



**JUNTA DE BENEFICENCIA  
DE GUAYAQUIL**



**SOCIAL  
RESPONSABILITY REPORT  
2015**



## MISSION

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"We extend solidary social assistance, of a non-profit nature, with the highest quality level and human warmth to those most in need and who require our services contributing to improvement in the population's quality of life".

## VISION

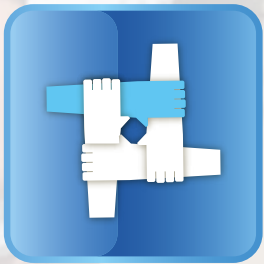
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"In 2018 we are the reference point in all Latin America for a charity organization of a non-profit, professional, agile, innovative, transparent and self-sustaining nature".





# VALUES



SUSTAINABILITY



INTEGRITY



SOLIDARITY



INNOVATION



LEADERSHIP

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**JUNTA DE BENEFICENCIA  
DE GUAYAQUIL**

# EXECUTIVE COMMITTEE

G4-34

## **JUNTA DE BENEFICENCIA DE GUAYAQUIL MEMBERS**

ING. AMADOR PONTON LEOPOLDO  
ING. ANDRADE GONZALEZ CARLOS A.  
EC. BAQUERIZO AMADOR RICARDO ERNESTO  
ING. BARNIOL ZEREGA RODOLFO  
ECO. CARRERA DROUET DANILO  
ING. CORDOVEZ ORTEGA JUAN XAVIER  
ING. COSTA ECHEVERRIA JOSE FELIPE  
ING. FERNÁNDEZ VASQUEZ RAMON  
DR. GARCIA FERAUD GALO  
DR. GOMEZ ROSALES JOSE FERNANDO  
ING. GUZMÁN BAQUERIZO JULIO  
SR. HUERTA NOBOA LUIS BARTOLOMÉ  
ARQ. ILLINGWORTH VERNAZA FERNANDO  
ING. MANFREDI TRULLAS FRANCISCO  
DR. MARANGONI SORAVIA PAOLO  
ING. MARCET GHIGLIONE JUAN  
ING. MARTINEZ ILLINGWORTH JUAN  
DR. MOELLER FREILE HEINZ  
DR. NOBOA ELIZALDE GONZALO  
ING. NOBOA BEJARANO ERNESTO  
ING. ORRANTIA VERNAZA OSCAR  
ING. PEREZ QUINTERO MIGUEL  
DR. PONCE HENRIQUEZ ALEJANDRO  
ING. ROCA ORRANTIA JORGE  
ING. ROMERO CARBO EDUARDO  
ING. ROSALES VALENZUELA BENJAMÍN  
EC. SALAME HOPPE JUAN CARLOS  
ING. SALAZAR ARRARTE JOSE LUIS  
ABG. SALAZAR BARRAGÁN JOSE  
LCDO. SANTISTEVAN AROSEMENA VICENTE  
SR. SOLA MEDINA FRANCISCO  
ING. TOLA MIRANDA JORGE  
ING. TRUJILLO BUSTAMANTE LUIS  
DR. h. c. VERGARA CAMACHO CARLOS  
DR. VERNAZA ALVEAR LUIS JACINTO

### **HONORARY MEMBERS**

DR. PAUL PONCE QUIROZ  
DR. CARLOS GOMEZ AMORETTI  
DR. ROBERTO GILBERT FEBRES CORDERO

### **DIRECTORY MEMBERS**

ABG. RAUL GOMEZ ORDEÑANA  
ABG. GERMAN LINCE MANRIQUE

### **GUEST**

ABG. JACQUELINE MARTINEZ DE VARELES

# SERVICE VOCATION TESTIMONIES



**ANA TORRES**  
Patient - Luis Vernaza Hospital

"May God bless them and continue forth helping people of scarce means such as myself since it provides a great service to the population."



**VICTOR ALVARADO**  
User - Neuroscience Institute

"The work performed by la Junta de Beneficencia de Guayaquil is quite necessary for the good of Guayaquil, disinterested work which helps many people who don't have the means to survive in a world as difficult as the present one. It is an example of how to overcome conditions in life."



**JENNY MIENTES**  
Beneficiary - Enrique Sotomayor Gynaeco Obstetric Hospital

"I gave birth to both my children here, the first one was born in 1996 and since then i attend gynecological controls because I trust the maternity medical attention."



**IVANNA DÍAZ LUCAS**  
Beneficiary - Dr. Roberto Gilbert Children's Hospital

"The Junta, by way of the Roberto Gilbert Children's Hospital, extended all the help my little girl needed for her heart and the doctors cured her. Carry on with the noble endeavor of helping those who need its the most."



**ECO. MARÍA EUGENIA PILCO**  
Administrator - Manuel Galecio Home

"She was on scholarship at the Calderon Ayluardo Shelter where she gained great experience. From childhood la Junta de Beneficencia de Guayaquil has been my guiding light for personal as well as professional growth. It gave me the oportunity for an education and working experience with the children at the Manuel Galecio Home."



**ASTRID RODRÍGUEZ**  
Student 3<sup>rd</sup> Year of High School Santa Luisa de Marillac Educational Unit

"It is a stunning endeavor because for 127 years they have helped many people of scarce means in a warm and selfless manner."



**JOSUÉ VELÁSQUEZ**  
Student 2<sup>nd</sup> Year of High School José Domingo de Santistevan Educational Unit

"I feel proud to know that the Junta de Beneficencia has many Institutions to help people not just from Guayaquil but from all over the country."



**THALIA OLAYA**  
Beneficiary - Carlderón Ayluardo Home

"I feel grateful to the Junta de Beneficencia for the work done for me as well as others. It's difficult to have a complete scholarship covering education, food and dress, affording the possibility of reaching other goals."



**LORGIA POZO**  
Resident - Corazón de Jesús Home

"Here at the Corazón de Jesus Home we have several activities such as handicrafts, we are always active well attended to and we are a family. Thanks to the Junta for worrying about us."





# STRATEGY AND ANALYSIS





## DIRECTOR'S LETTER

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G4-1

During the course of this last year we managed Social Responsibility chores in what has become a tradition of vocational service to citizens since 1887.

We must insist on the country's new circumstances and those contingencies we must attend to with answers to a variety of new problems, becoming ever more efficient in our managerial activity.

Our report confirms the Organization's advances and those services received by our patients and beneficiaries who receive solidary efforts in both numbers and statistics; quality and labor management as well as the doubtless environmental handling and concern which is so important in these times.

I can, just as well, mention the Institution's fine performance regarding construction progress on the new Alfredo G. Paulson Woman's Hospital which will be a stunning reality in the year 2016.

On the other hand we have not overlooked the Institution's innovation and modernization by including improved administrative practices, technology and new procedures which is why, since last year, we are in the process of applying a modernization project which confirms administrative and financial processes aligned with the best of practices.



Furthermore we are ever vigilant of being in complete compliance with all legal demands placed on us at our different Departments.

As part of our social work, many people, suffering from different types of disabilities, have been favored with donations received, improving their quality of life. In the same way we support 78 non-profit Institutions on a national level.

Finally I will point out the faith in our values, the leadership qualities in our members and Inspectors as well as the efforts of our workers and collaborators which have allowed us to fulfill our prime reason for existing which is to extend assistance with solidarity, quality and warmth to those who need it the most as always. With, special thanks.

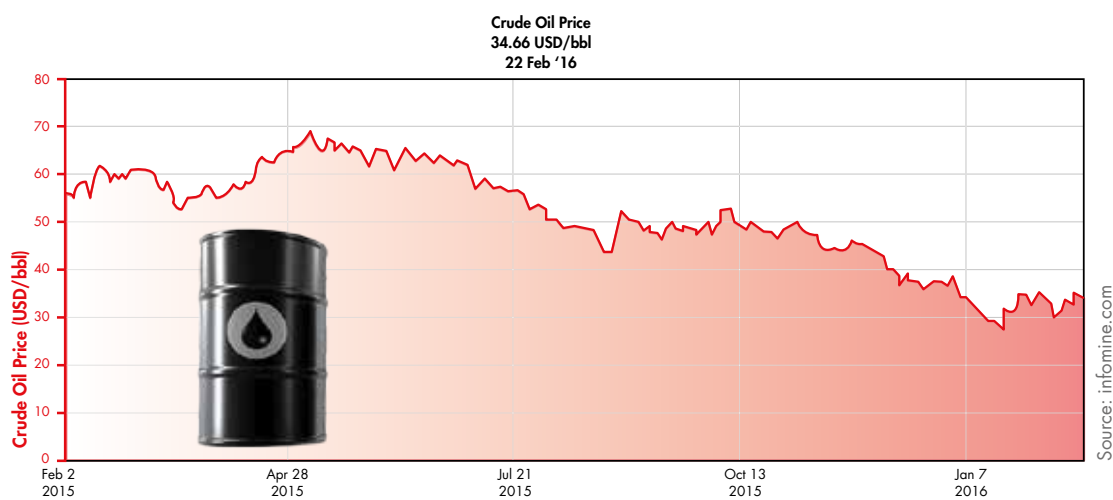
**Ernesto Noboa Bejarano**

JUNTA DE BENEFICENCIA DE GUAYAQUIL - DIRECTOR

# IMPACTS, RISKS AND OPPORTUNITIES

G4-2

In 2015 the 2015 - 2019 strategic plan was continued, however due to oil price reduction in the final trimester of 2014 which affected the Ecuadorian economy the Government, among other reactions, reduced medical attention prices in the National Health System between 15 and 17 %.



Crude oil prices continued to fall in the year 2015 which caused delay in payment for Social Security Medical attention and the Ministry of Public Health MSP, specially beginning in July, which forced a change in the strategic plan for 2016 – 2020 so as to:

- Identify strategic projects to be included in the new period.
- Draw up a medium and long –term Economic forecast to identify opportunities / threats, weaknesses and strengths of the Institution, and
- To formulate the Strategic Plan Project 2016 - 2020 following our 3 strategic routes:
  - Self-sustainability
  - Management of newly acquired knowledge
  - Sustained growth and social impact

We present some advances,  
significant programs and  
indicators for the 2015 period:

## MEDICAL ADVANCEMENTS

### FIRST HAND RE-IMPLANT IN COASTAL REGION

Eighteen-year old Sergio is now part of the Hospital Luis Vernaza's History on being the first patient to receive a hand re-implant. The trauma produced by the amputation of his right hand at his wrist, the little finger, and the distal phalanx of middle fingers, occurred while he manipulated a press at his job. "I didn't realize it was turned on, I stuck my hand in and yelled at my fellow workers to turn it off, but due to the noise of the machine they were unable to hear me."



### FIRST CRANIOLOGICAL SURGICAL PROCEDURE PERFORMED ON A PATIENT AWAKE



Forty one year-old Benito was the first Hospital Luis Vernaza patient to be intervened with a craniological surgical procedure while lying awake.

The procedure was carried out by Dr. Bolivar Cárdenas, a Neurosurgeon, and Dr. Manuel Reyes head of the Hospital's anesthesiology service assisted by the navigator which ensured precision in lesion's topography.



## TECHNOLOGICAL ADVANCEMENTS

### NEW MOLECULAR BIOLOGY LABORATORY



The new Hospital Roberto Gilbert Laboratory allows detection of infections caused by staphylococcus and microorganisms which affect the respiratory system in children among other benefits.

These exams which normally have a period of analysis of between 2 and 3 days in the market, are performed on the same day and in less than three hours.

### MODERN EQUIPMENT TO PERFORM MAMMOGRAPHIES



The gynecological service next to the CDI Image Diagnosis Center of the Hospital Luis Vernaza, incorporated new, modern equipment to perform mammographies. With this acquisition, service community coverage is enlarged, affording services to the community and performing exams which allow treatment and prevention of breast cancer.

