

Non-Profit Charity



2019 Annual Report

Introduction

2019 has been a year of big achievements and small victories for us. Together, we managed to do the impossible, namely — build a new clinic in an area with no roads, no electricity, and no water supply. We also made sure that our doctors were able to provide our patients with the quality treatment they deserve.

We are overcome with joy knowing that we have changed the lives of so many people this year. Our volunteers have become even better during their time spent with us. They gained experience that others spend years to acquire, as well as knowledge that they can apply when they return home or go on a new mission! Our sponsors have grown a second heart — one that aches for the people that are so far, yet so close at the same time. They were with us when we needed their support, learned to understand the sometimes-strange needs of our organization, our patients and our volunteers. Our patients have become better at looking after their health. It is not a coincidence, but a result of a continuous educational process. After all, it is important to not just take tablets or insulin, but also follow a diet; to not just take painkillers, but to also do special exercises and stretches.

This year was important because every day we developed and improved.

We have gathered all the information about the events of this year. For those who keep helping us, for our sponsors, and everyone willing to be a part of our team,

Thank you!

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Our Mission and Aims

Our Mission

Health&Help works in places where it is difficult for people to receive medical help. We help people through the work and funds of our volunteers and patrons who become better through helping us.

What we do

- We improve the quality of people's lives by providing access to basic medical help and medications.
- We hold educational lectures about our patients' health and possible ways of preventing recurring diseases in the future.
- We train volunteers before they come to the project, and continuously help them to learn and develop during their whole stay at the project.
- We offer medical students the opportunity to gain clinical practice under experienced doctors.
- We are constantly developing and implementing programs for diabetes, contraception, prenatal care and children's nutrition.

Who we do it for

- Socially unprotected and marginalized population groups.
- Those who are unable to pay for treatment or buy medications due to high cost or unavailability on the market.
- Socially responsible and caring patrons, both corporate and individual.
- Volunteers who want to become better people by helping others.

