer and agriculture programs were heavily affected. Many objectives for 2020 were not met due to quarantine or budget restrictions. Likewise, some of the projects had setbacks, for example, postponing maintenance for the clinic and the water purification system until late in the year. Like many other countries, the Bolivian authorities imposed a nationwide quarantine from March 12 until June 30. Between March and April, Bolivia saw a dramatic increase in the cost of basic hygiene products and food like vegetables, fruits, and dairy products. This led to shortages in the Santa Cruz area. Administration faced budget shortfalls that required adjustments in some areas, like transportation and the volunteer program, to cover increased spending for personal protective equipment (PPE) and other essentials.



Elia working on a puzzle in the padrinos office during quarantine



Caregivers receive regular health checks throughout the pandemic



Our children restart a garden project. Each house will have its own plot of land to grow vegetables for their home's kitchen. The first step is clearing and preparing the land.





Academic reinforcement for secondary school children until classes start for 2020-2021 school year

## DOMINICAN REPUBLIC by Adonis Pio

The arrival of COVID-19 in March 2020 changed the way of life at Casa Santa Ana. Outdoor activities were suspended, interactions between the children inside the home were limited, and children's access to their families externally was restricted. This affected the children's mindset and caused significant emotional and psychological distress. The mood worsened when the authorities brought a sudden halt to gatherings in public spaces, including schools, colleges, and universities. At the time, this felt like an indefinite burden.

After a month, our teachers organized virtual classes so that the children did not fall behind with their studies and caregivers helped with homework. Soon after, the children began to receive classes from the Dominican educational authorities through the national television and radio channels. Different grades were taught on different channels at scheduled times. The children of NPH Dominican Republic had access to these resources and our teachers provided further support.

The caregivers, educators, and Hermanos Mayores (Elder Brothers) were quick to react and find ways to keep children active by organizing extracurricular activities.



Sharing quality moments with family



*2020 was a very difficult year for everyone but, as is often the case that when difficult times emerge, families show their strength and courage to keep moving forward. I witnessed this in our home. Staff volunteered to give the extra help needed. "Hermanos Mayores" (Elder Brothers) returned to assist during our staff shortage. They came to "shelter in place" and look out for their younger brothers and sisters. They did this openly and graciously. As Mary Jo Rosicki remarked, "it was just like the old days where everyone looked after each other alongside Fr. Wasson."*

*Looking forward to 2021, we must have strong faith that everything be well and that the children within our home and those we serve in our local communities will be safe. If 2020 taught us anything, it is that working together makes the difficult situations easier to overcome. Some programs were scaled back due to financial difficulties brought on by COVID-19, but things begin to return to normal, we see a renewal of fundraising commitments and welcome 2021 with open optimism."*

—National Director  
Kieran Rigney







Children were colorful face masks under the home's strict adherence to pandemic precautions and safety protocols



Youths collaborating to do school work on the computer lab at Casa Santa Ana

These activities included arts and crafts workshops, sports, Zumba classes, working on the gardens, and extra cleaning duties in their homes. This improved morale and brought smiles to the children's faces, reminding us of one of Father Wasson's famous phrases: "Son, never forget to smile."

The medical team and caregivers at Casa Santa Ana took all possible health prevention measures throughout the pandemic. Fortunately, no children contracted COVID-19.

The pandemic imposed significant burdens on employee working schedules, particularly caregivers. Most remained at home with their families, while 20% stayed at Casa Santa Ana and worked for three-month periods without a day off. Hermanos Mayores replaced the caregivers who left. At the beginning of the pandemic, most office staff worked from home for approximately three months. They returned to the office in June and July but did not have direct contact with the children.

By the end of 2020, the Dominican Republic had recorded 170,785 COVID-19 cases, resulting in 2,414 COVID-related deaths. The national public health system met these life-and-death challenges with a limited supply of intensive care hospital beds.

Curfew measures were put in place in mid-March by the national government, which halted both international and domestic travel. These restrictions visibly jolted the economy, especially the tourist industry, which is an important source of revenue for the country. Many Hermanos Mayores and university students lost their jobs overnight.

Prices increased 10 to 50% and made common food staples, like sour avocado, squash, orange, fresh chicken, red beans, potato, black beans, yams, chayote, rice, and banana unaffordable for the average Dominican. While some businesses donated fruit and vegetables to the home that were originally intended for export, these increases forced NPH Dominican Republic to make budget adjustments throughout the year.



Youth playing basketball with their fellow NPH brothers and sisters at Casa Santa Ana





Kids run a relay race as part of the festivities to celebrate the 21st anniversary of NPH El Salvador

## EL SALVADOR by Carmina Salazar

During a national speech on March 18th, President Nayib Bukele announced the beginning of the pandemic in El Salvador when the first case of COVID-19 was registered in the country. A week earlier, on March 11, he had ordered all institutions of education at all levels to close for 21 days as a preventive measurement.

Liliana Guzman, a director at the NPH El Salvador school, helped students adapt to the new ways of working. She explains, "We created handouts for each subject for students to work on at their home. We used a smartphone application to send and receive the material and keep in contact with caregivers and parents. We worked like this from the beginning of the pandemic, in late March, until the school year's end in November 2020."

The pandemic affected the everyday lives of the children and youth. According to one of our psychologists, Glenda Trigueros, rates the stress, fear, frustration, and difficulty sleeping increased.



*In 2020, we faced losses, pains, despair, and situations that we never could have imagined. We continue to live with COVID-19 which has made us distant from our loved ones. It has suspended on-site school and normal activities of the youth. We've taken all necessary precautions so that our children and youth can continue to be healthy. Our staff suspended on-site work and we found ways to support working from home. We continued to support the children and youth in our External Program. At their homes, food is often times scarce and completing homework without the proper material is challenging. But we continue to do everything possible to offer what is necessary for a better life. All this only possible thanks to all the people who believed in serving others like our beloved founder Father Wasson. We are grateful to each donor, Godparent, and everyone who supports us. We hope everyone continues to pull through and carry on in these difficult times.*

*For 2021, we look toward a year full of hope and opportunities to become better versions of ourselves and to be able to support one another."*

—National Director  
Dora Serrano



Clinic staff taking temperature of NPH kids





To pass the time in quarantine, university students take classes in the computer lab



NPH kids play games in recreational activities organized by caregivers

Three siblings who have excelled in our communities program at NPH El Salvador



"Overall, it was difficult for everyone to adapt to the restrictions of daily life in a pandemic but, we provided several forms of for emotional support. The Psychology team was available to everyone, different activities and games were offered regularly, and individual and group sessions were scheduled," said NPH psychologist Trigueros.

Caregivers also played a special role at NPH El Salvador. They organized study groups and offered activities like watching movies or dancing Zumba in their free time. The main focus was to help everyone feel safe and loved amidst the pandemic.

Once the pandemic began, administrative staff worked from home, however, our National Director, medical staff, psychologists, and caregivers continued to work full-time on-site in order to safeguard the well-being of the children and youth inside the home. Guillermo Amaya, the House Coordinator, explains, "The caregivers had to stay at the home during the lockdown and took turns to rest inside the home. When the lockdown ended in June, we started to organize groups so that they could go back to their own homes and quarantine 10 days at the clinic when they returned. Instructions from the medical staff were followed closely."

As the country's economy re-opened in stages in June, the staff went back to work on-site following all necessary protocols.

NPH El Salvador followed a strict protocol in 2020: visits to relatives and routine medical appointments were canceled, Dr. Karla Monterrosa regularly updated staff and kids about the situation and virus, and children had meals in their houses instead of the dining hall. Dr. Karla adds, "We noticed a significant rise in the prices of hygiene products like face masks, alcohol gel, ammonia, etc." Food prices also increased.