### GERIATRIC RESIDENCE SOFTWARE IMPLEMENTATION



At our Corazon de Jesus Home a process for the implementation of the tools necessary to manage the geriatric residency was begun, and this meant a transcendental change in home activities in different aspects such as adopting new services and establishing contracts with new suppliers.

# QUALITY SERVICE

## A MODEL TO INCREASE PATIENT AND FAMILY MEMBERS' SATISFACTION

At the Enrique C. Sotomayor Hospital implementation of the "Professional Growth Route and Service Model" was successfully concluded whose objective is to increase levels of satisfaction in patient attention and that of family members by strengthening service practices for which 31 "Induction in Service Protocols" workshops were held and close to 300 individual assistantships to all participants to help them polish the acquired methodology.



## DOCTOR EVALUATIONS SEEK TO MAINTAIN QUALITY STANDARDS

Our Doctors are evaluated each year to determine the academic and scientific level they possess. Over 320 health professionals took tests for several days which show cognitive and scientific skills, necessary to offer a level of excellence.



## PSYCHOPROPHILAXIS PROGRAM TO REDUCE MORTALITY RATE AS WELL AS MATERNAL AND PRE – NATAL DEATH RATE

Since 2012 the HES Psychoprophilaxis program has motivated some 800 expecting women to give birth in a natural fashion by way of medical and psychological talks, and physical, dynamic exercise.

Obstetric Psychoprophilaxis is much more than simple psychic prevention of labor pains since, in time it has evolved into global prophylaxis for all unfavorable contingencies which could constitute expectancy, labor and post-partum risk factors.



## CHRONIC PATIENTS BENEFIT FROM PSYCHOSOCIAL PROGRAM

The Bio-Psychosocial support program is developed in the pediatric intensive care area for patients with a prolonged stay or chronic patients from the Hospital Roberto Gilbert Elizalde. This program is held from April of 2015 and works in an interrelated way with physiotherapy, nursing clinical psychology and respiratory therapy.

This program fits perfectly with the main objective of the entity which is to extend warm quality service attending as much as possible to the patient's basic need and furthering maternal and paternal roles to be carried out as well as looking after the anemic state of young boys and girls by strengthening those skills which can be developed at home according to their diagnosis.



## OUR NEW GYNECO – OBSTETRIC HOSPITAL WILL HAVE ITS OWN MATERNAL MILK BANK

Construction of the modern Alfredo G. Paulson Gynaeco - Obstretic Hospital holds an area destined for the first maternal milk bank of la Junta de Beneficencia de Guayaquil in addition to seven other specialized in promotion, protection and support of breast feeding in Ecuador. The main objective is to gather, process, store and distribute with all sanitary guarantees to mothers and the newly born who need this biological product so as to enjoy successful breastfeeding.





## NOVELTY IN THE DOSAGE METHODOLOGY OF MEDICINAL ADMINISTRATION ATTRACTS THE INTERNATIONAL PRESS

Our Enrique Sotomayor Gynaeco – Obstetric Hospital was visited by one of the BBC World correspondents to acquaint himself with a new method which insures the correct dosage of retrovirals administered to babies of mothers infected with the HIV/AIDS virus.

It's about an envelope, sachet-like, whose new design allows delivering medication with great simplicity and in the exact dosage, avoiding waste and poor calculation.



## INNOVATIVE EDUCATIONAL PROJECTS

At the Santa Luisa de Marillac Educational Unit innovative educational projects were drawn up obtaining excellent results.

**Upside Down Classroom** which consists of teacher taping the explanation to a theme so that the students can analyze it outside classroom time a day before the theme is treated in class. Female students watch the video on YouTube but in case they don't have access to internet they can keep the information in some other storage devise.

**Learning While Playing** where students can master fractions, basic mathematical operations, trigonometry, movie students to take theoretical knowledge, learned in the classroom, to a practical level.





# ORGANIZATION PROFILE



G4-3 - G4-7

La Junta de Beneficencia de Guayaquil is a private, non-governmental, non-profit Organization and the largest one in Ecuador as well as unique for its type in Latin America.

We are committed to the community to improve the quality of life of all who need it, extending assistance services, with trained professionals, first-rate equipment, the adequate infrastructure and the proper infrastructure to cover their needs with both quality and warmth.

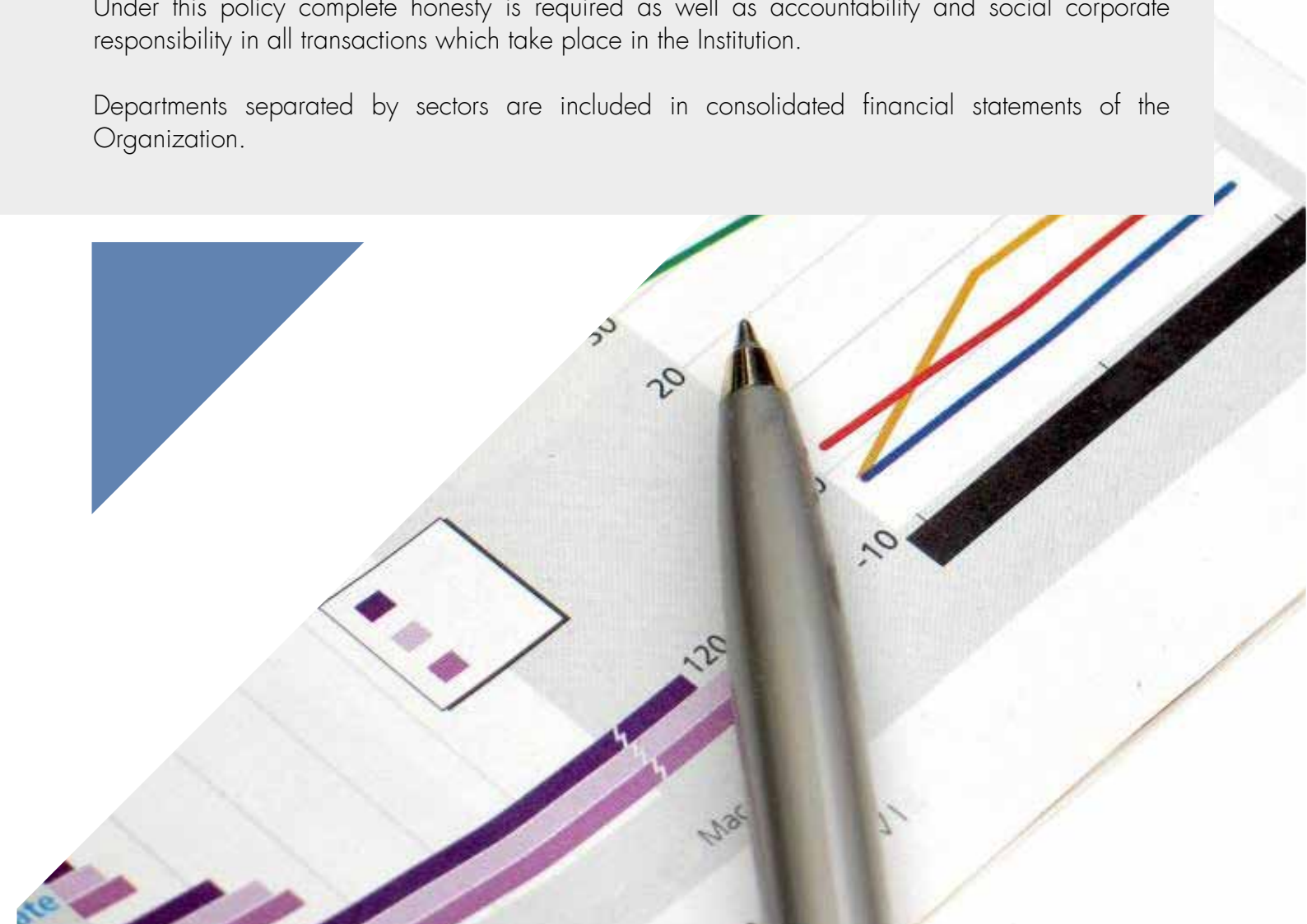
**We number 7835 collaborators** distributed in the Central Office and fifteen Social Action Departments. One to generate funds to continue our work; six Internal Service Departments and one Institution loaned by the Guayaquil Archdiocese to be administered.

G4-17

## FINANCIAL INFORMATION

Financial statements are drawn up according to generally accepted accounting principles (PCGA). Under this policy complete honesty is required as well as accountability and social corporate responsibility in all transactions which take place in the Institution.

Departments separated by sectors are included in consolidated financial statements of the Organization.





### Health Sector

Given the uniqueness of its operations, the following Units are grouped together:

1. Hospital Luis Vernaza
2. Hospital Enrique C. Sotomayor
3. Dr. Roberto Gilbert E. Children`s Hospital
4. Neurosciences Institute
5. Blood Bank
6. Rehabilitation Residential Service
7. Benedicto XVI Dispensary

### Home / Shelter Sector

This is conformed by:

8. Corazón de Jesus Home
9. Bien Publico Shelter
10. Manuel Galecio Home
11. Calderon Ayluardo Home

The first two are focused on care for the elderly and the last two homes are encharged with the care and protection of young girls whose ages fluctuate between 6 and 18 years of age.

### Educational Sector

Positive aspects of education such as investigation, development and advancement towards new technologies in general terms, benefit all of society and constitute determining factors which influence the present and future behavior of society.

We count on 2 educational units:

12. Sta. Luisa de Marillac
13. José Domingo de Santistevan

### Funeral Sector

We count with funeral and burial services guaranteed by strategically placed functional infrastructure besides ownership of the main cemeteries in the city.

14. Patrimonial Cemetery
15. Metropolitan Pantheon

### Real Estate Sector

The real state sector presents changing situations which have allowed adjustments in the economic development of the last few years. In our Institution the Real Estate Management sector is conformed by: Buildings, Commercial Centers and land which constitute the Institution`s Patrimony.

### Games and Prizes

Games, the Lottery, Pozo Millonario and Raspaditas are considered within this category in their corresponding modality.

16. National Lotery

The amount collected constitutes a determining factor for the entity`s sustainability. In the present period income generation descended due to an economic slowdown in the country whereby its sales were affected and the contribution was lower than that obtained in preceeding periods of time.

### Other Services

The Institution also offers other internal administrative services which can be summarized in the following departments:

17. Central Office
18. Grocery Store
19. Printing Press
20. Recreational and Sporting Center
21. Innovation
22. Logistics Warehouse

G4-8

# SOCIAL ACTION SERVICES

**Enrique C. Sotomayor  
Gynaeco Obstetric Hospital**



Founded on 14<sup>th</sup> of September 1948.  
Over 1.600.000 births to this day.  
An average of 78 babies are born daily.

**Hospital Luis Vernaza**



Founded November 25<sup>th</sup> 1564.  
Over 3.700.000 attended a year.  
Acredited pot the INDOT for transplant.

**Santa Luisa de Marillac  
Educational Unit**



Over 1.600 students engaged.  
High school diploma as nursery assistant.

**Dr. Roberto Gilbert E.  
Children's Hospital**



Founded march 31<sup>st</sup> 1903  
named Asilo Mann.  
Attention to over 1.400.000 children  
from Ecuador.  
Has a cardiosurgery unit.

HEALTH

EDUCATION

**Neurosciences Institute**



Founded February 2<sup>th</sup>, 1881  
The first to implement protected homes  
modality in Ecuador.  
National reference in mental health  
and addiction treatment.

**Benedicto XVI Medical Center**



Fully equipped consulting rooms.  
General medicine gynecology,  
odontology lab.

**José Domingo de Santistevan  
Educational Unit**



Over 1400 children and young people.  
Has a student bank which  
finances student enterprise projects.