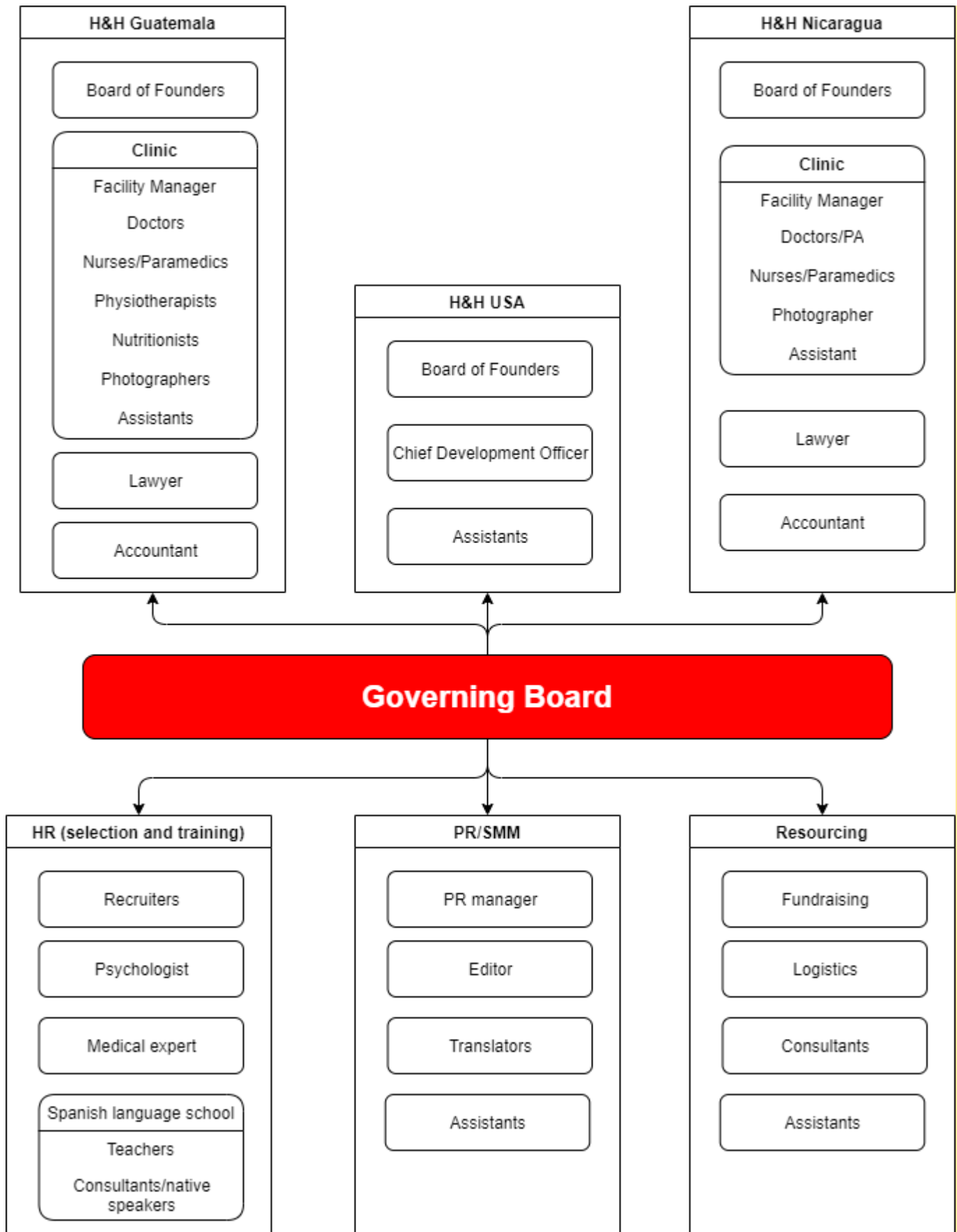
Where we do it

- In areas with weak, undeveloped infrastructure
- In places where medical help is extremely lacking (not enough staff, equipment, medications, etc.)

How we do it (what makes our project unique)

- We select professional volunteers and provide training in any areas in which they may lack sufficient knowledge or experience. We do not refuse anybody if they cannot speak a language or are inexperienced.
- We build clinics that are economical and easy to use.
- We do not discriminate anybody based on ideology, religion or nationality.
- We offer socially active companies and patrons a way into corporate charity.

Organizational Structure



Team

Permanent team members

- Governing Board: Karina Basharova - Chief Fundraising and Resourcing Officer, Viktoriya Valikova - Chief Resources Officer, Elena Zelenevskaya - Chief Financial and Analytical Officer.
- Health & Help Guatemala: Jose Ruano - Official Non-Profit Representative in Guatemala, Marina Parfenova - Representative of the Health & Help project in Guatemala.
- Health & Help Nicaragua: Katia Espalter Calderon - Clerk
- Health & Help USA: Eva Williamson - Health&Help Project Representative in USA, Scott Williamson - Official Non-Profit Representative in Guatemala, Faina Kotova - Health&Help Project Representative in USA.
- Department of Resourcing team:
 - Resourcing Expert: Ekaterina Seltikova,
 - Logistics: Idel Kasimov
 - Consultants: Yuliya Shmyrova, Viktoria Baitler, Legal Consultants: Anton Markov, Nina Boer
- Department of Volunteer Recruiting and Training team:
 - Recruiters: Maria Kun, Aleksandra Litkens
 - Psychologist: Elena Doroshenko
 - Expert: Margarita Tretyakova
 - Trainers: Tatyana Malkova, Tatyana Rusakova, Viktoria Timokhovskaya
- PR Department:
 - PR-Manager: Anna Plotnitskaya
 - Programmer: Nikolay Mavrenkov
 - Translators: Oscar Segura, Natalya Ovchinnikova, Elena Esakova, Elizaveta Stek, Veronika Zhuravleva, Anna Valenkova, Hanna Bredstein, Kristina Luginina, Aygul Nigmatullina, Natalya Malysheva, Glebs Jevsins

Clinic Volunteers on the Project:

- Doctors, Paramedics, Nurses
- Physiotherapists, Massage Therapists
- Nutritionists, Public Health Experts
- Caretakers
- Photographers
- Assistants

Projects, Programs, Achievements During the Reporting Period

Guatemala Clinic

Patients

In 2019, the clinic saw 6876 patients; 1318 of whom were newcomers. 61% women, 39% men. 20% were children under 16 years old.