The government lockdown lasted approximately three months. A total of five people from NPH El Salvador staff contracted COVID-19 and all recovered. One child contracted COVID-19, but he was not at the home when he got sick. Upon his return, he spent a period of quarantine at the clinic, then returned to the home.

Certainly, 2020 will be remembered as a very difficult year for the whole world. However, the NPH El Salvador family is really grateful to be together, healthy, and well.





The NPH OneFamily Coordinator visits a family in the community with a food donation during the pandemic

## GUATEMALA by Thomas Hartig

At NPH Guatemala, all children and staff were coached on COVID-19 prevention and safety rules according to the new bio-security protocol by Dr. Lauren Gomez. The children only had weekly phone calls with their families during the lockdown. Our biggest worry was that a family member of theirs would not recover from COVID-19. Many children needed psychological attention to regulate their emotions and help them express their fears and thoughts in these difficult times. With our psychologists, they could share feelings of sadness or frustration about not seeing their families or school friends in class. They could also ask questions about social distancing and why they had to keep 1.5 meters away from their caregivers and others. However, extra recreational and musical activities such as folkloric dance, Zumba, art courses, learning music instruments, making chocolate, and cooking were implemented to boost their enjoyment during the pandemic.

All our caregivers, teachers, medical and service staff were committed to NPH and adapted to the new scheduling system in April, alternating between 15 days of work and 15 days off. The on-site volunteer and visitor houses were made available to all staff during their working periods. Some even lived on-site for a whole month at Casa San Andrés.



The NPH OneFamily program provides laptops to students to support their education



*This year has been difficult for everyone. Due to COVID-19, the children at NPH Guatemala could not share time with their family members and our staff also chose to leave their own families to adapt to a harder working system.*

*In our community, many parents lost their employment and their ability to satisfy the basic needs of the family, which made things even more difficult. It has been a harsh time for everyone.*

*The greatest impact on the NPH children was the suspension of face-to-face classes. Some even dropped out due to the lack of access to the internet, difficulties in understanding the content, and/or little support from their parents.*

*"We look forward to 2021 with great enthusiasm. We are hopeful that NPH Guatemala lights a speck of hope in the children and the at-risk families we serve in our communities. We want to maintain the quality of our programs and continue working as an organization in support of vulnerable families. We will continue to strengthen the community through different programs such as Scholarships, The Center for Daily Childcare, and the NPH OneFamily Program.*

*Thanks to all who make it possible for us to continue serving those who need it most."*

—National Director  
Orlando Ramos







# 81

Kinder through  
University Graduates



NPH OneFamily child smiles through her mask



Girls weed between the greens

After the peak of COVID-19 in August, the work system changed to lower the stress experienced by caregivers. It became seven days of work and seven days off. The administration team worked from home and went back to the office for one day every month. Starting August, they went to the office twice a month to cover indispensable office tasks. Since January 2021, the administration team works regularly in the office while taking all preventative measures.

Before the first appearance of COVID-19 in Guatemala on March 13th, 2020, President Alejandro Giammattei enforced entry bans on particular nations like Iran, China, and South Korea. On March 15th the borders closed, public transportation and commercial centers shut down, public and private schools and university classes were suspended, and the gathering of more than 100 people was prohibited. The nationwide lockdown in Guatemala began the March 21 with the declaration of a state of emergency and a curfew from 4 p.m. to 4 a.m. was in effect to prevent mass spreading of the coronavirus.

After a moderate increase of COVID-19 cases in May, there were a few weekends with a total curfew from Friday nights until Monday mornings. On June 27th, the curfew lessened to 9 p.m.–4 a.m., Monday through Friday. This continued until the end of September. The nationwide curfew ended in October and borders opened again.

Many people lost their jobs and made use of the “White Flag,” indicating they were in need of help, during the pandemic. The number of people suffering from hunger doubled in 2020 in comparison to 2019. The price of basic food increased in April due to bulk purchases from fear of scarcity. It then normalized in May and June.

In December 2020, Guatemala had 137,166 reported cases of COVID-19, 6,733 of which were active and 4,803 of which had lost their lives. Luckily, inside NPH Guatemala all children stayed COVID-19 free!



Children thoroughly washing their hands





A bike relay spurs friendly competition at NPH Haiti

## HAITI by Denso Gay

In early January, COVID-19 spread out of control worldwide. Everyone was trying to protect themselves by wearing protective masks and those who weren't able to afford them would make them at home with towels. We were social distancing and reducing the number of people around us. We couldn't sit and eat together or meet face to face. This became a very hard time for everyone. This pandemic made no difference between rich and people nor between adults and children. It made all of us more distant than ever, we all stopped living as a community. Every country had their own restrictions to guarantee the safety of their people.

In March, Haiti's government enforced a lockdown when the first two cases were confirmed. We, Nos Petits Freres et Soeurs (NPFS), decided to make frequent visits at the home to protect the vulnerable youth that are living there. They are our responsibility. We thank God that all the children are safe and healthy.



A woman with disabilities smiling and enjoying her free time



*We could not have effectively tackled this year without the support and hard work of our fundraising offices. It has been hard for everyone around the world, yet we continue supporting our programs. I remember how worried we were in March. We had much lower expectations than the reality we are living now. It is true that we had to make many hard decisions to keep our programs running, but we appreciate their dedication to support our programs. We are now in December and we are feeling better.*

*This year has been one of the hardest to raise funds, yet they found more creative ways to keep their promise and honor their commitment toward helping the children to have a better future.*

*This pandemic has taught us to be creative and resilient in the face of adversity. To alleviate the budget pressure put on our programs, we planned to expand access to our clinics, bakeries, and schools to the communities. We will begin selling our services for participation fees, which will be used to pay for some of our expenses.*

*On to the next year!  
We survived 2020 and hope 2021 will be more positive and successful!"*

—National Director  
Kenson Kaas







# 408

Kinder through  
University  
Graduates



A delivery at the Father Angels of Light (FWAL) program brings excitement



Youth at St. Helen cooking during the coronavirus quarantine

The staff were not excluded from the financial stresses that everyone experienced during the pandemic. We took strong measures by restricting employees from coming into work when it all started in March. We called upon the year of service student to come replace the employee's gap. Later, the medical team informed us about the proper protocol to prevent the virus from spreading. So, we called back employees to work bi-weekly in the office.

2020 has been hard on all of us. The effects were especially felt by the beneficiaries of our programs. The financial crisis forced us to make some of the most difficult decisions.

We cut down our expenses drastically. We reduced our staff by 25%, more than 50 employees were laid off. In a country like Haiti, laying someone off is hard because we know that finding a new job isn't easy. We also gave up our year-end bonus. We increased our school fees and stopped providing a daily meal to our external students. For a long time, we provided a free hot meal to each student every day because we understand how important it is to savor a meal after a long day sitting on a school bench. This has helped the children's learning development. We've learned that the children experience dizziness and fatigue in the middle of the day when they have no breakfast. Because of the budget deficit, we will have to face this dilemma again next year.

Additionally, in September, the valuation of the Gourdes reduced our operating expenses significantly. We had to cut our expenses by the same rate and push most of our expenses to 2021. This puts a lot of pressure on employee salaries. As a result, the beneficiaries of our outreach programs needed more help than before. These situations forced us to make hard decisions in order to keep our programs running.



Our children at St. Anne Babyhouse send words of hope to their godparents during Easter





Team Chicas Poderosas in Mata de Plátano

## HONDURAS by Keyla Suazo

COVID-19 reached Honduras on March 14, 2020. Not only did it impact people's physical health but, it also impacted their emotional and psychological well-being, especially the children's.

Children at NPH Honduras were used to going out of the homes in the afternoon for a walk. However, when COVID-19 appeared, each "hogar" closed their doors, bringing all interactions with the children from other homes to an end. It had a big impact on the children since some of them have brothers and sisters in the other homes. Children also used to go to school every morning, but with the pandemic, they started to attend classes online.