### Calderon Ayluardo Home



It attends to orphaned little girls and the forsaken.

Residents on scholarship at the Santa Luisa de Marillac educational unit.

### Corazón de Jesús Home



Integral attention for the elderly.

Offers a variety of activities for its residents such as journalism club, theatre, photography, tai-chi, among others.

### Metropolitan Pantheon



Total extension of 15 hectares.

Has the only ashen forest in Ecuador.

## INFANTILE PROTECTION

## ATTENTION TO THE ELDERLY

## FUNERAL SERVICES

### Manuel Galecio Home



Created in Alausi in 1951.

Extends integral attention to 100 boarding little girls of scarce resources.

### Asilo El Bien Shelter



Offers a home and continued assistance to ladies between 40 and 80 years old.

### Patrimonial Cemetery



Ecuadorian cultural patrimony.

18 presidents', 5 vicepresidents' and 8 independence heroes' remains lie here.



# HEALTH

We offer General Medical assistance to people of scarce resources at subsidized costs. Our 4 hospitals also have clinical services and boarding house facilities at competitive prices. This self-management contributes, in some way, to subsidize maintenance and operational costs of general hospitals which attend to communities of scarce resources.



# HOSPITAL INFRASTRUCTURE

4 Hospitals	1 Primary attention medical center	1,808 Hospital and Emergency beds	110 Pre-post surgical beds	53 Operating rooms
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HOSPITAL AND EMERGENCY BEDS/STRETCHERS CAPACITY						
DESCRIPTION		TOTAL JBG <sup>1</sup>	HLV	HES	HRG	INC
Hospital Beds	General Hospitalizacion Beds	978	449	184	237	108
	Private Hospitalization Beds	255	117	54	60	24
	Intermediate Attention	55	0	55	0	0
	Intermediate Attention Just Born/Pediatric	101	0	54	47	0
	Adult Intensive Care	82	75	7	0	0
	Just Born Hospitalization Beds	120	0	120	0	0
	UCI Just Born - Pediatric	100	0	17	83	0
	Total	1,691	641	491	427	132
	Emergency	117	54	6	35	22
Total Hospital Beds + Emergency		1,808	695	497	462	154
Day Hospital - Cubicles			16			
Day Hospital - Armchairs			24			
Day Hospital - Topics			2			
Pre-Post Surgery		110	19	76	15	0

OPERATING ROOMS , ABORTION AND CHILBIRTH TABLES					
DESCRIPTION	TOTAL JBG	HLV	HES	HRG	INC
Operating Rooms	53	24	14	15	0
Childbirth Tables	6	0	6	0	0
Abortion Tables	2	0	2	0	0
Total Operating Rooms and Tables (Childbirth or Abortion)	61	24	22	15	0

Source: Corporate Statistics

<sup>1</sup> JBG – Junta de Beneficencia de Guayaquil  
 HLV – Hospital Luis Vernaza  
 HRG – Hospital Roberto Gilbert  
 HES – Hospital Enrique Sotomayor  
 INC – Neurosciences Institute

Continued improvement of our assistance centers, innovations and all elements which conform our service attentions put into practice, have contributed to our preferred spot insofar as the population is concerned.

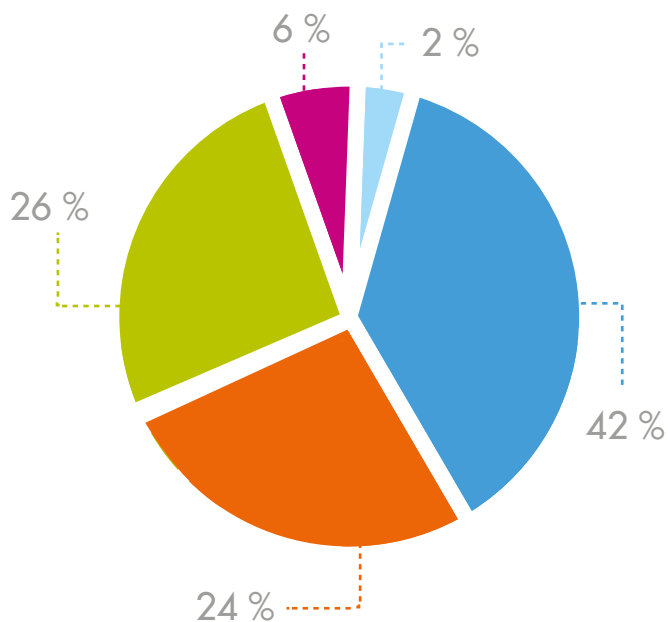
We present our hospital statistics as follows.

## 447,687 PATIENTS\*



■ HOSPITAL LUIS VERNAZA	187,383
■ HOSPITAL ROBERTO GILBERT	115,181
■ HOSPITAL ENRIQUE SOTOMAYOR	109,324
■ NEUROSCIENCES INSTITUTE	25,202
■ BENEDICTO XVI DISPENSARY	10,597

\*Patients: Only Individuals Attended.

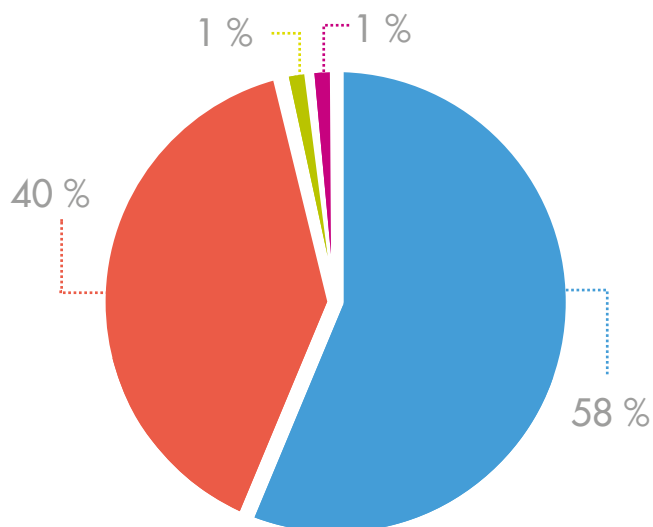


## 7,223,807 ATTENTIONS\* per / tipe of patient

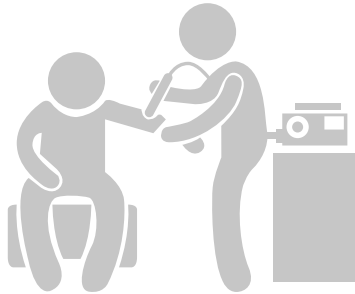


■ PATIENTS SOCIAL SECURITY	4,211,428
■ PATIENTS GENERALES	2,863,287
■ PATIENTS M.S.P.	87,102
■ PRIVATE PATIENTS	61,990

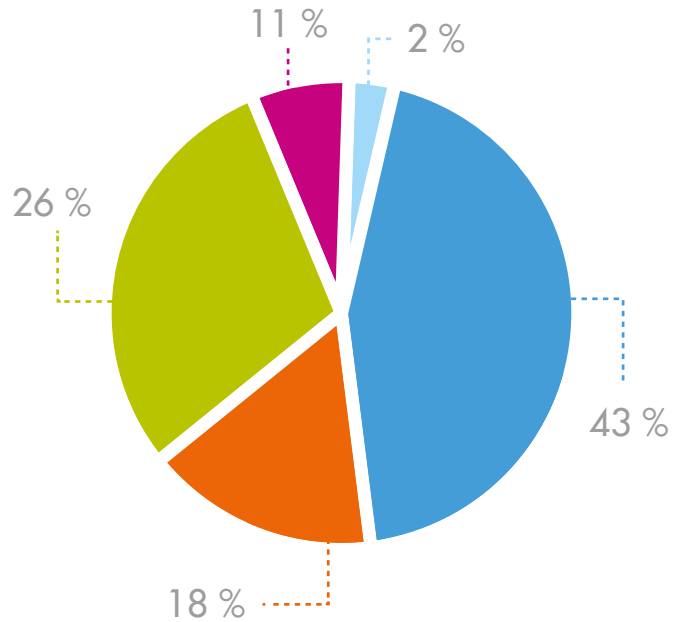
\*Appointments, surgeries, clinical lab, images and other services (pathology, cardiology, among others)



## 1,155,598 OUTPATIENT APPOINTMENTS ATTENDED



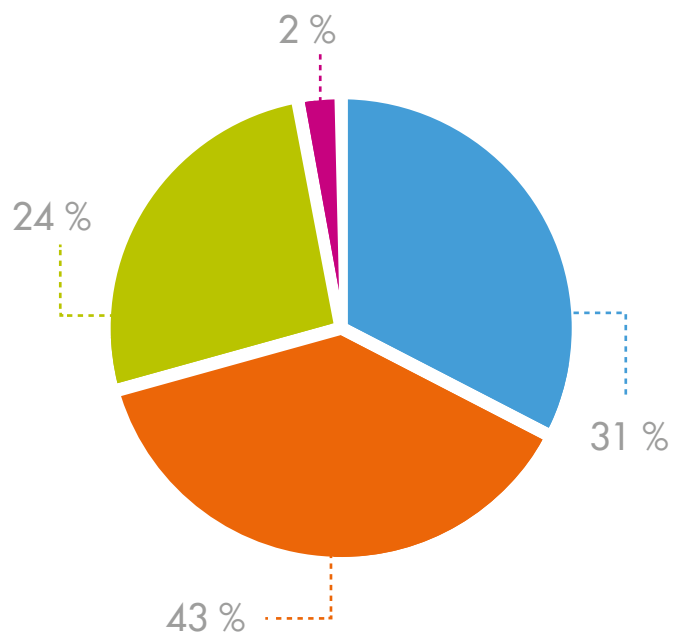
HOSPITAL LUIS VERNAZA	493,996
HOSPITAL ROBERTO GILBERT	303,899
HOSPITAL ENRIQUE SOTOMAYOR	212,126
NEUROSCIENCES INSTITUTE	120,221
BENEDICTO XVI DISPENSARY	25,356



## 91,967 OUTGOING\*



HOSPITAL ENRIQUE SOTOMAYOR	39,743
HOSPITAL LUIS VERNAZA	28,864
HOSPITAL ROBERTO GILBERT	22,060
NEUROSCIENCES INSTITUTE	1,300

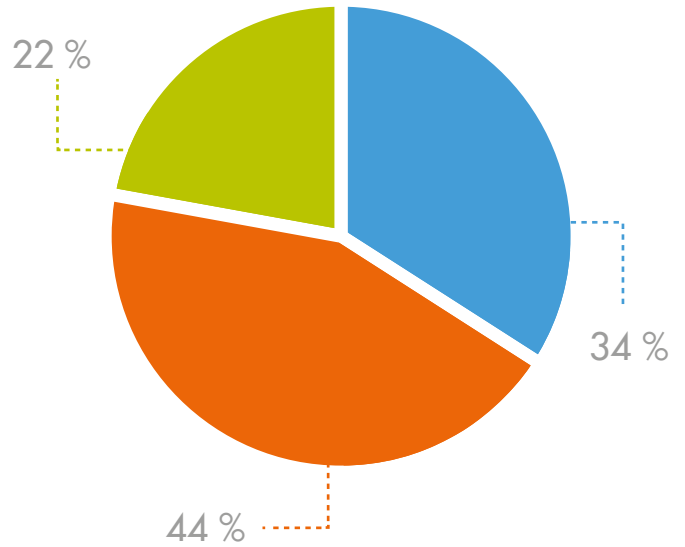


\*Hospitalized outgoing patients included (patients who utilized hospital beds) and ambulatory ones (only used operating room since it required ambulatory surgery)