Table 1 Disease statistics (one patient can have multiple diseases)

Disease group	Fraction of patients with disease
Cardiovascular	16.74%
Respiratory diseases	13.55%
Gastrointestinal	19.69%
Diabetes	12.69%
Gynecology/urology	10.88%
Musculoskeletal diseases	18.16%
Pregnancy	2.53%
Malnourished children	4.23%
Other	31.40%

Here's what our patients have to say about their experience:

"I had trouble breathing. I felt like I wanted to breathe out, but I couldn't. I really wanted to, but I just couldn't. It's been like that as long as I can remember, sometimes I had attacks, those were worse. I'd be walking to gather wood and it would happen. It was difficult for me to breathe, and it became even worse when I would start a fire in the kitchen. Back then, I wished I was dead, but I had children to care for.

When I came to the clinic, I was really scared sitting in the queue. First, I thought what if I wouldn't get seen. I walked such a long way. But they did see me, and the doctor listened to my breathing, said something to the nurse and they put me on a medical ventilation apparatus (ed. it was actually a nebulizer). As I was breathing, I started crying. For the first time in my life, I was able to breathe like a human being. They then explained for ages that I have asthma. I told them that it was *mal de ojo* (ed. evil eye), but they said it was definitely asthma and gave me medications and an inhaler. Another woman then took me to a different room to show me how to use it. I learned quickly. Now I come here every month. They're good doctors and they give good medications, I pray to the gods that they bring more doctors and nurses, so that they could treat everyone with asthma and other *mal de ojo*," - Francisca, 42 years old.

"My neighbor told me a year ago that there's a clinic with foreign doctors. I didn't believe him and said that they're all impostors and that they'll poison everyone and that everyone who goes there is a fool. Later, I was riding my motorcycle in Nimtzituj (ed. a nearby village) and fell. I wasn't wearing a helmet, so I hurt my head, hand and shoulder. People brought me to them. It was at night and there were no lights. And I'm thinking 'why did we bother coming here?' But then the people who brought me rang the doorbell and a girl came out, they laid me down and I told her to get a doctor,

and she said that she was the doctor. Then she covered me with a sheet, shaved off all my hair and stitched me up. There was also a nurse who gave me an injection and bandaged up my arm. Then they gave me some pills.

Now I always go to the clinic. I brought my wife and kids along this time. They don't just treat injuries here, they treat everything, and you can even get a picture of your heart (ed. ECG). I trust these doctors because they treat people nicely and aren't rude," - Juan Antonio, 35 years old.

"I came with my boyfriend's mom because she said I was pregnant. I said I couldn't be pregnant because we weren't married yet. It was embarrassing to go with her. But the girls were nice and asked me if I wanted to be alone and I said yes, so they took me to a separate room where they asked me everything. I said I couldn't be pregnant, so they ran blood and urine tests and said I was. Then they laid me down and did an ultrasound and showed me the baby's beating heart. Of course, I was surprised, it's like the Virgin Mary. But they told me that I could have gotten pregnant even if I was just playing around with my boyfriend. Nobody told me that it could happen like that before marriage. But I am happy to be a mother, I will take care of the child. Then they showed me a book. I can't read, but it had pictures. Another girl then explained to me how a woman gets pregnant. It was all clear to me then.

I'll tell my boyfriend at home.

Now I can't take tablets, work with chlorine or go the field with a sprayer. My mom will shout at me, but my mother-in-law also saw the baby on the ultrasound and said that I'll move in with them and won't have to spray the fields anymore.

They also gave me some vitamins for pregnant women, a hat and some clothes for the baby. I will now come to the clinic every month for my check-up," - Gabriela, 15 years old.