During the lockdown, children had music therapy to relax before going to bed. They also had the opportunity to share their innermost feelings with their caregivers through participating in scheduled talking sessions. The psychologist shared activities to help avoid anxiety and depression due to confinement. Children were constantly washing their hands and used face masks all the time to prevent the spread of the virus. They even recorded several tutorials explaining the best way to wash their hands. Maintaining the distance was obligatory. The Father performed mass at each home since the children could not leave. Although it was tiring for him, it was valuable to the children because it calmed them. The medical staff made a plan to face the crisis in the best way possible.



The Rapid Response Team visiting Margen Cerrato in Yarumela, La Paz



*This year has been characterized, defined, and governed by an illness that has turned our world upside down. Economies have collapsed, livelihoods have been lost, family members have said goodbye for the last time. As if this wasn't enough, many regions of Honduras were leveled by two hurricanes at the end of the year. But in the wake of these hardships, we have seen incredible resilience, compassion, and strength. Our staff have responded heroically to these new conditions. Our high school and university students have been our pride and joy for months. They have supported our childcare staff in the homes and other areas, while maintaining their academic commitments.*

*With 2021 now upon us, and although still in the pain of the crisis, the light at the end of the tunnel can be felt. It is uncertain when vaccines will arrive to Honduras. However, we will keep fighting against this virus as long as necessary to keep our children safe."*

—National Director  
Stephen O'Mahony







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Kinder through  
University Graduates



Guznara Melo taking part in activities with boys at Rancho Santa Fe during COVID-19 lock down



Volunteer Therapist Hester visits Casa Angeles in Tegucigalpa to provide therapy for our children



Ana with her brother and sister weed a small plot near their home in the local community

During the crisis, the employees quarantined for 14 days to work shifts of 20 to 90 days. Stephen O'Mahony, the National Director at NPH, was surprised at how welcoming the staff was towards this new work schedule. He admired and appreciated the love and sacrifices the employees had to make to serve the youth. It was a decision suggested by the doctors, overseen by O'Mahony, and an effort made possible by the staff as a team.

During quarantine, the employees had everything they needed for their well-being, such as food, hygienic products, and a safe place to stay inside the Santa Fe Ranch. They were monitored daily to make sure they were healthy. They also went for walks in a free space inside the home to keep a fresh mind. They were also provided with protective supplies as they worked.

Most of the staff at NPH Honduras worked this way. However, a small group worked from home for eight months and returned on November 2020. Since then, a pilot project was started that allowed the administration staff to commute daily while applying all biosecurity measures.

The entire staff made sacrifices and opened their hearts with love for the children at NPH during the lockdown. It was not an easy task. Fatigue and anxiety were present due to the confinement, but the psychologist provided relaxation sessions to continue the hard days of work. At the end of each day, they offered breathing exercises, Zumba, and other activities that relieve tension. Furthermore, the staff used to take a break equivalent to their shift after each work period.

Today, at NPH Honduras, visits are not allowed in the ranch and employees who have returned to their regular activities must respect the biosecurity measures. The prices of food, biosecurity material, and transportation have increased as well as the population of people in poverty in Honduras. However, NPH Honduras will keep working to make a difference in everyone's lives.





Girls in Casa San Salvador say thank you to year-long volunteer Madison

## MEXICO by Daniel Zapata

In March 2020, the first restrictions that took effect in the pandemic were to close the schools and lock down our homes. The Pequeños didn't go to school for months. But they never stopped studying from their homes. The high school students received online lessons.

In the beginning, the Pequeños received homework twice a month, but it was hard for them to understand the topics without a teacher's explanation. So, in July, we decided to bring the teachers back to the homes for a couple of days during the week. We had to convert some dorms into study centers as they were large enough to enable safe social distancing. The teachers carried out the preventive measures like wearing face masks and using our school buses exclusively for their commute to and from home.



NPH Mexico provides comprehensive health services for all children and youth in the home



*I have never experienced a year like 2020. I am an optimistic person, but this time I was worried because I didn't have solution. I read all of Father Wasson's books trying to find a solution. Faith and the support of the staff motivated me to keep going. We had to offer quality education to all the Pequeños while the schools were closed and teachers weren't around. We needed to protect the Pequeños from COVID-19 and provide an explanation for the changes. Hospitals in the area became COVID-19 treatment centers and all of the Pequeños dental or specialty appointments were canceled. The pequeños have adapted to the changes pretty well.*

*Our community has been financially and emotionally struck. The economic crisis severely affected our homes. Our 209 NPH México employees accepted a reduced income. Many Mexicans make a living from their small businesses and most of them have been closed. We are still concerned about what 2021 will bring. We look forward to the vaccines although the youth of NPH Mexico are listed to receive them in July 2021. We have faith that sooner or later the situation will improve. Thank God we have many friends to help us get through it."*

—National Director  
Rafael Bermúdez







# 190

Kinder through  
University  
Graduates



Youths in Monterrey have online classes and some of them also study from the home



Pequeños in all our homes wash their hands continually and use antibacterial gel

Preschoolers perform at a Valentine's Day program at Casa San Salvador, NPH Mexico



The Pequeños experienced uncertain moments in the first few months of the pandemic while the staff were looking for safe strategies and ideas to continue their usual activities. When Rafael Bermúdez, the National Director, and staff members solved this problem, we reunited the Pequeños with their families as soon as possible. The strategy was to take the Pequeños by groups of 30, with face masks, antibacterial gel, and food for a long eight-hour trip from Miacatlán, Morelos to Tlapa de Comonfort (the nearest town to Metlatonoc) in the state of Guerrero. "When they arrived at their destination, the Pequeños stayed with their families for a week, then we took them back to Casa San Salvador in Miacatlán, where they quarantined. We plan to expand visitation in 2021 by bringing the parents to our homes in groups of 30 and accommodating them in the school dorms.

All of this wouldn't be possible without the help of the staff and two youths in their year of service who gave important safety instructions to the families to protect them against COVID-19. The staff in charge of the Pequeños have made difficult decisions to reduce the possibility of infection. All the caregivers working in the different areas (caregiving, farm, kitchen, etc.) had to stay inside the homes during the lockdown with the Pequeños for two months and eight days working until July 15, 2020, without rest. After that, they started taking turns. In September, we tried to go back to the regular schedule: some working mornings, others during afternoons. But we decided that it was too risky. We have been trying out strategies and are always conscious of the security measures to protect our Pequeños from getting infected.

Unfortunately, we had three cases of COVID-19 at Casa San Luis in Monterrey, where our university students live. They were all asymptomatic. We knew that it was more likely for someone in this home to get infected because these students have part-time jobs and responsibilities they cannot neglect. But they were responsible and followed all the safety measures inside and outside the home. The three students are well now. At the beginning of the pandemic, the NPH administration made sure to guarantee enough food for the community for 6 months, at a cost of \$258,690 USD. They purchased several products, such as rice, beans, canned tuna, and more. Food costs haven't increased in our area, but we did experience a 20% increase in all cleaning products, chemical products, personal care products, medication, etc. All of these products are related to the fight against COVID-19. We spent \$5,303 USD outside our budget to obtain these products.





Children showing their delicious cake

## NICARAGUA by Aristides Manzanarez

On March 19, 2020, the first case of COVID-19 was registered in Nicaragua. Despite the fact that no lockdown was declared at the national level, NPH Nicaragua authorities developed a plan to prevent the virus from spreading at the home. This led us to adjust several of our programs in order to continue working on them.