## 68,275 SURGERIES / PROCEDURES



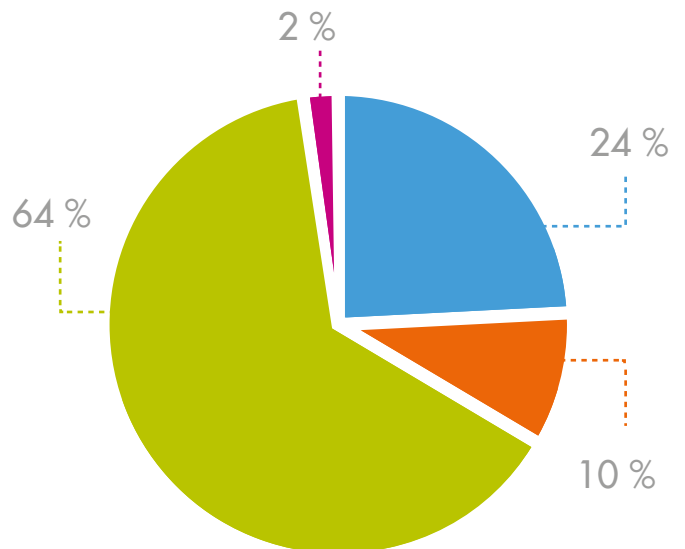
■ HOSPITAL ENRIQUE SOTOMAYOR	30,118
■ HOSPITAL LUIS VERNAZA	22,836
■ HOSPITAL ROBERTO GILBERT	15,321



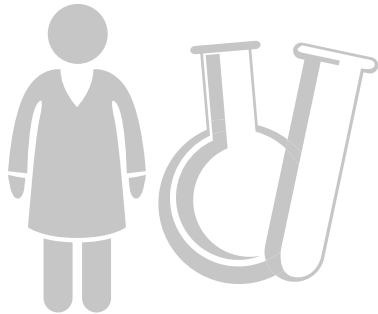
## 260,028 EMERGENCY APPOINTMENTS



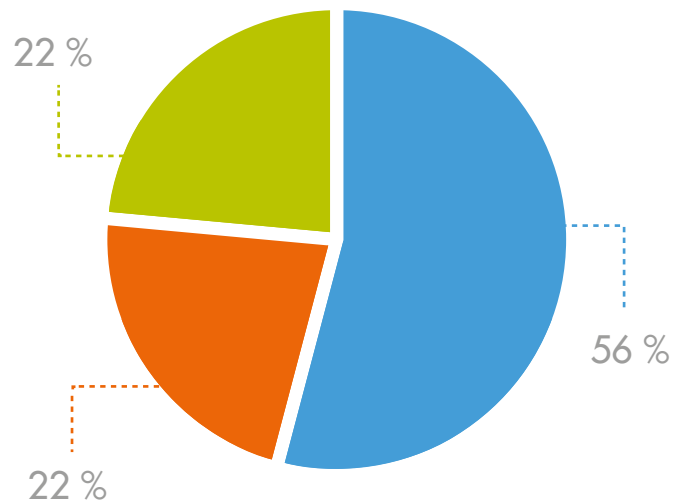
■ HOSPITAL ROBERTO GILBERT	164,918
■ HOSPITAL LUIS VERNAZA	63,060
■ HOSPITAL ENRIQUE SOTOMAYOR	26,382
■ NEUROSCIENCES INSTITUTE	5,668



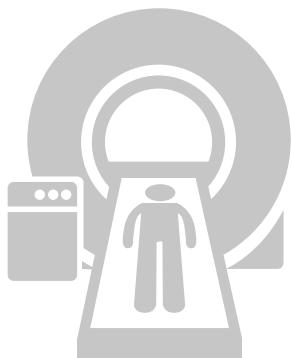
## 4,888,690 CLINICAL LABORATORY EXAMS



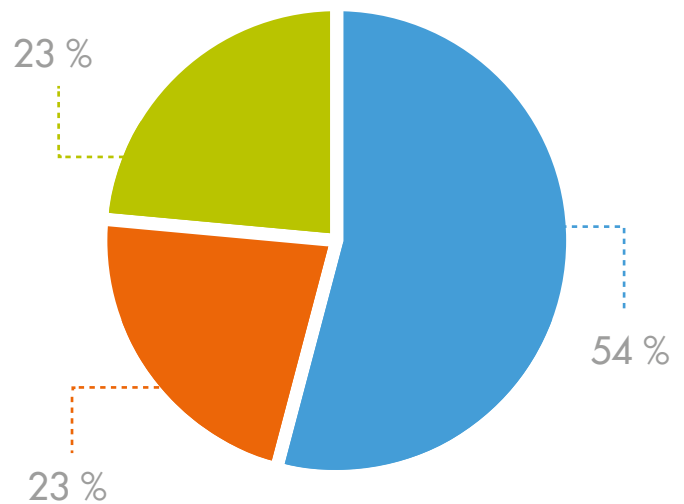
■ HOSPITAL LUIS VERNAZA	2,713,232
■ HOSPITAL ENRIQUE SOTOMAYOR	1,090,205
■ HOSPITAL ROBERTO GILBERT	1,085,253



## 550,731 IMAGES EXAMS

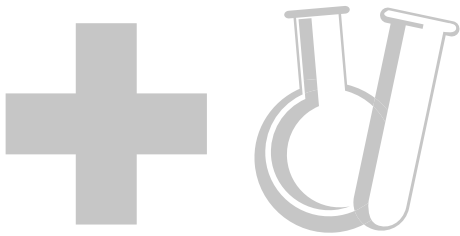


■ HOSPITAL LUIS VERNAZA	297,209
■ HOSPITAL ROBERTO GILBERT	126,892
■ HOSPITAL ENRIQUE SOTOMAYOR	126,630

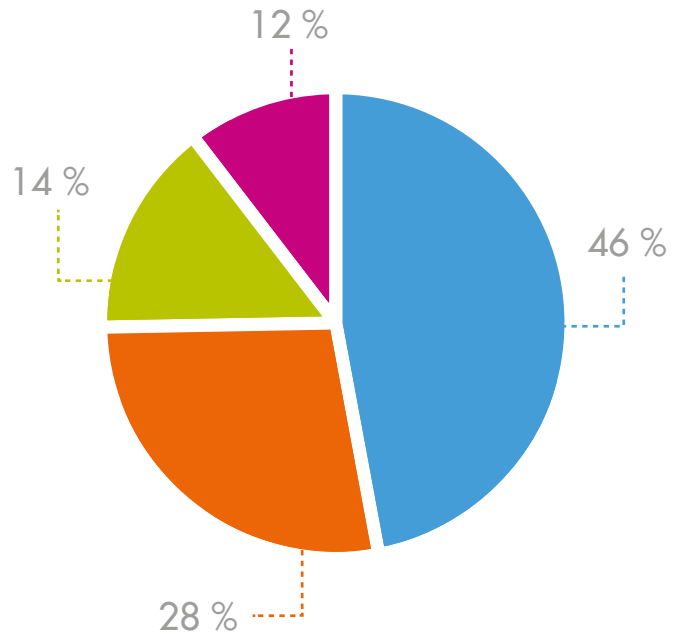




## 276,305 EXAMS FROM OTHER SERVICES



■ HOSPITAL LUIS VERNAZA	126,072
■ HOSPITAL ENRIQUE SOTOMAYOR	76,917
■ HOSPITAL ROBERTO GILBERT	38,587
■ NEUROSCIENCES INSTITUTE	34,729



### HOSPITAL ENRIQUE SOTOMAYOR

27,291  
Deliveries

### BANCO DE SANGRE

17,806

Blood Samples  
Collected

619

Total Blood

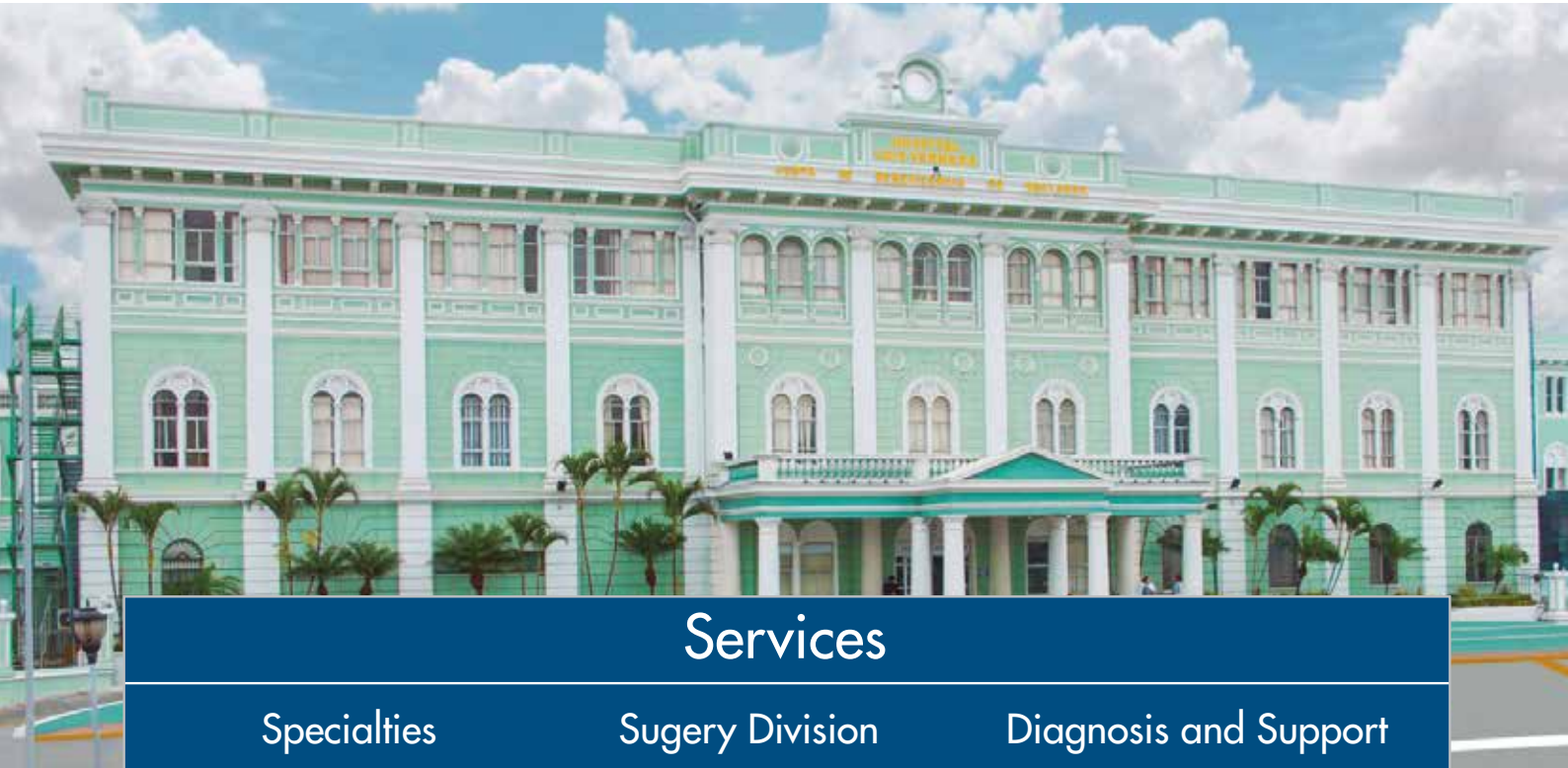
15,861

Red Blood Cells

## Our Specialties Hospital

### 451 YEARS AT THE SERVICE OF COMMUNITY HEALTH

“We offer warmth and quality with our medical services to that population most in need without discrimination”