In 2019, our clinics conducted the following programs on a regular basis:

Programs for patients:

1) Diabetes Program

Diabetes is an endocrine disease which, if not treated properly, sharply decreases the life span and quality, and leads to incapacitation and death. At the clinic, we take systematic action to fight diabetes: we define the disease, emphasize risk groups, prescribe treatment based on international recommendations, control medication intake, talk with patients every month and organize many teaching activities – in particular, nutritionists explain the diet and give patients small but important tips for changing their lifestyle. Our clinic is one of the only places in the region where insulin and blood glucose meters (devices for measuring blood sugar level) and, most importantly, expert support are provided for free.

During 2019, more than 800 patients suffering from diabetes were treated at our clinics. 121 patients learned about their diagnosis at our clinic.

2) Prenatal Care Program

Unfortunately, the majority of women in Central America do not prepare for maternity. In other words, instead of avoiding working with toxics at home (chloride) or in the fields (pesticides) and ceasing intake of medicines that are dangerous for future mother's health, women keep risking their lives before or even after it is obvious they are pregnant!

We help women learn about pregnancy as soon as possible – even if a woman comes to the clinic with another complaint, we always ask her about possible pregnancy and offer to take a pregnancy test.

At the clinic, all future mothers can undergo testing, receive prenatal vitamins, consult and get recommendations from a doctor. Pregnant women visit us every month for a pregnancy follow-up. Our clinic is a place where a woman can first hear a baby's heartbeat and see it on a monitor.

In 2019, 174 future mothers attended consultations and received required vitamins and recommendations.

3) Birth Control Program

We believe that women have a right to decide when and how many children they want to have. Many women have never heard about birth control and come to us asking how to avoid pregnancy if they already have 10 or 12 children.

At the clinic, we provide different kinds of contraceptives suitable for any woman. In addition, we organize lectures and other outreach activities for couples, teenagers and young people.

In 2019, we provided consultations on family planning and prescribed contraceptives to 38 women.

4) Child Relief Aid Program

Most children in villages suffer from short stature and underweight, mainly due to malnutrition. When a mother visits us with a child, we measure the child's weight and height and evaluate their somatic growth. If a child is in the group of low height and weight, we provide them with a complex of vitamins and supporting treatment based on their concurrent diseases. In addition, we talk with a child and their parents about healthy diet – this is a crucial activity which takes place monthly and is necessary for all children under the program.

In 2019, 291 children under 16 years old received a series of vitamins and supporting therapy within the program's framework.

Programs for volunteers:

1) Program for Foreign Medical Student Volunteers

We are well aware how difficult it is for medical students to gain work experience during their studies. Therefore, we give them an opportunity to come to our clinics as volunteers to learn or improve knowledge of basic medical procedures, patient interaction, main operating protocols and instructions under the supervision of experienced doctors.

In 2019, 5 students from Portugal and Belarus completed clerkships at our clinics under the program.

2) Medical Clerkship for Guatemalan Students

In 2019, 5 first- and second-year students from specialized secondary schools in the Totonicapán and Quetzaltenango regions in Guatemala completed clerkship at the clinic. During the clerkship, they learned not only how to do nurse procedures under the guidance of doctors and nurses, how to interview and consult patients on the foundations of healthy lifestyle, but also gained experience of working on an international team! Now all of them see our clinic as the only possible place for their future internship!

Clinic in Nicaragua

In December 2019, the construction of our second clinic, this time in Nicaragua, was finished. Soon all necessary documents will be prepared, and we will receive a medical license.

Our next step is to beautify the territory, build a road and strengthen the bridge, which will make our clinic accessible even for the elderly and the disabled.

During construction, our volunteers – doctors, paramedics and nurses – already started medical and outreach work in our and nearby villages, gathered data on the most common diseases so that by the moment of the opening, we would have been well aware of the situation and ready for intensive work.

At the moment, we have purchased the most essential equipment, and now our efforts are directed at providing the clinic with necessary medicines and supplies.

Stay tuned and help develop our new project!