One of the biggest impacts was the temporary closure of the school. Face-to-face classes were suspended from March 2020 to July 2020. During this period, both internal and external students continued their studies indoors while being monitored by their teachers, parents, and caregivers. The youth and young children were affected by the distancing and lack of coexistence with their classmates and teachers. However, because they were used to living within the NPH facilities and activities were still being carried out, our Family Services team determined that the youth and children were not impacted psychologically and emotionally.



Children having lunch together



*The area that was most affected by this pandemic was the educational area due to the temporary suspension of face-to-face classes. Strategies were implemented so that the children of the communities could continue with their learning from their homes. The same happened with the youth of Casa Padre Wasson (main house), who continued learning with the support of their caregivers and teachers.*

*I am optimistic for 2021 because we have developed new strategic skills to face the situation and continue with the direction and operation of our programs of NPH.*

*In addition, the university students proved to be responsible by continuing their academic programming and extracurricular activities while taking the necessary protective measures for their safety as well as their families. What we lived through in 2020 made us stronger, persevering and united as a family. We developed strength to continue fighting in 2021 with faith that God protects and blesses us."*

—National Director  
Marlon Velásquez







Food is disinfected to stop the spread of COVID-19



Celebration of mass while respecting COVID-19 prevention and protection protocols

Recreational activities were carried out separately for the boys and girls to keep a safe distance. According to the monitoring done by the medical staff, none of our children have contracted the virus to date. We credit this to our diligence towards these safety measures.

In collaboration with the "Prevention, Protection, and Investigation against COVID-19" team, we developed a general plan in which two groups of staff alternated shifts of 23 working days and seven off days. The work plan was structured as follows:

- Eight days in quarantine and under monitoring by the medical team in a separate place from the central house
- 15 days working internally at Casa Padre Wasson
- Seven days off

With this new work schedule and more time spent indoors away from their families, workers suffered stress and depression. They were provided with psychological care and physical therapy.

According to MINSA (Ministry of Health) and of public record, there have been 4,916 confirmed cases of COVID-19, of which 167 have led to death. The country's borders were kept open for tourists without a quarantine protocol. As for the members of the NPH Nicaragua, only 15 positive cases were confirmed. These cases were infected outside of Casa Padre Wasson and were asked to go to the medical center and comply with the quarantine process. Fortunately, they all recovered. Following the contingency plan, expenses were budgeted for to maintain a reserve of food, hygiene products, and fuel. This budget also included medicine and medical products for COVID-19 that increased in price during the start of the pandemic.



The students are grateful for the donation of oral health kits





Yuliza doing an Easter activity with the NPH girls at NPH Peru

## PERU by Erick Nery

At the beginning of the pandemic, the government ordered strict safety measures throughout the country that led to drastic changes. The country's borders were shut, curfews were imposed, and people could leave their homes for essential goods only, but infections and deaths continued to rise. These challenges affected NPH Peru, especially the children.

Staying at home was the most difficult thing for the children and youth at Casa Santa Rosa. Another issue was that family visitations were impossible. This situation caused boredom and stress. Caregivers and those who work directly with the children maintained honest communication and were understanding of their concerns. They explained the reasons for the changes, resolved their doubts, and took care of their physical and emotional health.

On March 16th, the Peruvian government ordered mandatory social isolation across country and normal classes had to be suspended. Children and youth continued their classes online, as ordered by the Ministry of Education. NPH Peru had to buy cell phones, connect Wi-Fi in all the children's homes, and use computers for much longer. These necessities added expenses which were not in the budget.



NPH Peru planted 500 avocado trees at Casa Santa Rosa



*In March 2020, our lifestyle changed completely when the COVID-19 pandemic reached Peru. There were moments of constant struggle where we faced different emotions and new ways of operating as a family. We had to get used to new ways of daily life, like the education of the children and virtual communication. It was a big challenge for us because we had a very traditional way of life and were somewhat behind in technology. We were also greatly impacted financially, especially in the first months when the prices of the consumption goods skyrocketed. The boys and girls overcame all of these obstacles. They accepted this new life and continued doing their best.*

*I want to congratulate the students for their strong character and personalities they demonstrated in these difficult. I also congratulate the caregivers who sacrificed the most, dedicating all their time and strength to keep the "pequeños" safe and calm in this pandemic.*

*We will continue working to respond to new challenges in 2021. We are prepared and have the strength to achieve our goals. We start this year in good spirits and know that 2021 cannot be worse. There is always a light at the end of the tunnel and it is up to us to turn it on."*

—National Director  
Rafael Arce







11

Kinder through  
University Graduates



Girls making bracelets at NPH Peru



Feast Day of Santa Rosa de Lima during the pandemic

Youths at NPH Peru work together to maintain the gardens



Teenagers got used to this system without a problem. However, it had an impact on their interpersonal relationships since they were in frequent contact with other youth in the school community. They had never used cell phones before and this access to the internet enabled them to use it for more than just classes, but for social media as well.

Similarly, college classes were suspended and continued online. Students were able to adapt successfully, but some in technical programs, like gastronomy, for example, had more problems because their institutes could not adapt to online classes. They were unable to start their classes or had to suspend them for the year.

During the lockdown, the youth spent their time playing board games, doing exercise, dancing Zumba, watching movies, playing musical instruments, and playing soccer. They also had some responsibilities, such as doing bio-garden activities, cleaning the green areas, and housework in each “casita”. They were in touch with their family by phone. Children and youth were tested for COVID-19 by the Cañete medical staff in October and the results were all negative.

The children’s permanent care staff had to stay at Casa Santa Rosa for almost three months without going back to their homes. They were exhausted, stressed, and worried about their families. Services such as psychological therapies, family training sessions were suspended for some time. Office staff worked from their homes from March 16 to July 13, 2020. Between May and June, there was a 50% reduction in work hours for administrative and office staff. In August, they returned to part-time work to avoid crowds and reduce the risk of infection. Later, most of workers returned to face-to-face work activities while following established safety protocols.

Food and cleaning products increased substantially in price. To mitigate these costs, NPH Peru bought essential products for three months to guarantee a good diet for the children and youth at Casa Santa Rosa.

According to UNICEF’s December 2020 COVID-19 report, Peru had the third highest COVID-19 mortality rate in the world, with 967,075 confirmed cases and 36,076 deaths. With a population of 32 million and only 1,436 ICU beds available nationwide, the health system struggled to cope with the situation.





NPHI Youth Development Conference 2020

## FAMILY SERVICES by Jorge Villar, Director

The year 2020 started normally with a highlight from the NPH International Youth Conference: 42 NPH youth gathered in Casa San Andres, Guatemala, to participate in an 8-day long workshop to learn about themselves and to confront the question, "Where do I go?" All young women and men returned to their home countries inspired and with a lot of ideas and questions.



Activity with Markus Streit, NPHI Youth Development Conference 2020

Beginning in February, the operational meetings in Mexico followed. Then the pandemic hit us all. Bio-security measures and travel restrictions changed the way of living and working.

Children and youth worried about their family members living outside the home. There was no possibility to see them during the normal visitor days. The pedagogical teams set up phone and video calls through WhatsApp and other apps to connect the children with their families and ease their fears. This helped them calm down emotionally.

Social isolation had a negative impact on the children and youth of the NPH family. Lacking the normal structure of the day, not being able to meet classmates and friends, not even the kids from the next home, created emotional instability for them.

Along with maintaining protective measures against COVID-19, ensuring the positive mental health of our children and youth was a priority. Together with the teams on site, we established basic guidelines for speaking with the children about the pandemic as well as responding to and calming their worries/fears, helping them stay emotionally stable. The uncertainties caused additional stress and can revive traumatizing memories.

The children attending NPH schools or community programs from the external areas lost daily meals, health check-ups, and therapeutic and psychological attention. The effects of the pandemics were huge setbacks in their development, ranging from worsening nutrition and losing progress they have made physically and psychologically to being exposed to children's rights violations. The professional NPH teams in Latin America attended to these urgent needs via phone and WhatsApp and delivered relief and counseling whenever permitted by the regulations of the states.