## Services

Specialties	Sugery Division	Diagnosis and Support
<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Cardiology</li> <li>• Dermatology</li> <li>• Endocrinology</li> <li>• Gastroenterology and Hepatology</li> <li>• Geriatrics</li> <li>• Haematology</li> <li>• Infectology</li> <li>• Physical Rehabilitation Medicine</li> <li>• Critical Medicine                             <ul style="list-style-type: none"> <li>• Intensive Care unit</li> <li>• Intermediate Care unit</li> <li>• Respiratory Theraphy</li> </ul> </li> <li>• Internal Medicine</li> <li>• Nefrology</li> <li>• Neurology</li> <li>• Pneumology</li> <li>• Otorhiolaryngology</li> <li>• Psychiatry</li> <li>• Rheumatology</li> </ul>	<ul style="list-style-type: none"> <li>• Anaesthesiology</li> <li>• Angiology, Vascular and Endovascular surgery</li> <li>• General Surgery</li> <li>• Facial Maxillary surgery</li> <li>• Chest surgery</li> <li>• Plastic, Reconstructive Surgery</li> <li>• Cardiovascular surgery</li> <li>• Plastic, Reconstructive surgery</li> <li>• Gynecology</li> <li>• Neurosurgery</li> <li>• Otorhinolaryngology</li> <li>• Ophthalmology</li> <li>• Oncology</li> <li>• Proctology</li> <li>• Traumatology and Orthopedia</li> <li>• Unit for the burnt</li> <li>• Urology</li> <li>• Organ Transplant Unit</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Laboratory</li> <li>• Molecular Genetics Laboratory</li> <li>• Hemodynamics laboratory</li> <li>• Pathological Anatomy Laboratory</li> <li>• Image Diagnosis Center</li> <li>• Image Interventionism</li> <li>• Gastroenterology Interventionism</li> <li>• Morgue</li> <li>• Dermapathology</li> <li>• Parenteral and Enteral Nutrition Center</li> <li>• Pain Therapy</li> <li>• Infections Control</li> <li>• Transfusional Medicine Service</li> <li>• Hemodialysis Center</li> <li>• Extra Corporal Lithotripsy</li> <li>• Labor Medicine</li> <li>• Tissue Bank</li> <li>• Nursery</li> <li>• Medical Audit</li> <li>• Sterilization</li> </ul>

Source: Activity Report 2015

[www.hospitalvernaza.med.ec](http://www.hospitalvernaza.med.ec)



## Our Pediatric Hospital

# 68 YEARS AT THE SERVICE OF CHILDREN'S HEALTH

**“We are a pediatric Health Organization which extends integral medical services with quality and warmth to those who need it”**



### Services

Specialties	Surgery Division	Diagnosis and Support
<ul style="list-style-type: none"> <li>• Allergology</li> <li>• Cardiology</li> <li>• Dermatology</li> <li>• Endocrinology</li> <li>• Gastroenterology</li> <li>• Genetics</li> <li>• Hematology</li> <li>• Immunology</li> <li>• Physical Medicine and rehabilitation</li> <li>• Nefrology</li> <li>• Neonatology</li> <li>• Nuemology</li> <li>• Nutrition</li> <li>• Odontology</li> <li>• Ophtalmology</li> <li>• Maxillorthopedia</li> <li>• Otorhinolaryngology</li> <li>• Pediatrics</li> <li>• Psychology</li> <li>• Psychopedagogy</li> <li>• Psychiatrist</li> <li>• Rheumatology</li> <li>• Language Therapy</li> <li>• Urology</li> </ul>	<ul style="list-style-type: none"> <li>• Anaesthesiology</li> <li>• Cardiovascular</li> <li>• Cardiovascular Surgery</li> <li>• Maxillofaciel Surgery</li> <li>• Pediatric Surgery Burnt/Plastic</li> <li>• Hemodynamics</li> <li>• Maxillofacial</li> <li>• Neurosurgery</li> <li>• Ophtalmology and Traumatology</li> <li>• Otorhinolaryngology</li> <li>• Urology</li> </ul>	<ul style="list-style-type: none"> <li>• Audiometrics</li> <li>• Digestive Endoscopy</li> <li>• Spirometry</li> <li>• Clinical Laboratory</li> <li>• Pathological Anatomy Laboratory</li> <li>• Molecular Biology laboratory</li> <li>• Optometry</li> <li>• Images Service: Eco, TAC. and Magnetic Resonance</li> <li>• Transfusional Medicine Service</li> <li>• Urodynamics</li> </ul>

We rely on the participation of a multi-disciplinary group of highly qualified people, of great resolution and a humanitarian spirit of solidarity and integrity.

Source: Activity Report 2015



## Our Gynaeco – Obstetric Hospital 67 YEARS IN THE SERVICE OF FEMALE HEALTH

**“We extend non-profit, solidary medical assistance of the highest quality and warmth, to those most in need and who require our services contributing to the improvement in our population’s quality of life”**



### Services

Specialties	Neonatology	Diagnosis and Treatment	Other Services
<ul style="list-style-type: none"> <li>• Gynecology and Obstetrics</li> <li>• Mastology</li> <li>• Odontology</li> <li>• Colposcopy</li> <li>• Urology</li> <li>• Cardiology</li> </ul>	<ul style="list-style-type: none"> <li>• Critical care</li> <li>• Surgery</li> <li>• Outpatient Appointment</li> <li>• Intermediate care</li> <li>• Hospitalization</li> <li>• Respiratory Therapy</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Laboratory</li> <li>• Diagnosis by Images</li> <li>• Blood Bank</li> <li>• Pathological anatomy Exams</li> <li>• Infections Control</li> </ul>	<ul style="list-style-type: none"> <li>• Civil Registry to inscribe just born. Health area for healing activity</li> <li>• Mother-Kangaroo Program</li> <li>• Adolescent Pregnancy</li> <li>• High – Risk Pregnancy</li> </ul>

Source: Activity Report 2015

## TEACHING AND INVESTIGATION

Keeps in contact with Biomedicine Institution from University of Saragoza Spain, Pisa Italy and signed specific agreement between Universidad Catolica Santiago de Guayaquil and Enrique C. Sotomayor Gynaeco Obstetric Hospital for the development of health investigative projects for women in a reproductive and non-reproductive stage.

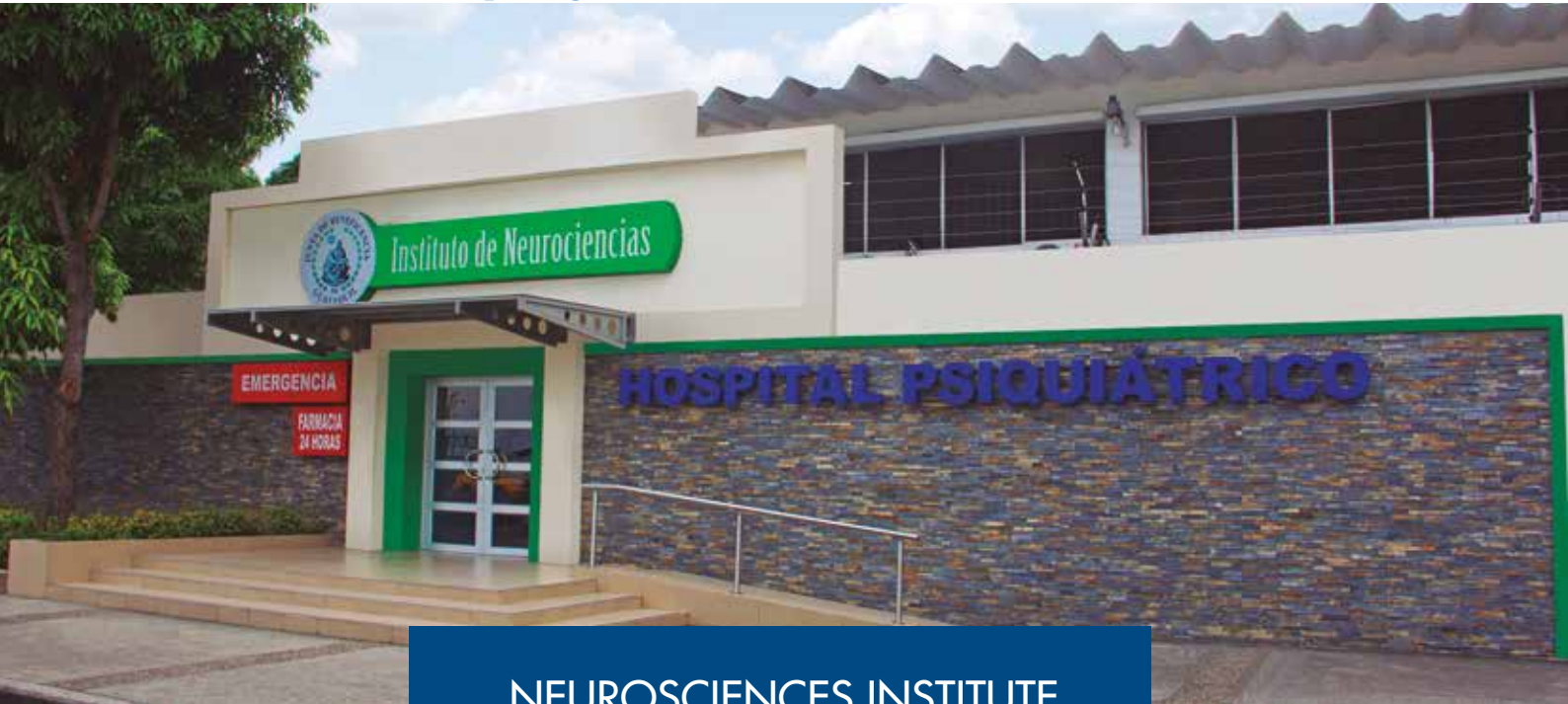
Within these processes, 15 graduate and post-graduate thesis have been advised, as well publication authorships.



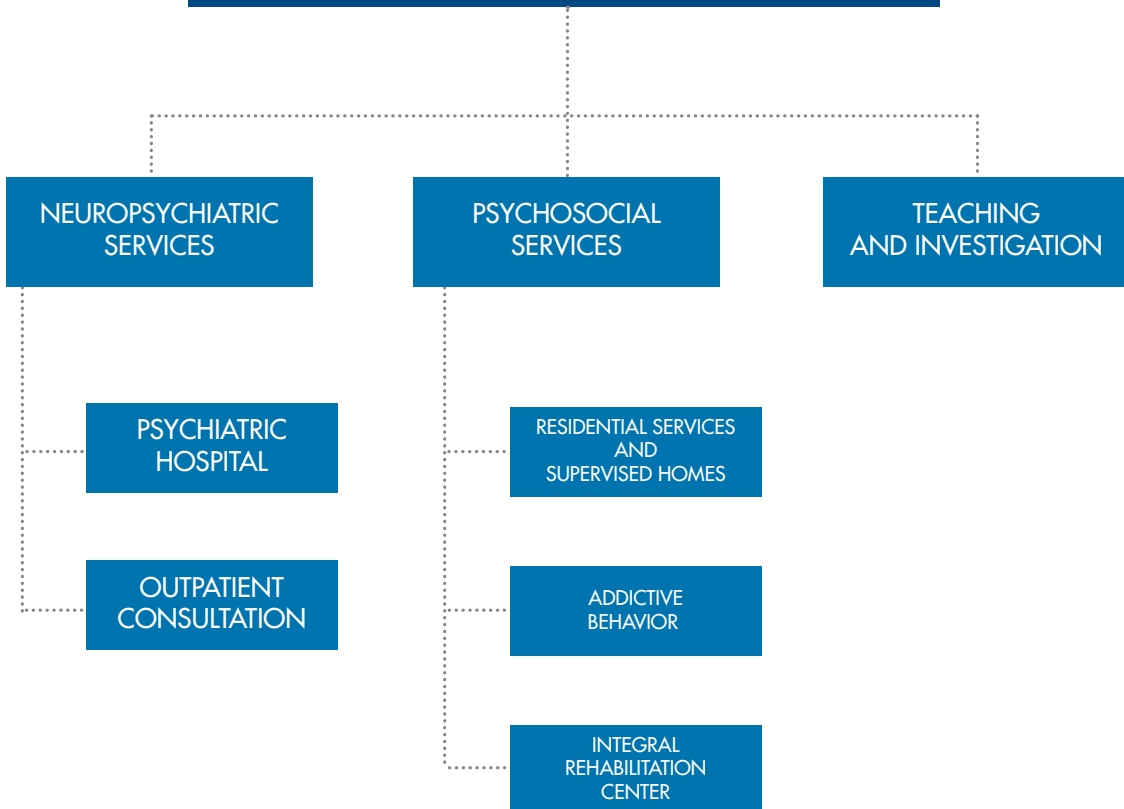


## Our Neurosciences Institute 134 YEARS SERVING THE COMMUNITY

*“We extend integral Mental Health Services by developing and applying the best Neurosciences techniques with warmth, solidarity and commitment to improve the quality of life of all those who need it”*



### NEUROSCIENCES INSTITUTE



## NEUROPSYCHIATRIC SERVICES

Hospital and outpatient attention extend pharmacological and psychological treatment, brief and intensive in coordination especially with the family.