Project Expenses

Table 1. Project Expenses in 2019

No	Line Item	Amount, USD
1	Medicines and consumables	138616
1.1	• Donated by Esperanza Hospital in Honduras	90000
1.2	• Purchased with donations in Russia	14321
1.3	• Donated by Brother's Brother Foundation Fund	13188
1.4	• Donated by project's volunteers	9300
1.5	• Purchased with donations in Guatemala	6420
1.6	• Purchased with a grant of Help Impact Fund	5387
2	Construction of the clinic in Nicaragua	63159
3	Maintenance of Health & Help clinic in Guatemala	12905
4	Business trips + PR + disbursements (event management, website and SNS management, printing of leaflets and other informational materials, travels for humanitarian aid to partner clinics, participation in conferences etc.)	11633
5	Commissions of banks and payment systems	409
6	Reimbursement of travel costs for volunteers	4800
7	Total of line items 1-6	231522
8	Labor inputs* of volunteers at the clinics 30360 hrs	303600
9	Labor inputs * of online volunteers 10300 hrs	41200
10	Total, including labor inputs of volunteers	576322

* - Labor inputs are calculated by multiplying the number of hours spent by volunteers on work by the average salary rate

Volunteers

In 2019, we received 311 applications for participation in the project from potential volunteers. We conducted interviews with 98 candidates, and 73 volunteers joined the project.

Young people from 12 countries worked in Guatemala: Russia, Ukraine, Belarus, Switzerland, Germany, France, Portugal, Spain, United States, Chile, Honduras, and Guatemala. More than 30 volunteers contributed their knowledge, efforts and time to the project, working at the clinic from several weeks to 10-12 months.

33 volunteers took part in the construction of the clinic in Nicaragua under the guidance of our architects – Elizaveta Shishina and Mikhail Shishin.

We are particularly pleased to mention that 3 volunteers joined the project again after a hiatus.

Volunteer Training Program

In 2018, we developed and started to leverage the integrated training program for volunteers in order to prepare them for work at our clinics. In 2019, the program came into full force: our coordinators provide various information support and consult volunteers on different matters (e.g. how to find the cheapest air

tickets and where to vaccinate). Each volunteer studies Spanish with our tutors via Skype several times per week, using a unique learning method which includes listening to “real-life” conversations of native speakers, specifically, those from Guatemala and Nicaragua, case studies with real challenges our volunteers can face in another country, and examination of a medical vocabulary.

This year we also launched the series of live seminars in Moscow where Karina Basharova meets volunteers, explains difficult cases, answers questions and shares useful advice.

Table 3 Volunteers who participated in the Health & Help project in 2019

Name, Surname		Role on the Project	Country of Residence
Светлана Ворожцова	Svetlana Vorozhtsova	Administrator	Russia
Кирилл Мохнюк	Kirill Mokhniuk	Administrator	Russia
Зоя Малякина	Zoya Maliakina	Administrator	Russia
Михаил Шишин	Mikhail Shishin	Architect	Russia
Елизавета Шишина	Elizaveta Shishina	Architect	Russia
Фаина Котова	Faina Kotova	Doctor	USA
Ирина Валикова	Irina Valikova	Doctor	Russia
Янина Орлова	Yanina Orlova	Doctor	Russia
Светлана Черезова	Svetlana Cherezova	Doctor	Russia
Виталий Хабиров	Vitalii Khabirov	Doctor	Russia
Идель Касимов	Idel Kasimov	Doctor	Russia
Анна Ларионова	Anna Larionova	Doctor	Russia
Юлия Жирнова	Yulia Zhirnova	Doctor	Russia
Хосе Веласкес	José Alberto Velasquez Carranza	Doctor	Honduras
Александр Глушков	Aleksandr Glushkov	Doctor	Russia
Элина Дашеева	Elina Dasheeva	Doctor	Russia
Мария Скоромникова	Maria Skoromnikova	Doctor	Russia