In most countries, schools were closed, so many teachers started to send homework via WhatsApp, and sometimes childcare workers had to serve as tutors for school subjects, from Pre-K to the university level. Employees had to transform their shifts into month-long periods without any possibility of seeing their own families. Worries, anxieties about the health and the future of their loved ones heavily impacted their mental health. Our directors, social workers, and psychologists



implemented strategies to keep an emotional balance. Our international team offered a variety of solutions to the situation, from online counseling sessions to weekly yoga relaxation. In the last quarter of the year, the Family Services Team and the Medical Services Team hosted a joint online conference on mental health, pedagogical, and psychoeducational programs for children and youth.



Donations from Banco de Alimentos

The motto for the financial setbacks in 2020 was “Survive and Thrive!” This is the strategy we use for childcare as well, although we are still in the survival mode and looking forward to the second part of that strategy: Thrive! Many programs have been cut back and reduced to the basics. Attention and supervision of the children is guaranteed, but limited to the essential. Social workers and psychologists are overburdened with work. Their positions have been combined with the local Family Service coordinators, for example. Most of the local coordinators are also head of the psychologist’s department. The short coordination channels are an advantage, but this greatly contributes to their workload.

## Multidisciplinary Teams in the Homes

Because children always deserve more, a multidisciplinary team needed to be formed by collaboration of Family Services, Medical Services, and others. A multidisciplinary team is a type of work team that is characterized by bringing together professionals from different disciplines. This way, people with very different academic careers and work experiences can be found on the same team. This type of team is designed to provide a greater perspective in the work process. Despite the fact that the members belong to different work areas, they all work together to solve a specific problem together. In the case of NPH, multidisciplinary teams (medical, psychological, social work, and pedagogical) meet in each country to guide the process of the comprehensive development of children and adolescents. The multidisciplinary teams focus their attention on those who present

neuro-psycho-biological disorders and social disruptive behaviors. They offer confidentiality and total respect for the rights of children and adolescents.



The staff from the One World Surgery

## Webinar on Father Wasson’s Philosophy

A key Family Services program is the NPH Philosophy. Through this program we seek to keep alive the flame of Father Wasson’s legacy with its four pillars: safety, work, sharing, and responsibility. In the month of November 2020, we held the first *Father Wasson Web Seminar: His Spirituality and Pedagogy*. We had the participation of all countries and some people from the European and US offices. More than 250 people listened to five testimonies. Testimonies from adults, youth, women, men, and from people who had first-hand stories with Father Wasson spoke to the entire NPH family and for a moment made us forget about the pandemic. We recharged our batteries to move on.

We thank Dr. Michael Maccoby, NPHI President Reinhart Koehler, NPH El Salvador National Director Dora Serrano, Hermana Mayor Alejandra García (Elder Sister), and Hermano Mayor Farid Morel (Elder Brother) for their emotional and warm words.

Afterward, Alejandra García shared her feelings about the experience:

“Hello, I appreciate participating in the Padre Wasson webinar and sharing some of my experiences. I have lived in Switzerland with my husband for 31 years and I am a mother and a grandmother. I have an adult daughter and son and I have been a grandmother for two years. I work in a psychiatric clinic and in a creativity workshop with older adults who suffer from alcoholism, depression, dementia, and bipolar personality, among others. Many years ago, in 1975, my brothers and I, a large family of 8 members, joined Nuestros Pequeños Hermanos, three months after the death of our mother. Although the beginning was very difficult, looking back, each and every one of us took advantage of the opportunities that NPH offered us in our own way. I consider myself a very fortunate person to have met Father Wasson and I am very grateful to him for his work. I remember a very important



sermon that Father Wasson told us, “When he was celebrating mass in Miacatlán, he said: I don’t want my children to say poor me, I don’t want my children to feel helpless, I want my children to feel part of a big family.” That phrase, which at first I did not understand, has accompanied me throughout my life. The phrase, “Don’t say poor me,” has to do with resilience and I am sure that NPH helped me develop good resilience. To say “poor me” is to wait for help to come from outside, to be passive, to think that life is a destiny that cannot be changed. On the contrary, when you stop saying poor me, you begin taking responsibility for your destiny, it is loving yourself, it is mobilizing your forces and fighting for your dreams, it is accepting the situation you are in and what you need to improve it.”

## Volunteers

The NPH family expresses its deep gratitude to the volunteers for their continued dedication and service to our mission in 2020. The volunteers deliver key services, as well as love and individualized attention to the children and youth. Volunteers help us to better achieve our mission. They are leaders in many of the areas of action as defined by the UN’s 2030 agenda for achieving the Sustainable Development Goals. This year, the volunteers in our homes participated in new community outreach initiatives and programs to break the cycle of poverty. These efforts support and empower families and communities in Latin America and the Caribbean. We welcomed 18 new volunteers to the NPH family this year, hosting a total of 44 volunteers in 2020. NPH volunteers also promote intercultural exchange and understanding within the NPH family and continue to be ambassadors of our mission in their home countries. Although many had to end their service early due to the pandemic, they were a great support in the various areas of the homes before and during the pandemic. We strive to continue inviting highly-qualified volunteers to serve in our homes each year. Thank you, volunteers, for your service, leadership, energy, time, and unwavering commitment to the NPH family in 2020.



Volunteers taking part in team building activity

## Seattle Institute



Erin Egge, the coordinator of the Seattle Institute program, introduces the four students of the 2019-2020 cohort

In 2020, four youth from the homes concluded their leadership journey as participants at the Seattle Institute: David Viveros from NPH Mexico, Jessica Jazmin Hernandez from NPH El Salvador, Alexis Beltran from NPH Guatemala, and Abigail Hernandez from NPH Nicaragua.

Because of the pandemic travel restrictions, they were stranded in NPH Mexico for several weeks. Thanks to the team from Mexico, they felt at home. Just before Christmas, the last of the Seattle graduates was able to travel home. Due to the financial cuts the program is suspended until further notice.

Abigail summarized her experiences and learnings in her graduation speech:

“I see myself as a woman willing to serve God and others. Resilient, independent, enterprising, never forgetting where I come from and always preserving the values that my parents and my NPH family instilled in me. I have discovered that I also want to be the type of leader who cares about the well-being of others and always seeks to bring out the best version of those who matter to me.”

This self-awareness shared publicly shows what the NPH family programs stand for: An individual path for each child and youth to independence, reaching their potential and fulfilling their dreams.





Hibeth Arriaga OneFamily Coordinator in Guatemala, provides training to OneFamily families



In 2020, the travel restrictions due to the pandemic complicated the work of NPH OneFamily in the Latin American countries. Follow-ups with children, youth, and their families is normally face-to face. However, NPH OneFamily managed find creative solutions to this problem.

### NPH OneFamily Overview in Numbers

By the end of 2020, 101 children and youth were supported by NPH OneFamily. This program provides continuous care during their time living in an NPH home. Currently, 47 children and youth are accompanied in NPH Honduras, 47 children in NPH Guatemala, five in NPH Mexico, and two children in NPH Peru at the end of 2020.



### NPH OneFamily Guatemala

Three siblings, ages 11, 14, and 15, joined NPH OneFamily after living and studying for four years in NPH Guatemala. The children were reintegrated with their older sister after investigations to determine that she met the requirements for the adequate care for her siblings.

Last year, a young woman in Guatemala decided to start her own family. She is one of five children to grow up in NPH Guatemala. She will live in the capital city with her partner who will help her continue studying and finish high school. NPH OneFamily has prepared her with the knowledge to succeed. For two years, she was taught how to interact properly with family. She became aware of her educational responsibility. She was taught values, principles, sex education, and how to communicate assertively. She will finish her high school degree in October 2021 with a degree that helps her become a Chef. Her sisters live together with their mother. Afterwards, she will join others who have grown up at an NPH home in a program called Hermanas and Hermanos Mayores (Elder Brothers and Sisters).