## PSYCHOSOCIAL SERVICES

Assisted residency, addictive behavior unit and the Integral Rehabilitation Center are directed to those citizens who are either in a chronic mental crisis or in an acute phase of drug dependency and who largely need psychosocial treatment, neurocognitive rehabilitation and labor, social reinsertion.

### ASSISTED RESIDENCY AND SUPERVISED HOMES

362 users distributed in eight residencies  
12 users distributed in 3 supervised homes  
12 successful family reinsertions

### ADDICTIVE BEHAVIOR UNIT

Capacity for 90 users: 70 male and 20 female  
Users admitted in 2015: 247

### INTEGRAL REHABILITATION CENTER

Capacity for 70 users  
At the close of 2015 there were 27 users

## INTEGRAL REHABILITATION CENTER

In October this Center was reinaugurated with specialized professionals to the benefit of all users whereby they acquire, maintain and/or recuperate skills which permits them greater autonomy and social development so as to increase self-esteem and therefore greater interaction with family and surroundings.

## TEACHING AND INVESTIGATION

Seven academic and scientific events took place, among which New Medical Psychiatric Journeys for Psychiatric attention and Mental Health as well as a degree in therapeutic counseling for level 1 Drug Dependency in agreement with the Medellin Claret Homes, stood out.





## Our Primary Attention Center 2 YEARS LOOKING AFTER THE COMMUNITY'S HEALTH

In our second year of service to the community, we incorporated a Dermatology specialization and increased Pediatric, Gynecology and Internal Medicine attention.



### Services

Specialties	Diagnosis and Procedures	Other Services
<ul style="list-style-type: none"> <li>• General Medicine</li> <li>• Internal Medicine</li> <li>• Odontology</li> <li>• Pediatrics</li> <li>• Gynecology</li> <li>• Dermatology</li> </ul>	<ul style="list-style-type: none"> <li>• Ecography</li> <li>• Dermatological procedures</li> <li>• Sample-taking services from laboratory which are processed at Hospital Luis Vernaza's clinical laboratory</li> </ul>	<ul style="list-style-type: none"> <li>• Injection and serum application services</li> <li>• Wounds suture</li> <li>• Home assistance to patients unable to travel to medical center</li> <li>• Transportation to move our patients from Francisco de Orellana (ave) to our installations and vice-versa, free of charge.</li> </ul>

Source: Activity Report 2015







# EDUCATION



## 70 YEARS AT THE SERVICE OF EDUCATION

**“ We completely shape our students’ personality, turning them into competent, enterprising and efficient persons at the lowest possible cost and with high ethical, human and Christian values”**

Our Educational Unit works in a spacious and pedagogical locale where the future of 1.475 students is constructed day by day with the highest levels of excellence and quality.



PRE PRIMARY	PRIMARY	MEDIUM LEVEL			HIGH SCHOOL			TOTAL
		8th	9th	10th	1ºBGU	2ºBGU	3ºBGU	
33	613	149	152	113	141	139	135	1,475

BGU: Unified General High School.

We have 87 collaborators, 72 in the Academic Area and 15 in the Administrative Area.

In the 2015-2016 School Year 79 scholarships were awarded with a 50% discount for students and 49 scholarships with a 100% discount.

For an adequate learning process of students our installations have:

- 44 classrooms equipped with electronic blackboards
- 3 computer laboratories with 40 computers in each one
- 1 technical laboratory for nursery, Biology, Chemistry and Anatomy
- Library
- Theatre and dance salon
- Sporting courts

In between the academic offering we have an honourable mention in Nursery where students perform 700 practical-theoretical hours at our hospitals.

## 111 YEARS AT THE SERVICE OF EDUCATION

**“An integral formation of children and young people with a creative, solidary, productive and critical mentality strengthened by developing the mind and an education in values as well as providing society with competent human beings refining all processes and furthering the efficient development of our human talent by satisfying students’ needs, the country’s growth and that of its representatives”**

We offer initial education 2, basic general and unified general secondary education to 1,398 students. We have specialized Computer Labs, Electricity, Physics and Chemistry as well as, a nursery hall and more, which allows us to fulfill our duty to impart education with science and technology.

We have 101 collaborators, 84 in the Teaching Area and 17 in the Administrative Area.

This school years 2015-2016 pension scholarships in the Educational Unit were awarded to 157 students.



Scholarships Awarded to:	% Discount			Total Students	Monthly Value	School Year Value (10 Months)
	50%	75%	100%			
Children of Scarce Resources	110	7	16	133	9,029.22	90,292.20
Children of Collaborators	24			24	1,560.98	15,609.80
<b>TOTAL</b>	<b>134</b>	<b>7</b>	<b>16</b>	<b>157</b>		<b>105,902.00</b>

For an adequate learning process of students, our facilities have:

- 44 Classrooms
- Three Computer Labs
- Physics And Chemistry Lab
- Electricity Lab
- Nursery Hall
- Art And Music Hall
- Sporting Courts
- Childrens’ games for Initial Education





UNIDAD EDUCATIVA  
'JOSÉ DOMINGO DE SANTISTEVAN'



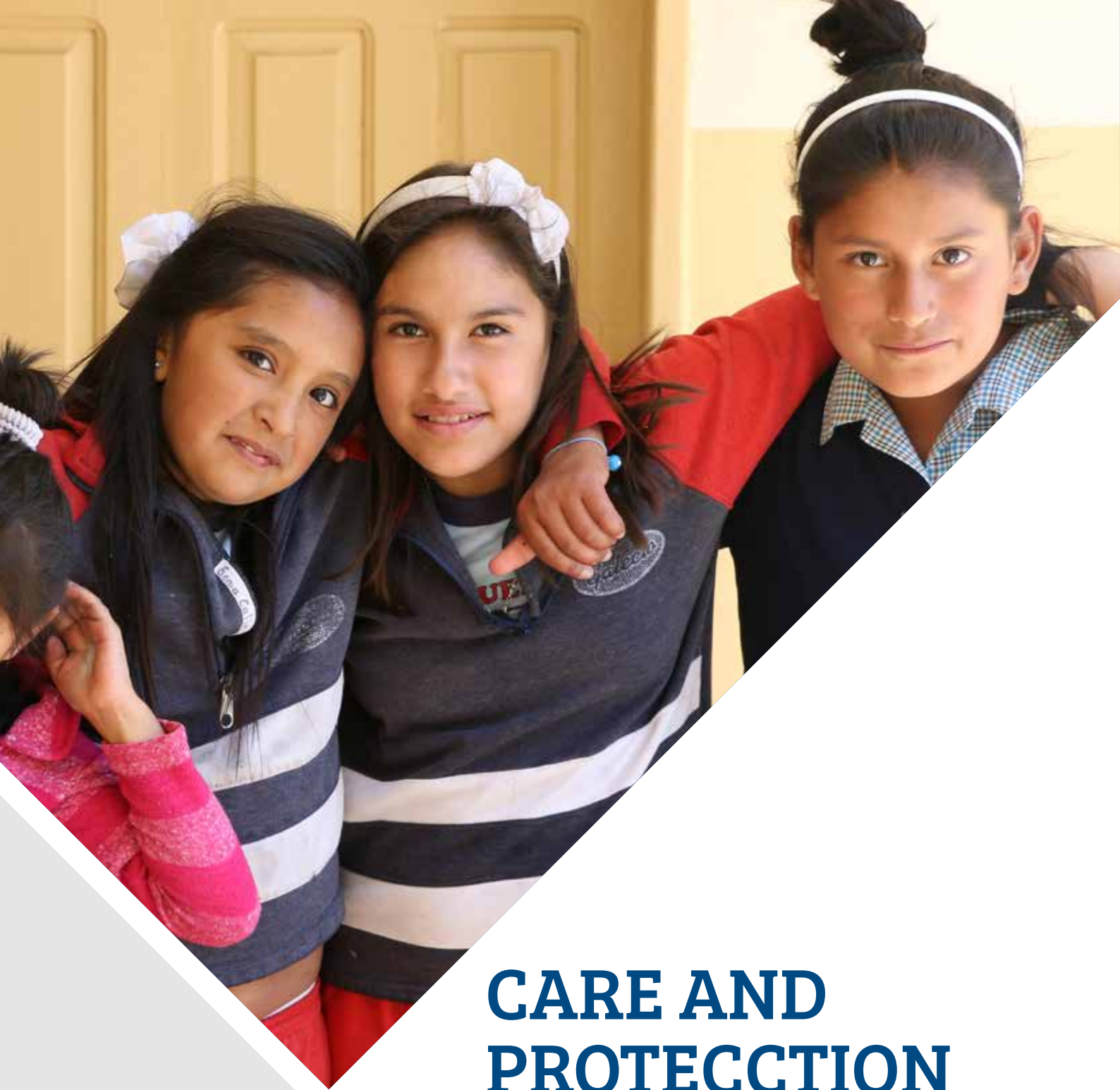
UNIDAD EDUCATIVA  
DOMINGO DE SANTISTEVAN



UNIDAD EDUCATIVA  
'JOSÉ DOMINGO DE SANTISTEVAN'



UNIDAD EDUCATIVA  
'JOSÉ DOMINGO DE SANTISTEVAN'



# CARE AND PROTECCION OF YOUNG GIRLS



## 126 YEARS IN THE SERVICE AND PROTECTION OF YOUNG GIRLS

**“The Social work of this shelter consists of extending grammar school and high school education to minors free of charge as well as lodging, food, moral and spiritual education”**

By virtue of all this, it must be said that the human, christian and moral upbringing in the shelter-home is entrusted to the Betania Dominican Sisters together with the formative team ( priest and clinical psychologist), the administrator and the rest of personnel who extend warm attention together with love, acceptance, understanding, devotion and abnegation.

It has the capacity to shelter 120 young girls between 5 and 18 years of age who receive the following free of charge:

- Lodging
- Food
- Education
- Clothes
- Protection
- Safety
- Upbringing Based on Principles of Honesty and Sound Habits



**82 Scholarship-holders**, out of whom 42 young girls are in grammar school and 40 are in high school in different specializations: Accounting, informatics, Bilingual Secretariat and general unified secondary schooling.





## **COOKING, SOWING AND GARDENING WORKSHOPS**

With extra-curricular activities, young girls and scholarship holders complement their values upbringing and acquire knowledge in areas not precisely of an academic nature but which will be helpful in daily life.

Cooking, sowing, orchard-tending and gardening are the four activities scholarship-holders perform under the guidance of home tutors.