Name, Surname		Role on the Project	Country of Residence
Георгий Трифионов	Georgiy Trofonov	Doctor	Russia
Рич Лейдингер	Rich Leidinger	Doctor	USA
Марта Кшижелевская	Marta Agata Krzyzelewska	Caretaker	Poland
Даниэль Торрес	Daniel Torres	Nurse	Portugal
Флориан Мозе	Florian Mose	Physiotherapy Nurse	Germany
Инес Мануэль	Inês Manuel	Nurse	Portugal
Адриана Каррегадо	Adriana Carregado	Nurse	Portugal
Ана Паскуаль Террас	Ana Pascual Terrazas	Nurse	Spain
Лаура Диес Энрикес	Laura Díez Enríquez	Nurse	Spain
Фернанда Вега	Fernanda Vega	Nurse	Chile
Бруна Ферейра	Bruna Ferreira	Nurse	Portugal
Дебора Хункейра	Débora Junqueira	Nurse	Portugal
Мишель Лопес	Michelle Lopes	Nurse	Portugal
Альма Риос	Alma Ríos	Nurse	Guatemala
Сара Пальма	Sarah Palma	Nurse	Switzerland
Селест Пейн	Celeste Pain	Nurse	USA
Анабела Перейра	Anabela Perreira	Nurse	Portugal
Инес Оливейра	Inês Oliveira	Physiotherapy nurse	Portugal
Сара Лейдингер	Sarah Leidinger	Translator	USA
Алексей Хвостов	Aleksey Khvostov	Assistant	Russia
Антон Греля	Anton Grelya	Assistant	Ukraine
Василина Соколова	Vasilina Sokolova	Assistant	Russia
Виктория Герц	Viktoria Gerz	Assistant	France
Андрей Винник	Andrey Vinnik	Builder	Russia
Вероника Афанасьева	Veronika Afanasyeva	Builder	Russia

Name, Surname		Role on the Project	Country of Residence
Тамара Крутенко	Tamara Krutenko	Builder	Germany
Максим Власов	Maxim Vlasov	Builder	Russia
Вадим Осипов	Vadim Osipov	Builder	USA
Андрей Евсеев	Andrey Evseev	Builder	Russia
Глеб Коржов	Gleb Korzhov	Builder	Russia
Матеуш Хамучинский	Mateusz Chamuczynski	Builder	Poland
Владимир Шатунов	Vladimir Shatunov	Builder	Russia
Герман Мартинес	German Martines	Builder	USA
Йоханнес Хансен	Johannes Hansen	Builder	Germany
Инга Кузнецова	Inga Kuznetsova	Builder	Mexico
Ольга Любимова	Olga Lyubimova	Builder	Russia
Вячеслав Гусев	Vyacheslav Gusev	Builder	Russia
Анна Плотницкая	Anna Plotnitskaya	Medical student	Belarus
Клара Диас	Clara Dias	Medical student	Portugal
Матиас Дуарте	Matias Duarte	Medical student	Portugal
Тьяго Сабино	Tiago Sabino	Medical student	Portugal
Маргарита Барташевич	Margarita Bartashevich	Paramedic	Russia
Евгений Косовских	Eugenii Kosovskih	Paramedic	Russia
Мария Попова	Maria Popova	Photographer	Ukraine
Вадим Францев	Vadim Frantsev	Photographer	Russia
Керри Дерр	Kerri Derr	Photographer	USA

Name, Surname		Role on the Project	Country of Residence
Камиль Айсин	Kamil Aysin	Photographer	Russia
Ольга Лифантьева	Olga Lifantyeva	Recruiter (online)	Russia
Мария Кун	Maria Kun	Recruiter (online)	Russia
Ирина Брестер	Irina Brester	PR/SMM (online)	Russia
Егор Богданов	Egor Bogdanov	Logistics expert in Moscow	Russia
Николай Мавренков	Nikolay Mavrenkov	Website administrator (online)	Russia
Екатерина Сельтикова	Ekaterina Seltikova	Grant writer (online)	France
Елена Оборина	Elena Oborina	Text editor	Costa-Rica
Татьяна Малкова	Tatyana Malkova	Spanish tutor (online)	Russia
Виктория Тимоховская	Viktoria Timokhovskaya	Spanish tutor (online)	Russia
Татьяна Русакова	Tatyana Rusakova	Spanish tutor (online)	Russia
Оскар Сегура	Oscar Segura	Translator (online)	Columbia
Елизавета Стек	Elizaveta Stek	Translator (online)	Russia
Ника Журавлева	Nika Zhuravleva	English Translator (online)	Russia
Анна Валенкова	Anna Valenkova	Translator (online)	Russia
Оксана Моргунова	Oxana Morgunova	Spanish translator, editor, copywriter (online)	Russia
Ханна Бредштейн	Hanna Bredstein	Translator (online)	USA
Кристина Лугинина	Kristina Luginina	Spanish Translator (online)	Spain
Айгуль Нигматуллина	Aygul Nigmatullina	Translator (online)	Russia
Глеб Евсин	Glebs Jevsins	English Translator (online)	UK
Наталья Малышева	Natalya Malysheva	English Translator (online)	Austria
Елена Дорошенко	Elena Doroshenko	Psychologist (online)	Russia
Маргарита Третьякова	Margarita Tretyakova	Medical expert for volunteer selection (online)	Belgium