### NPH OneFamily Honduras

In 2020, two boys joined NPH OneFamily in Honduras. One of them was about 16-years-old and he was reunited with his older sister due to judge orders. His older brothers had grown up at NPH Honduras as well and already left after completing their education. The oldest of them left a year earlier. He turned 19-years-old and wished to manage his own life. He is working in the area of agronomy.



Another 14-year-old boy in Honduras, was joined his grandparents by court order after evaluating their living conditions and determining that they meet the requirements to be able to adequately care for him.



OneFamily family receive food provisions in Honduras

## NPH OneFamily Peru

In 2020, the first two children were reintegrated through the NPH OneFamily program. These were two siblings, ages nine and 12, who were raised in NPH since 2014.

NPH OneFamily has been evaluating all families and worked on getting the legal approval for the reintegration program from the family judges. Each family applied to change the sentence of abandonment and the legal process is expected to take at least 6 months. Families need a lot of legal, financial, and emotional support to help them through this process.

Moreover, NPH OneFamily had established biweekly parental training on "positive discipline" during their visitation on Sunday. The team expanded the training



In Peru, one of the first families to be reintegrated through NPH OneFamily

program to the local schools with huge success. Not only did the potential candidates for family reintegration participate in the trainings, but also the parents did as well.

## NPH OneFamily Mexico

Reintegration through NPH OneFamily started with a complicated family setting: five siblings living at NPH since 2014. Two older brothers wanted to be reintegrated with their mother, but the three younger sisters wanted to stay at the home. Keeping the siblings together was complicated, but respecting the decision of each child was possible. Fortunately, their mother lives nearby and her relationship with all of them was maintained through frequent visits.

With the support from NPH Mexico the mother changed and rebuilt her family life with a new partner. She was reunited with her two sons first, which worked out well. Then, the girls also decided to join them. Today they are altogether in stable conditions. The oldest one just finished middle school and decided to look for a job instead of studying further.



In Mexico, a mother and children are reunited through OneFamily



In Mexico, a boy is doing his school work after returning to his family



## OneFamily Educational Assistance

Although the new ways of learning were difficult, nearly all the children and youth in NPH OneFamily continued their studies. Some children received more direct guidance from their parents than others throughout this process.

Some youth were not able to adapt. For that reason, one high school girl in Honduras will have to make up the year in 2021. Another 15-year-old boy had no device of his own to help him connect with his teachers. The pandemic affected his family and he was no longer in a stable environment. Getting him back on track are the immediate goals for NPH OneFamily.

Despite the complications due to the pandemic, four youth who were in their last year of the high school obtained satisfactory results. A young woman in Honduras also graduated from a technical university with a degree in nursing. She is the first participant of the NPH OneFamily program to graduate from a university. This is a huge success for her and the team because it is evidence that the program provides the same comprehensive support for the children as they had in their NPH home. It is also a powerful example against the cultural gender bias that says girls do not need to study.



Hibeth Arriaga provides follow up sessions with NPH OneFamily online

Because of travel restrictions and the implementation of online schooling, the teams had video calls with the children so that they feel supported and are encouraged to continue their studies. Communication with the teachers and directors of the schools was maintained to keep updated information about the teaching content. Communication was also kept with parents and caregivers to guide, advise, and make them aware of how to support their children online.

## COVID-19 Pandemic Support

The pandemic affected the NPH OneFamily community in health, emotional well-being, and finances. At the beginning of the pandemic, many travel restrictions were established making access to the communities impossible. For that reason, our teams made less visits

to the families and educational centers. Professional intervention was also limited in person. Through the use of cell phones and WhatsApp, contact with the families remained constant. The NPH OneFamily teams monitored families by phone and provided virtual educational workshops to support them during quarantine. The few families without WhatsApp in Honduras received at least four phone calls each month. Our team of social workers in Guatemala performed over 3,500 phone calls last year to give emotional support and health advice.

Our psychologist and social workers provided guidance and support on matters relating to COVID-19. They asked the children, youth, and families about their knowledge of the symptoms and prevention measures. They inquired about the physical and emotional well-being of the children, youth, and other family members. They made sure to follow up with those in need.

NPH OneFamily aimed to support those who needed it the most during quarantine. Many families who were already in impoverish and at-risk conditions were severely affected by economic crisis due to the pandemic. People who work in the informal sector of the economy could not go out to sell their products and people working in private enterprise lost their jobs. This directly affected the community and families because they no longer had the resources to survive. In the case of people who live day-to-day washing clothes, cleaning houses, or working in the fields, the situation was even more critical.

NPH staff were given formal permission to be able to move around the communities without any problems. They were taking the necessary preventive measures to protect the health of the children, youth, and their families against COVID-19.

NPH OneFamily offered financial support and donations during their home visits. A monthly food supply was delivered to families as well as medications for those with chronic diseases and for children with neurological and psychiatric disorders.



A father receives food in Honduras during the pandemic



NPH OneFamily in Honduras managed to visit each family at least twice in person during 2020. The timing and frequency of the visits depended on each specific situation and its needs.

The team in Guatemala conducted 240 individual visits and 119 group visits. Half of those visits were conducted in the last three months of the year.

## Challenges and Difficulties



Many families experience damage to their home after the Eta and Iota storm in Honduras

One of the biggest challenges of the past year was managing the emotions of the children, youth, and their families virtually. COVID-19 was a life-threatening situation that caused worry, anxiety, and sadness. It was important to resume the in-person visits under compliance with the hygiene regulations as soon as possible.

Although the parents and caregivers participated in training sessions with great enthusiasm and understanding, it was difficult for them to put it into practice. Some families struggled to comply with all requirements.

In Honduras, six families in the NPH OneFamily program were affected by the storms “Eta” and “Iota”. Two of these six families lost their grain plantations, which was their main source of income. Some families lost the roofs of their homes and their belongings. And others needed to evacuate completely.

The Department of Social Work and the Mayor’s Office of San Pedro Sula supported the evacuated families and they have now returned to their homes. The families that were impacted have also received support from the “Manos Solidarias” project from NPH Honduras. This program provided monthly food baskets, delivered construction material to repair homes, and made mattress donations. NPH OneFamily consistently follows up with the families in these vulnerable conditions.

## Successes

Despite the various crises in 2020, many students achieved outstanding results. NPH OneFamily provided children and youth with the necessary tools to continue studying from the homes and follow through with their life plans. The educational highlight in 2020 was the graduation of the first Nurse Technician from her university.

Parental training and educational workshops were conducted virtually. Courses offered video calls to talk about the NPH philosophy, values, and principles and positive discipline methods. Some training was made to specific youth about healthy relationships, social responsibility, family values, sexual education, school, professional careers, and more. There was active participation among the parents and caregivers.

NPH OneFamily was able to provide psychological follow-up to children and youth who needed attention during the pandemic. They also responded to families’ economic and medical emergencies.

These successes were made possible due to the diligence and creativity of the NPH OneFamily teams. They completely adapted their work style to the challenges of the pandemic.

## Outlook for 2021

In NPH Nicaragua, 41 children and youth between the ages of six and 18 have been reintegrated with parents, grandparents, or older siblings by the end of 2020. They will become part of NPH OneFamily.

In general, we plan to increase the program by one third—reintegrating 33 children and youth in Guatemala, Honduras, and Peru. This will expand NPH OneFamily to other homes in 2021.

We will conduct an analysis and evaluation of the family reintegration process and follow-up on the challenges from the past year.