## 116 YEARS IN THE UPBRINGING OF YOUNG GIRLS AND YOUNGSTERS

**“We are a free-of-charge Home which extends a warm welcome to young girls and youngsters of scarce means by awarding access and tutorship for an academic education up to a second level with psychological support and orientation reinforcing a spiritual upbringing, contributing to the improvement in the quality of life of the children with love and dedication”**

Our Home is supervised by the Servidoras del Señor Congregation Sisters and of the Matará Virgin who will be encharged with the moral and spiritual education of the young girls and youngsters preparing them to be upstanding women of society in the future.



**98 young girls** of scarce means between 6 and 18 years of age are welcomed in our home to be given attention, well-being, upbringing, clothing, health care and an academic scholarship at our Santa Luisa de Marillac Educational Unit.

The Home Has:

- Ample Infrastructure
- Computer Laboratories
- Dormitories
- Yard With Recreational Space
- Play Areas
- Kitchen
- Dining Room
- Library
- Game Room
- Medical And Odontological Assistance
- Spiritual Assistance
- Psychological Assistance
- Psychopedagogic Assistance
- School Transport
- Chapel

In case of some health complication, they are attended to at our Dr. Roberto Gilbert Children's Hospital.



# ATTENTION TO THE ELDERLY

“It is not yet time to  
abandon the oars on the ship “  
Pope Francis



## 123 YEARS AT THE ELDERLY'S SERVICE

**“We are an Institution dedicated to social work which enhances improvement in the life of elderly people with a spiritual orientation and a service vocation”**

Our home for the elderly has the support of religious communities, and a team of professional and committed collaborators.



During the year 2015, **417 elderly adults** were attended to in the different residential services and 14 external users in the Golden Community recreational day care center.

### GENERAL CATEGORY

Houses elderly adults of scarce means rentfree previous a socio-economic investigation on the part of our social worker. Elderly people with family support and who can contribute financially, do so, with a minimum monthly amount while receiving all home services.

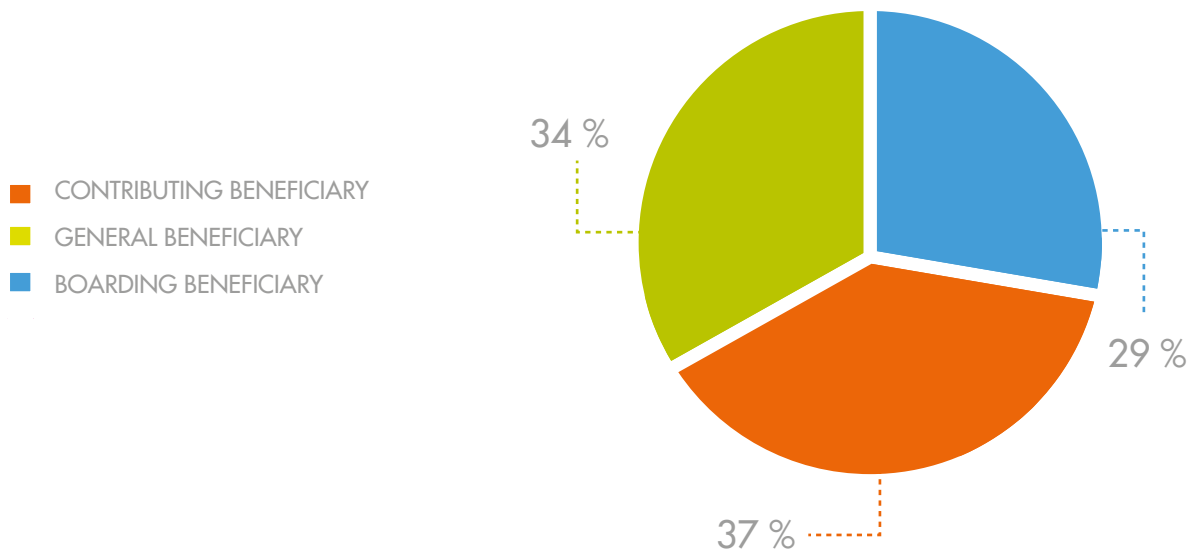
### CONTRIBUTOR CATEGORY

Houses elderly persons who are frequently middle class and retired people who contribute a fixed monthly amount, previous to a socio economic evaluation. Inmates in the Contributor area receive all services provided by the Home. In case medicine is provided, these are charged at the end of the month.

### BOARDER CATEGORY

Private Service, which houses people who can afford payment. Elderly adult boarders receive nourishment and a private independent room.

## RESIDENTS DISTRIBUTION ACCORDING TO CATEGORY



337 Persons were in assistance on the first day of Gerontology for the Community.

Residents redistribution project by physical and cognitive dependency according to residents' present characteristics.

Labor satisfaction was at an 84% point this year based on activities which contributed to this achievement.

### HANDS WHICH CULTIVATE GREEN, CROPS IN THE HOME

*"With the same strength they sowed the foundations for their lives, they keep sowing illusions"*

This ESPOL student project is geared to develop the skills necessary for gardening, as an occupational and recreative activity in a sustainable manner, by taking advantage of the knowledge and experience elderly people might have.





## ARTISTIC EXPRESSION WORKSHOPS

### PLAYFUL ACTIVITIES

Stimulating creativity and manual arts under the supervision of a group of female students from our Sta. Luisa de Marillac Educational Unit.

### DANCE THERAPY

Our inmates carry on with dance therapy exercises with that enthusiasm which is characteristic in them.





## 88 YEARS IN THE SERVICE OF ELDERLY PEOPLE

**“To guarantee a safe space in an agreeable environment where self-sufficient women who are alone, between 40 and 80 years old, can live permanently and increase their self-esteem, stimulating socialization, and in so doing, lead them to a dignified old age”**

Residents can enjoy a room with a private bathroom, water, lights, elevator, nourishment (breakfast, lunch and dinner), medical attention and security services.

Recreation among the elderly is, without a doubt, the means for them to feel rejuvenated, mingle with others, be entertained and develop activities that will instill motivation.



**33 women** were guests at the shelter in 2015.



## RESIDENTS OF AN ARTISTIC EXPRESSION WORKSHOP



## RESIDENTS IN DANCE THERAPY CLASSES



## GUAYAQUIL DE MIS AMORES (“MY BELOVED GUAYAQUIL”) DANCE PRESENTATION





# FUNERAL AND BURIAL SERVICES

The structure of our funeral and burial services is based on two well defined areas.

**Pre-Necessity:** Perpetual concession for future infrastructure utilization, burial services sales, cremation and tombstone services.

**Immediate Necessity:** During an emergency perpetual concession and a temporal infrastructure concession, the sale of cremation and tombstone burial services.

<sup>2</sup>Infrastructure: Vaults, mausoleum vaults, vaults for children, tombs for remains and cremation.

## 192 YEARS IN COMMUNITY SERVICE

At the Patrimonial Cemetery the sales strategy is based on three product and service areas according to the following:

- Infrastructure concession on a temporal basis and into perpetuity.
- Cremation and funeral services.
- Sale of marble gravestones.



## SOCIAL AND SOLIDARY ASSISTANCE

The Patrimonial General Cemetery has funeral and burial services geared to extend low cost solutions including payment exonerations to those of scarce resources in Guayaquil among which we count:

- **Samaritan Services Plans.-** Designed to attend the burial of the newborn, infants and adults at subsidized costs estimated at 50% of product prices (coffer, wake rooms, rates, etc.) and infrastructure.
- **Exoneration.-** Total exoneration of product prices, services and infrastructure delivered to bury the newborn, infants and adults geared to those of scarce means among the population.
- **Discounts.-** Extends discounts on funeral services, cremation and infrastructure.

We must stress the fact that the Patrimonial Cemetery has agreements with Social Assistance Institutions to bury people of scarce means free of charge such as : Aid for the Incurable Patients Foundation (AEI), the Ailing Man's Home, Hospital Luis Vernaza, Sacred Heart Asylum, Enrique Sotomayor Maternity Hospital, Neurosciences Institute, Clemency Foundation, Children's Hospital-MSP and Hospital Guayaquil-MSP.



## FOUNDATION

APRIL 27  
OF 1823

RUN BY LA JUNTA DE BENEFICENCIA  
DE GUAYAQUIL FROM THE YEAR 1.888



## AMOUNT OF INFRASTRUCTURE

130.348 VAULTS

144.808 TOMBS  
FOR REMAINS

8.441 TOMBS  
FOR CREMATION

1.047 MAUSOLEUMS



## NUMBER OF PERSONS BURIED

APROXIMATELY

490.000

4.987 A YEAR

415 A MONTH



## PRONOUNCED AS CULTURAL PATRIMONY

OCTOBER 18  
OF 2003

## LOCATION

ON THE SIDES OF THE  
"CERRO DEL CARMEN"  
(CARMEN HILL)

FLANKED BY THE  
DR. JULIAN CORONEL AND  
PEDRO J. MENENDEZ STREETS



## ENTRANCES

16 ENTRANCE

DOORS IN TOTAL,

6 USUALLY OPEN  
(1-3-6-8-10 Y 13)

ALL DOORS OPEN ON HOLIDAYS



## 3 YEARS IN THE SERVICE OF THE COMMUNITY



### WAKE ROOMS

The funeral services area is built on a magnificent building containing wake rooms, cremation area, resting room, cafeteria and a chapel.

### CHAPELS

These are spaces enclosed by vaults and tombs filled with remains exclusively available to concessionaires for greater intimacy to loved ones.

### LOTS

Pre-fabricated spaces, installed on land and covered by a grass lawn. Double lots have room for two bodies and triple lots for three bodies.

### BURIAL MOUNDS

Prefabricated elements differing from the triple lot because they stand out 45 cm from the surface and the visible area is covered in granite.

### EXCLUSIVE BURIAL MOUNDS

Prefabricated elements totally covered in granite. They are located in the most privileged place in the cemetery and are of exclusive use.

### MAUSOLEUM GROUND

Area where concessionary can build mausoleum buildings with his own designs and types of infrastructure based on his needs.

### ASHEN TREES

Area awarded in concession given clients can sponsor a tree where ashes can be treasured.

### VAULTS

They are prefabricated, hermetically sealed, up to six rows in height, useful in burying a body and of family use.

### TOMBS FOR REMAINS

Prefabricated, totally sealed chambers useful to bury remains, constructed in one story buildings and up to eight rows in height.

### ASHEN TOMBS

Also called columbariums, they are prefabricated, totally hermetic chambers useful for burying ashes and located in the most exclusive area.

[www.panteonmetropolitano.com](http://www.panteonmetropolitano.com)

At the Patrimonial Cemetery sales strategy consists of two product and service lines according to the following:

- Perpetual and temporal infrastructure concession.
- Sale of burial and cremation services.

## SERVICES RENDERED

260

PERPETUAL CONCESSION

62

OCCUPANCY DAYS  
OF WAKE ROOMS

71

BURIALS







# SUPPLY CHAIN

## SHOPPING WEBSITE

The shopping website was created in order to speed up the shopping process of a wide variety of products, among them medication, supplies, medical and office supplies, among others.

The shopping website is a safe, agile, easy to use tool which allows suppliers to check and analyze the needs of la Junta de Beneficencia for products and register their quotes in such a way that their offers can participate in an honest contest with a notification to the supplier at the end, by way of electronic mail ,regarding being awarded or selected about the previously emitted proposal. All of this occurs under the control of the strictest information security means.

Among the benefits of registering as a supplier are the following:

- Belonging to a group of suppliers qualified by la Junta de Beneficencia de Guayaquil.
- Receiving notifications products demands and supplies required.
- Quoting and participating in awarding products in demand.
- Receiving notifications about being awarded with purchase orders.