Name, Surname		Role on the Project	Country of Residence
Цезарь Матеос	César Muley Mateos	Text editor, Recording audio lessons (online)	Spain
Айлин Майочо	Eileen Maiocco	Text editor	USA

Patrons

Our project relies exclusively on donations from people and organizations. Because we do not depend on a religious or political organization, we especially value those who have been supporting our project for many years:

- Igor Zhaborovsky, founder and head of the Info-Urok portal and the Info-Lager' project.
- Sergey Mendeleev
- Yurii Minkovsky

We wholeheartedly thank those who signed up for monthly donations in 2019:

- Alina Lartseva
- Elisabeth Cherepanova
- Gerardo Javier Rodriguez Chapa
- Karina Kagrananova
- Maria Averkieva
- Mariia Mukhina
- Sarah Schwark
- Viktoria Gerz
- Vlada Bokii

We could not effectively help people without our old friends:

- Diplomatic Organization of Guatemala (Asociación Diplomática de Guatemala) - supplied medical equipment for our Guatemala clinic.
- Fulvia Bratti, owner of the Dai Nonni mini hotel in Guatemala City. She has been allowing Health & Help volunteers to stay at the hotel free of charge in case their flight arrives at night.
- Peggy Stranges, founder and head of the Esperanza charity hospital in Honduras. She continuously supplies our clinics with certain medication groups.
- Brother's Brother Foundation, USA (brothersbrotherfoundation.org), continuously supplies our clinics with certain medication groups and consumables.
- Help Impact Fund, UK (<https://helpimpact.org/>), provides grants for medical supplies for children and under 25's for our Guatemala clinic.
- AmeriCares Fund (<https://www.americares.org/>) supplies our clinics with certain medication groups.
- Eapteka, Russia (<https://www.eapteka.ru/>), offers discounts on medical supplies, as well as free medications for our clinics.
- Jennifer Ridge (of Comprehensive Dermatology) (<http://www.compderm.com/>) makes annual donations to our clinics.
- Indira Akhmedova, supports and hosts our volunteers in Nicaragua.
- Carlos Mejia and the company ECO - provides consultations, as well as help in buying medical equipment and furniture for our Guatemala clinic.

Participation in Local and International Projects, Seminars, Exhibitions

- Slet pod ryukzakom, speech of Karina Basharova, project founder <http://blopo.ru/>
<https://www.youtube.com/watch?v=7y3ChYPx6l8&t=23s>
- Global Missions Health Conference, Viktoria Valikova and Faina Kotova