Three siblings from Guatemala with their family





A family in Guatemala reunited through OneFamily

## Goals for NPH OneFamily in 2021

- 1** Improve our training sessions so that parents are better equipped to apply the knowledge that they acquired in the “Escuela para Padres” (Parental Training Workshops)
- 2** Provide the parental training in a personalized way, to respond to the individual needs and challenges presented by each family group
- 3** Carry out training workshops that strengthen knowledge and skills for good communication and promote innovative ideas that cultivate an environment of trust within families
- 4** Create general activities with the children and parents of the NPH OneFamily program to encourage healthy coexistence amongst them
- 5** Identify organizations that have productive projects for family groups to participate in and help increase their economic sustainability and independence
- 6** Strengthen the active participation of family groups in social and community development
- 7** Empower families to seek development opportunities and, thus, become agents of change for their own family group





Medical staff meeting during the COVID-19 crisis

## MEDICAL SERVICES

By Dr. Edwin Vallecillo, NPH Medical Director

The Medical Services team at NPH works through ten primary healthcare clinics and operates in nine countries across Latin America and the Caribbean. In compliance with NPH's mission, these clinics provide ongoing comprehensive and quality health care services to children, adolescents, and people with disabilities in various settings. NPH Medical Services serves thousands of people with different demands and offers thousands of services, ranging from health promotion and prevention, medical and nursing consultations to rehabilitation and palliative care services. We aspire to enable all our patients to enjoy the maximum well-being in health.

Our roles as healthcare professionals expanded due to the COVID-19 pandemic. The pandemic made us face a worst-case scenario and we were afraid. We suffered pain and loss of life, especially of those who were on the front line fighting against this evil virus.

COVID-19 put all health systems to the test globally and the countries in the Latin American region were quickly overcome by this health crisis. We suffered from the lack of diagnostic tests, access to personal protective equipment, and insurance of vaccines. Without intensive care beds and ventilators, our hospital systems were unable to respond to the most serious cases. The primary health network in most systems was interrupted, making the response even more complex. Children and adults with chronic diseases saw their follow-up with specialists in hospitals disrupted. Fear of the worst-case scenario revealed the best or worst versions of ourselves as human beings. We had to confront ourselves.

The year 2020 will never be forgotten. Despite all of this, NPH made a difference in the lives of the most vulnerable and the most unprotected in our societies. NPH has long recognized the importance of innovation in service delivery and the value of disease prevention. These principles made a difference in our response. With 7,500 children and adults under our care and more than 2,200 employees throughout the organization, we suffered only one human loss. This was only possible with the talent of the health staff and their high level of commitment. They were never afraid to sacrifice their life to this deadly virus. They maintained an unrelenting desire to protect lives and fulfill their call. But, most of all, a desire to protect the most vulnerable in our societies whom we serve with passion.

The prevention, education, daily surveillance activities, the discipline of our staff, and the resilience of all the children and adults combined is what helped us overcome this ongoing challenge. Of course, the



Well-child exam at NPH Guatemala



support of the donor community, sponsors, and people for whom NPH is in their hearts, was key in these achievements.

Little by little, when everything seemed only to get worse, we began to receive all kinds of expressions of solidarity from our global community. We received donations of masks, personal protective equipment, and medicine. We received funding to create rapid response teams who not only responded to the needs of the children in the residences, but to the demands of the community at large; To the families of the community at large, the employees' families, and the children's families.

We never lost faith even when experiencing the harm of confinement and other restrictions. Health teams worked hand-in-hand with local leaders, government authorities, and with children and adults to find the best, most sustainable answers to create resilient and

safe environments. The end of 2020 closes with the hope for the development of a vaccine or a cure for this disease. We continue to appeal to the international community so that vaccines reach our populations and reach the most unprotected. We continue to strengthen our brave and talented healthcare staff, so that we continue to innovate to be able to manage crises, basic services, and health issues that existed before COVID-19. Our operations have been interrupted and we know that hundreds of lives are in danger if we do not find a fair balance between the management of the pandemic and the rest of these concerns.

We appreciate the leadership, resilience, and commitment shown by the teams to protect the health of others. NPH is a beautiful global community and, from Medical Services, we hope that this family remains healthy and remains responsive to this evil that still afflicts us.







Two nurses of the emergency room are providing care to a little girl

## ST. DAMIEN PEDIATRIC HOSPITAL

By Dr. Jacqueline Gautier, Director

The year 2020 will be remembered as “the year of COVID-19” for the world. St. Damien Hospital has been impacted by the pandemic in the first quarter of 2020, as well as by the unexpected and abrupt devaluation of the Haitian currency during the third quarter. We had just emerged from a long political crisis in December 2019. This crisis affected the lives of Haitians, as well as our finances at St. Damien and the level of care that we were able to provide the population.

### COVID-19

In March 2020, Haiti declared its first case of COVID-19. At the end of December, there were 10,127 cases officially confirmed in Haiti, with 236 deaths. Since testing was not widely available, we estimate that the number of cases was higher. Many people were just never admitted to a healthcare facility.

Although the child population has been less affected than the adults, the prevention measures to keep

employees and families safe was aggressive with all. A strong task force was deployed involving our infection control committee (CCIN). We educated, provided PPE, and established new handwashing guidelines. We produced more hand soap and hand sanitizing liquid. We checked people’s temperatures as they entered the hospital. We established a screening plan to test suspected cases and opened a new unit by the front gate. First, we concentrated on Acute Respiratory Infection cases, and later we transformed this unit to include other presentations of the diseases as the pediatric community developed a better understanding of COVID-19.

We received financial support from NPH Spain, NPH Germany, ELMA foundation, NPH Netherlands, and CDC Haiti through CMMB. Our M&E department monitored the situation with a weekly bulletin.

Out of 744 people who tested positive (11.60%), 13 cases were children who died (1.81%) and only 3 cases were pregnant women.





## Global Services and the Year in Review

Our health targets for 2020 were not met. We were contemplating a new strategic plan that was delayed for several reasons. One reason was that COVID-19 arrived early on in the year. We also closed non-essential services for several months and many people would not have come to hospitals if the cases are not critical either. "Moreover, CLIMEDI, the US immigration clinic, usually brought valuable local income and that was closed from March to November 2020. Only a third of its patients were seen compared to 2019, already a troubled year. Our "General Statistics" on Chart A, show less services received by the population in 2020 compared to 2019.

We tried to fill up key positions in administration. Our new Human Resources director was hired during the 2nd quarter and left in December 2020 due to security concerns in the country. The Operations manager position was filled only in September 2020 (the previous director of Operations resigned in December 2019).

Financially, we started the year with uncertainties. Cost control measures were difficult or delayed due to staffing problems. Also, the majority of the employees were quite demotivated with a never-ending Gourde devaluation. However, the situation of the Gourde changed dramatically without a real benefit for the cost of living. Indeed, during September, the government introduced \$US 152 million into the economy to increase the Gourde's value. This led to a 100% loss of our dollar value in comparison to the Gourde and a huge deficit of \$2 million.

This was a huge challenge. We created a drastic plan to cover losses between the end of 2020 and extending into 2021. To address this huge challenge:

- Employees would receive half their end-year bonus and would experience a reduction in salary for 2021
- Reduction in drugs and medical supplies
- Decreased capacity in Emergency and malnutrition units
- Increased fees for the services
- Planned a special end-of-the-year local fundraising appeal
- Encouraged the fundraising offices to bring additional funding

The results have been very positive and encouraging. Most offices brought additional funding. We decreased expenditures for office supplies, medications, and medical supplies, and experienced painful supply shortages. A month prior to this huge deficit, Our Maternity unit had started a very fruitful partnership with MSF Belgium to address the challenges COVID-19 created. We closed the unit from June to July.

