



ANNUAL REPORT 2017

INTRODUCTION

The Dutch Bros / Borgonovo Pohl and Glasswing International partnership began in 2017. Since then, the lives of hundreds of families in the Talnique municipality began to improve, as they benefited from the corporate social responsibility program that focuses on strengthening public health and public education, important pillars for the development of every community.

The Community Health Family Unit (UCSF) and the Talnique Educational Complex have been strengthened by funding a general practitioner and an English teacher. These investments are improving access to health services and providing children and youth with access to English as a second language programs, a basic tool for their future and personal development. In addition, family garden activities were held to directly benefit the agricultural personnel of the Borgonovo Pohl farms.

Investment in these strategic areas is improving the lives of those living in Talnique and is furthering the area's development.

SUCCESS STORY

“It seemed like we’d been forgotten”

The Community Health Family Unit in Talnique

Carolina, a nurse from the Talnique Community Health Family Unit (UCSF), recalls when a patient arrived at the health unit with a chainsaw injury. “There was a sea of blood,” says Carolina. This happened a few years ago and, at that time, there was no a doctor who could attend to the emergency. Carolina says that she was only able to give first aid and had to transfer the patient to the nearest hospital, which was 40 minutes away.

Cases like this, women in labor, and patients with other minor illnesses arrive at this health unit daily. Until a few months ago, the medical staff at the health unit was limited, comprised of two nurses and a doctor. The doctor was also the Health Unit Coordinator, and was assigned to attend weekly Ministry of Health meetings. She was also the only member of the staff authorized to take medical samples to a laboratory located in the neighboring municipality of Santa Tecla. In short, the only doctor at the unit was not always available to address emergencies or general patient needs. “On many occasions, we had an entire waiting room full of patients waiting to be seen and would have to cancel appointments because we didn’t have a doctor available,” Carolina adds.

According to the Ministry of Health, the municipality’s population (8,254 people according to national surveys) was too small to justify two doctors at the health unit. The health unit spent years requesting an additional doctor to no avail, leaving the population unattended. However, at the end of 2017, Dutch Bros along with Borgonovo Pohl began to support the health unit with human resources by hiring Dr. Víctor López, a general practitioner, at the institution. “It seemed that we were forgotten, but, at last, someone listened to us and offered us help,” says Carolina, describing the support the health unit was provided.

“Dr. López is very supportive and his arrival has improved patient care quality. Before his arrival, there were no consultations on Mondays because I had to go to Santa Tecla to deliver medical samples and, if there was an emergency, the health unit was left alone. Now there is a doctor available at all times and patients are not left unattended,” said Dr. Delia Morales, consulting physician and Health Unit Coordinator. Thanks to this support, the health unit is able to tend to more patients and patients feel more comfortable visiting the unit.

The additional doctor’s support is also reflected in the increase in consultations at the health unit. Dr. López also visits farms or cantons to provide consultations to workers. Dr. Morales notes that this additional medical support makes it possible for members of the surrounding communities to have access to a better quality of life.

Dutch Bros and Borgonovo Pohl’s support is critical, according to Dr. Morales. In addition to staff support, donations of basic medical supplies and vital equipment, such as the sterilizer, have made a significant impact on the health unit. The coordinator stated that they spent years without a functioning sterilizer, making it difficult to know if the medical equipment and supplies were suitable for use, generating significant problems.

Dr. Morales and Nurse Carolina thank Dutch Bros and Borgonovo Pohl for their continued support. “I want thank them for their assistance, they are making it possible for us to provide quality service to the population of Talnique”, Dr. Morales said.



MAIN ACHIEVEMENTS

- Improved access to general medical services for those living in the Talnique municipality, specifically the population with limited economic resources. Additionally, a medical autoclave was donated to the facility, ensuring sterility measures are met.
- Recognition, openness, and collaboration with the local Ministry of Health and Education authorities, who support and facilitate the development of activities in the Talnique municipality.
- Increased access to health services for agricultural workers through community days at the health unit, which include medical consultations, delivery of medicines, indication of exams, among others activities.
- Socialization, home visits and selection of families from the San Carlos Farm to participate in the family gardens project. Several areas of work were identified, including terrain conditions and optimal conditions in which to start the sowing period, with prior authorization from Borgonovo Pohl representatives.
- Strengthening of the public education system through English curriculum designed for students from nursery to sixth grade. To date, the Ministry of Education does not have an English curriculum for these grades.
- First and second cycle students demonstrated their English-language skills at the end of the year achievement fair.
- The Dutch Bros / Borgonovo Pohl social investment's reach was increased by leveraging AMWAY's nutritional program, benefiting children under five years of age with low weight and height.
- Promoted the Dutch Bros / Borgonovo Pohl area of influence with potential donors, such as the Rotary Club, to develop early stimulation programs during early childhood, with special emphasis on the families of agricultural workers. Visits were made to the Child Development Center where a Christmas activity was held and educational furniture, gifts, and refreshments were provided. Additionally, basic needs donations were made to employees of the Borgonovo Pohl Farms.

IMPACT



100%
of students have access
to English classes



1,196
patients of all ages received
medical attention



180
medical consultations
completed, focused on
agriculture workers over
the course of six day-long
events at the San Carlos
Farm



204
agricultural collaborators from
Victoria and San Carlos Farms
benefited from donations of
basic needs items (canned food,
towels, and soaps)



25
boys and girls benefited
from the AMWAY nutritional
program

CHALLENGES AND SOLUTIONS

Challenge

Delayed start of the nutritional program due to lack of nutritional supplement.



Solution

Once the nutritional supplement was received, it was immediately delivered to the municipality to begin the program.

Challenge

Limited public transportation, making it difficult for the doctor and teacher hired to access the locations.



Solution

Reworked driver travel schedule in order to provide transportation support for doctor and teacher.

Challenge

Medical field visits were not being fulfilled.



Solution

Meetings were held with the health unit's management in order to establish responsibility for the fulfillment of CSR program activities, which included medical field visits.

Challenge

Family garden planting delayed because it coincided with the agricultural work high season.



Solution

Moved forward with activities that do not interfere with the family's working hours, such as defining work zones, terrain conditions, planning activities, and others.

PROJECTIONS

- Strengthen the partnership with Dutch Bros / Borgonovo Pohl, focusing on new areas of attention and the municipality's needs, through leveraging of Glasswing partners.
- Continue to contribute to improving the quality of public health and public education in Talnique through existing and new programs.
- Maintain continuous communication with the director of the Talnique School Center and the director of the health unit to ensure good relations and efficient coordination of the work of personnel financed through the CSR program.
- Develop special trainings or activities aimed at health and education personnel, focused on topics such as teamwork, improving interpersonal relationships, assertive communication, and self-care. The purpose of these activities is to improve the work environment so that staff can offer better care to patients and students, respectively.
- Strengthen the knowledge and skills of agricultural personnel on issues that can improve their quality of life, such as housing sanitation and healthy habits, conflict resolution, and teamwork, etc.



10
years

+



16
countries

+



105,300
volunteers

=



850,000
beneficiaries

“At Glasswing we believe every one has the power to be an agent of change.”
Celina de Sola, founder

Why are we effective?

High Impact | 95% of each dollar is invested in our programs.

Transparency | We implement our programs directly, which permits us to have 100% direct supervision.

Based in Central America | We are one of the few organizations headquartered in Central America.

Thank You!



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