Mentions in the Media

- Russian Doctor, an Interview with Project Founder Karina Basharova and Health & Help Volunteers Ksenia Egoshina, Idel Kasimov and Karine Darbinyan
<https://www.youtube.com/watch?v=7d5FtHxotPg&t=307s>
- Blagosfera Podcast <https://soundcloud.com/blagosfera/health-help>
- 5 Reasons to visit Nicaragua. <https://34travel.me/post/5prichin-nikaragua>
- Yandex Zen.Okaziya. https://zen.yandex.ru/media/okaziya_media/lihoradka-denge-novaia-klinika-i-liubov-ili-kak-stat-volonterom-v-gvatemale-5d63c67d2f1e4409e4e3fe46
- Womengohigh. Viktoria Valikova: Deeds, not words. <https://womengohigh.ru/viktoriya-valikova-effort/>
- Sputnik Radio. Interview with Viktoria Valikova. <https://soundcloud.com/sputnik-radio/viktoriya-infektsionist>
- Belavia On Air. Interview with a Volunteer. https://issuu.com/belavia_onair/docs/onair_122_issuu/40
- Plus One RBC Viktoria Valikova «People are still dying from treatable diseases» <https://plus-one.rbc.ru/society/ot-zabolevaniy-kotorye-mozhno-vylechit-vse-eshche-umirayut-lyudi>
- Pride Russia Interview with Viktoria Valikova <https://priderussia.ru/pomoshch/vrachinfektsionist-viktoriya-valikova-vmeste-svoei-kollegoi-karinoi-basharovoi-otkrila-mezhdunarodnie-kliniki-gvatemale-nikaragua>
- Citydog.by Interview with a Volunteer https://citydog.by/post/volonterka-v-amerike/?utm_referrer=https%3A%2F%2Fzen.yandex.com
- Vegetarian.ru Food at the Project <https://vegetarian.ru/interview/anya-plotnitskaya-o-volonterstve-i-veganstve-v-nikaragua.html>

Partners

- Para Onde? - Portuguese organization that offers various volunteering programs across the world
<http://paraonde.org/>
- BadPlanet <https://www.instagram.com/bad.planet/> Informational support
- Eapteka (<https://www.eapteka.ru>) - financial support (medications, medical consumables to establish humanitarian aid);
- Goodsurfing (<https://goodsurfing.org>) - Informational support
- Russia Today (<https://www.rt.com>) - Informational support;
- Soc-Fem (<https://vk.com/socfem>) - Informational support;
- ByeByeBadBoss! (<https://vk.com/byebyebadboss>) - Informational support (information about volunteering vacancies);
- Hochu Domo! (<https://www.youtube.com/channel/UCSYSmbd7f5lok9zkljB9X4A>) - Informational support;
- Social Media Project #Yavolonter: https://youtu.be/_vzI_vwISok
- Artemy Lebedev: <https://tema.livejournal.com/2635617.html>

Organizational Changes

Translation Team

In 2019, we have established a fixed team of volunteer translators. They are professional translators producing all kinds of translations from Russian into English and Spanish. These range from social media posts for our subscribers to instructions and internal documents for volunteers, reports for sponsors etc. Our translators help us to be clearer and stay closer to all participants of our project.

Spanish School

Our volunteer training program has reached a new level in 2019 — we now have 4 professional Spanish tutors working with us. The program includes written and audio lessons, as well as, of course, live sessions with the tutors via Skype. In the past year, almost two dozen volunteers have successfully completed our course and have been able to help their patients more professionally and efficiently.

2019 has also seen new fixed roles of PR-expert and fundraiser appear in our team.

Future Plans and Growth Prospects

We want to see our projects reach maximum capacity, therefore we will not stop here and keep setting ambitious goals. We believe that with the help of our wonderful team of volunteers and sponsors, we can achieve anything!

- Stable work of our clinics in Guatemala and Nicaragua.
- Full equipment of the Nicaragua clinic for uninterrupted work (medical furniture, equipment, medications, consumables).
- Adjustment of working processes in the Nicaragua clinic (logistics of purchasing medications and consumables, working with volunteers on the project, receiving patients, referring patients to large hospitals, building / equipment / machinery maintenance).
- Establishment of amiable relations with other non-profits and funds in Nicaragua to organize joint logistics.
- Creation of a salary fund.
- Enlargement of the fixed staff through experts in different areas (healthcare, PR, legal etc.).
- Acquisition of grants for diabetes and epilepsy programs.
- Development and implementation of a staff motivation system aimed at new ideas.
- Development and implementation of a regular staff training and development program (participation in events aimed at professional development, skill-sharing networking, communication with the public etc.)

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