The efforts to position the hospital as a referral center have succeeded over the last five years. The hospital continually trains physicians to keep increasing the academic level with the contribution of a good network of partners. Three pediatric specialists include cardiology, intensive pediatric care, and neonatology since 2018. Previously, one specialized in oncology. Currently, three pediatricians are in training for endocrinology, intensive care, and infectious diseases outside of Haiti. They committed to come and work again at St Damien.



Our laboratory upgrade is well underway. Robert Downey, the lab diplomat from the US, has helped us with technical expertise, as well as with a substantial amount of kind donations. Thanks to his work, several equipment was installed and the staff trained to run them and to improve lab practices. We will benefit from the kind donations of our long-time partner, St. Alphonsus Foundation in Boise, for consumables supplies. We are also implementing the first phase of our EMR at the lab to help our clinicians see lab results on their monitors. Our financial aspirations, although unfulfilled during the last quarter of 2020, are more positive for 2021. We were included among other institutions to receive new funding from a Caribbean initiative for the next three years and a major donor confirmed in January that he will be supporting St. Damien during 2021.

In summary, 2020 brought new challenges to the world and to St. Damien. To address a huge deficit, the employees sacrificed and accepted reduced salaries in 2020 and in 2021 to control expenses. Few people lost their jobs. A local fundraising effort brought \$68,000.00. We secured the contribution of major donors for 2021. With Haiti Task Committee support, we are managing the financial situation to our best ability. Unfortunately, the access to care has diminished for our targeted population. We will remain open to the adjustments needed to provide care once again.



**784**

Tuberculosis  
Consultations  
and new cases



**35,433**

Public Health visits including  
pregnant women, Family Planning,  
Vaccinations, and others



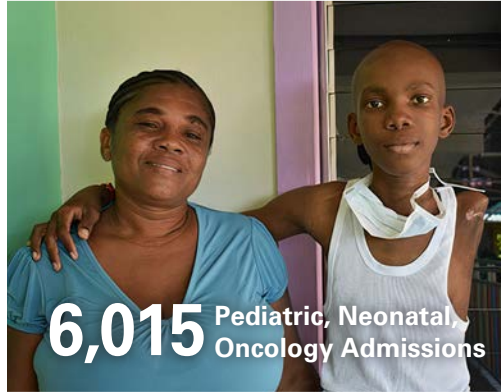
**2,874**

Dental Clinic Consultations



**6,015**

Pediatric, Neonatal,  
Oncology Admissions



**17,464**

Pediatric, Emergency, Neonatal  
Consultations and total surgeries



**ST. DAMIEN**

**GENERAL STATISTICS**

**1,348**

Oncology consultations  
and new cases



**348**

Malnutrition  
admissions



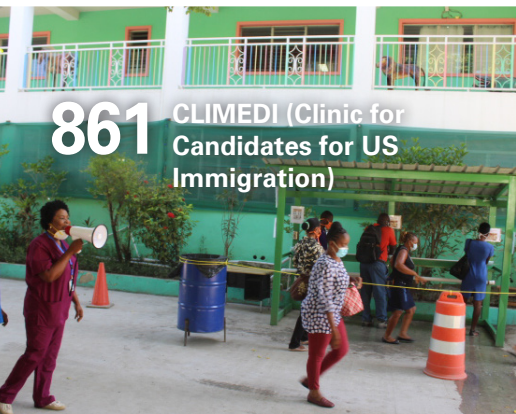
**5,498**

Maternity  
admissions  
including  
deliveries and  
C-Sections



**861**

CLIMEDI (Clinic for  
Candidates for US  
Immigration)



**2,071**

Ambulatory  
Surgeries



**2,589**

HIV consultations and  
Cohort (1% Active)





## ST. DAMIEN COVID-19 STATISTICS

| Units                        | Suspected Cases | Tested | Confirmed | Positivity rate |
|------------------------------|-----------------|--------|-----------|-----------------|
| <b>Pediatric Inpatients</b>  |                 |        |           |                 |
| COVID-19 Unit                | 374             | 367    | 46        | 12.53%          |
| Emergency room               | 212             | 202    | 19        | 9.48%           |
| Inpatients general           | 112             | 112    | 16        | 14.28%          |
| Neonatology                  | 18              | 14     | 0         | 0               |
| Abandoned kids               | 2               | 2      | 0         | 0               |
| Total                        | 718             | 697    | 81        | 11.62%          |
|                              |                 |        |           |                 |
| <b>Pediatric Outpatients</b> |                 |        |           |                 |
| Pediatric outpatients        | 4               | 4      | 0         | 0%              |
| Specialized clinics          | 13              | 13     | 3         | 25%             |
| Adult HIV clinic             | 2               | 2      | 0         | 0%              |
| Total                        | 19              | 19     | 3         | 25%             |
|                              |                 |        |           |                 |
| <b>Maternity</b>             |                 |        |           |                 |
| Suspected cases              | 28              | 28     | 3         | 10.71%          |
| Grand Total                  | 765             | 744    | 87        | 11.69%          |





Miguel Venegas with participants from the 2020 NPHI Youth Development Conference

## MIGUEL VENEGAS

### NPHI Executive Director

Dear NPH Family,

The year 2020 was, of course, a difficult year. Personally, I was hospitalized for over a month. I received many best wishes and prayers from many members of the NPH family and beyond. This really encouraged me and helped me return to health.

During that same period, the first wave of the COVID-19 pandemic began to overwhelm hospitals and people's lives across the world. However, no matter how difficult it was for many of you, you still gave me warmth, empathy, and the will to survive, which is very symbolic of the NPH family. Our NPH spirit calls for us to put our own problems aside while we support one another. I have witnessed this quality throughout the organization during the past 12 months. I thank you from the bottom of my heart.

Before COVID-19, many non-profit organizations were facing arduous times, with limited resources and growing social needs. The spread of COVID-19 exacerbated these problems and extended to the global economy, affecting non-profit and for-profit organizations alike. Families, some of whom are the most vulnerable, were impacted the most as many of them survive on an informal income.

I am concerned about the health and well-being of many of you and I know that you're worried about our homes, the staff, and the children. However, this year the homes have been more driven, more focused, and more creative than ever. They've been prudent with resources, time, and staff. We continue to focus on our goals and on our mission. We are choosing activities and strategies that have the most impact, both short-term and long-term. Most importantly, we are focused on protecting the children and staff. We must keep COVID-19 out of our homes.

Dr. Edwin Vallecillo, our Medical Services Director, has been



NPH Nicaragua's Marlon Velasques loads sanitized food to feed our boys and girls



working alongside other medical experts and his teams in each of the nine homes. They've been implementing health protection and prevention protocols in the homes and facilities to guard against a deadly virus that has infected millions.

Secondly, we are focused on our financial future. Many non-profits have the same outlook, understanding that the people are distraught and distracted by the dangers of the pandemic. It has been difficult for children and staff alike.

Family Services has been working tirelessly to ensure that children receive their education as well as maintain fun activities. This was done in an effort to prevent boredom and anxiety due to the social isolation and social distancing. I take comfort in my faith, the faith that sits at the core of our organization. And I take comfort in our mission, which drives us to care for the most vulnerable members of society. Our mission tells us to care for each other, to reach out to our donors and to each other, to let everyone know we care about them and that we hope their families are well and safe.

Thank you for the work so many of you have done around the world to meet the current challenges. Thank you for your passion, for your creativity, for your commitment and dedication. Let's continue to be passionate, creative, and to care for each other. Stay safe, stay well but, above all, stay strong and God bless you.



A medical brigade from One World Surgery visited NPH Dominican Republic to provide essential services to the local community



Children's Day during the pandemic at Casa Santa Rosa, NPH Peru



“If what we have learned in NPH can change and improve the lives of children in any part of the world, then we have done something, no matter how small it is, to promote fraternity among men.”

—FR. WILLIAM WASSON





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