G4-13

# CHANGES IN THE INSTALLATIONS

With a purpose to extend a better service in our Departments, infrastructure has improved among other areas we can mention:

## THE TERMINALLY ILL COUNT ON NEW INFRASTRUCTURE FOR THEIR ATENTION



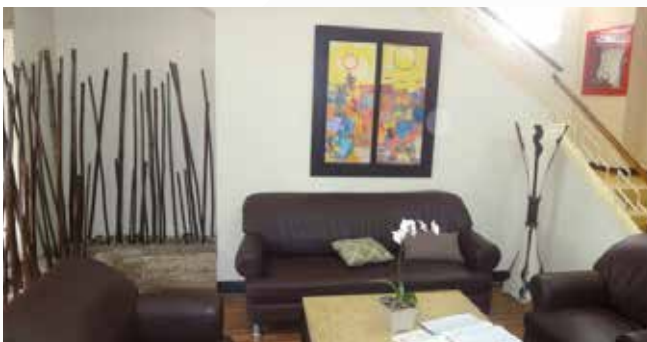
The "Home of the Ailing Man" was remodeled. This Institution was delivered as a free loan by the Guayaquil Archdiocese to be administered. A total of 1.117 sq. meters constitutes the area being remodeled and under construction which improved the infrastructure as well as the integral care quality extended to the terminally ill, of scarce means, sheltered at this Assistance Home.

Renovated areas include a hospitalization type living room with 64 beds, duly equipped with adequate lighting, climate control and built-in oxygen system.

## AMPLE INSTALLATIONS INAUGURATED FOR ADDICTIVE BEHAVIOR UNIT

Now UCA has soccer fields, basketball and volleyball courts as well as a comfortable gymnasium. The library is stocked with books for common usage and a movie selection can be found in the cinema room.

With a new dining room, therapy halls, nursery and comfortable individual or double rooms, users now enjoy better living conditions.



## REMODELING THE CORAZON DE JESUS HOME

- Remodeled elevator at the women's pavilion.
- Employees' dining room remodeling and kitchen.
- Incoming home watchtower.
- User attention watchtower.
- User attention hall.
- Construction of user bathroom facilities.
- Home sound system renewal whereby announcements are made throughout the entire house striving for a permanent musical environment besides transmission of religious services offered at the chapel.
- Fire prevention system.



## DANCE HALL INAUGURATION AT THE STA. LUISA DE MARILLAC EDUCATIONAL UNIT

A dance hall was inaugurated so that our students can receive ballet and jazz dancing as part of the girls integral education.





# COMPROMISING ON PRINCIPLES

## PRECAUTIONARY PRINCIPLE

La Junta de Beneficencia de Guayaquil welcomes principle 15 of the Rio Declaration regarding the Environment and the United Nations Development of 1992 which states the following:

“With a purpose to protect the environment all states should apply a precautionary criteria according to their capacity. When in danger of grave or irreversible damage, the lack of absolute scientific certainty should not be used as a reason to postpone the adoption of cost-efficient measures to avoid environmental degradation”.

We are conscious that in our hospitals dangerous and infectious waste is produced, whereby we have Environmental Licenses awarded by the Guayaquil Municipality. Furthermore there are Infections Control, Safety and Occupational as well as Environmental Departments in each one which carry out daily inspections to and/or control outbreaks.

## PRINCIPLES, NORMATIVE OR EXTERNAL INITIATIVES OF AN ECONOMIC, SOCIAL OR ENVIRONMENTAL NATURE

Our Organization complies with National Laws and Regulations as well as International standards related to our activity.

- 10 principles of the United Nations Agreement. (see Annex 1)
- Global Reporting Initiative G4.
- We find ourselves implementing joint International Commission Standards.



G4-16

# ORGANIZATIONS TO WHICH WE BELONG

**ACE** | CHRISTIAN  
BUSINESSMEN  
ASSOCIATION  
**UNIAPAC**

  
**ACHPE**

**SNS**  
**CONASA**

  
CIVIL SOCIETY  
IBERO-AMERICAN  
ENCOUNTERS

**WANGO**

# ACKNOWLEDGEMENTS

## HEALTH EXCELLENCY

### INDOT RECOGNIZED THE LUIS VERNAZA HOSPITAL 'S TRANSPLANT UNIT AND ITS IMPORTANT LABOUR

The Director of the National Organs, Tissue and Cells Donation National Institute INDOT, Dr. Diana Almeida, offered congratulations to Hospital Luis Vernaza's transplant unit on its 5th Anniversary for the important work that has grown day by day whose results keep improving.



### TRANSPLANT UNIT RECEIVES ACCREDITATION CERTIFICATE FROM INDOT TO PERFORM CORNEA TRANSPLANTS

The Luis Vernaza Transplant Unit received Accreditation Certificate to perform cornea transplants.



## FIRST ADDICTIONS RECOVERY CENTER IN ECUADOR TO HAVE ISO 9001:2008 CERTIFICATION

The addictive behavior Unit UCA from the Neurosciences Institute obtained its Quality Management Certificate ISO 9001: 2008.



## BLOOD BANK OBTAINED "A" GRADING FOR QUALITY AND SAFETY STANDARDS COMPLIANCE

The San Francisco de Quito Pontificia University carries out external control of personnel's performance by way of evaluating all their processes, awarding a grade "A" Qualification regarding compliance with Quality Standards maintained since the year 2003.





## INTERNATIONAL ORGANIZATION DELIVERS RECOGNITION FOR HEALTH EXCELLENCY TO FEMALE SURGEON

Doctor Isabel Calero, cardiovascular, pediatric surgeon, from the Dr. Roberto Gilbert Children's Hospital, with over twenty five years of professional experience, was awarded Recognition by the International Organization for Training and Medical Research (IOCIM) made up of doctors from different countries whose mission is to promote and transmit the study, teaching and investigation of scientific and technological advancements which allow being in the forefront of the medical scene and in that way reach excellency.

"A Summary of the Fallot Tetralogy congenital Cardiopathy and statistical study of 15 cases presented from 2013 to 2014" was the theme presented by the doctor before an auditorium in Mexico City where she stressed the Hospital's continuous support to carry out teaching activities.



## INTERNATIONAL RANKING ACCORDING TO AMERICA ECONOMIA MAGAZINE

Hospital Luis Vernaza obtained a 25th position among 43 Hospitals and Clinics who participated in the America Economia International ranking.

20	IGNACIO DE BOGOTÁ			
	HOSPITAL LUIS VERNAZA	Guayaquil	Privado	No
29		C. de	Privado	Si
	HOSPITAL			



## MANAGEMENT RECOGNITION

### FOR SOCIAL WORK

The Social Shelter Municipal Foundation in the Bolivar Canton delivered a plaque to La Junta de Beneficencia through its President Lcda. Sandra Gonzalez de Velasquez for extending disinterested help to those most vulnerable sectors in the Canton.

Eng. Jorge Roca, Interinstitutional Cooperation Inspector with similar entities, expressed gratitude in the Junta's name for the recognition and, at the same time urged continuing the same social help principle in favor of those who have least.



## RECOGNITION FOR DR. WERNER MOELLER EX-DIRECTOR OF LA JUNTA DE BENEFICENCIA DE GUAYAQUIL, AND HIS EXEMPLARY MANAGEMENT

Dr. Werner Moeller Freile's portrait, as Ex-Director of la Junta de Beneficencia de Guayaquil from 2010-2014, was unveiled in the Raul Gomez Lince boardroom where Enq. Ernesto Noboa, Director at present, recalled Dr. Moeller as a multi-faceted, man of enterprise and diplomat, while speaking briefly about his trajectory as Ecuadorian Ambassador to Germany, of his Honoris Causa Doctorate degree extended by ESPOL in recognition for his effort at the Aquaculture National Center and Marine Investigations (CENAIM) and his efforts at the Enterprisal Council for Latin America (CEAL) in Ecuador and as International President for this Organization; besides his trajectory as President of the Chamber of Industry in Guayaquil.



## THE BOLIVAR CANTON EXTENDS RECOGNITION TO LA JUNTA DE BENEFICENCIA DE GUAYAQUIL

As part of the 102nd Political Emancipation Anniversary of the Decentralized Autonomous Municipal Government of the Bolivar Canton, Province of Manabi, Mr. Ramon Gonzalez, canton Mayor, extended recognition to la Junta de Beneficencia de Guayaquil for social merits obtained for the benefit of Bolivar and Calceta inhabitants.

"The Junta's help always extends priority to the opportune donation of wheelchairs, walkers, crutches, rolls of cloth and other implements destined to benefit citizens of the Bolivar Canton who are part of sectors and groups who deserve priority attention. The Junta's exemplary actions are motivating elements for present and future generations", as pointed out the Mayor.



# EXCELLENCY IN EDUCATION

## PRIZE FOR EDUCATIONAL EXCELLENCY

During the IV summit of top Educational Managers in Latin America the Americas Organization for Educational Excellency (ODAE) in Mexico singled out our Santa Luisa de Marillac Educational Unit from among 150 Academic Institutions in 25 countries ranked among the best five Academic Institutions to study in Latin America, and Mr. Carlos Vergara Camacho, its Inspector as manager of momentous changes at the Educational Center.

- Award  
"SAPIENTIAE TO EDUCATIONAL EXCELLENCY"
- Best innovative teacher  
Lic. David Saeteros Guzmán
- Best teacher  
Lic. Guillermina Sánchez, Msc.

Mr. Carlos Vergara Inspector for the Santa Luisa de Marillac Educational Unit, and the Bien Publico Shelter as well as a member of the Junta de Beneficencia de Guayaquil received an Honoris Causa Doctorate Degree in recognition for his Educational efforts since the year 2004 until 2015.





## FIRST PLACE IN THE “MORE EDUCATION, LESS RISK” CONTEST ORGANIZED BY UNESCO



The Jose Domingo de Santistevan Educational Unit obtained first place in the “More education less risk” deputy regional contest organized by Unesco, Quito and the Ministry of Education in Ecuador.

Angel Mera, Leandro Ayala, Valeria Valverde, Gregory Arreaga, Mirka Alvarado Anky Arce and Psychologist Luis Ronquillo put together and presented the “ZERO TOLERANCE TO VIOLENCE” Project to stimulate awareness regarding the importance of risk management in the educational community.

Psychologist Ronquillo, project Supervisor, points out that often violence is part of the family and is reflected in all aspect of a human being’s life, whereby the objective of this proposal was presented as “Prevention of educational and family violence among students”.

## PRIZE FOR THE BEST ACCOUNTING STUDENT IN THE GUAYAS PROVINCE

Because of his outstanding grades Carlos Alcívar was designated as the Jose Domingo de Santistevan Educational Unit’s best accounting student and the finest in the Guayas Province.



## FIRST PLACE IN THE ORATORY CONTEST

Leandro Ayala, Jose Domingo de Santistevan Educational Unit alumnus, obtained first place in the “La Fragua de Vulcano” Oratory contest organized by the Social Action and Education Office of the Guayaquil Municipality.



## FIRST PLACE IN THE INTER-SCHOOL “TAX KNOWLEDGE 2015” CONTEST ORGANIZED BY THE INTERNAL REVENUE SERVICE (IRS)

For a second consecutive year the José Domingo de Santistevan Educational Unit won first place in the “Tax Knowledge 2015” inter-school contest organized by the Internal Revenue Service (IRS).



## FIRST PLACE IN THE TEACHER-STUDENT STORYBOOK CONTEST

Geovana Ortega and Eddie Valarezo, Santa Luisa de Marillac Educational Unit teacher and student according to their creativity, imagination and artistic freedom made a graphic representation of the “Divine Dream” and “Stories of the Sea” with which the José Domingo de Santistevan Educational Unit obtained first place in the “Cerro de Cuentas” (A hill of stories”) graphics contest organized by the Guayaquil Municipality.



## SECOND PLACE IN THE MUNICIPAL PAINTING CONTEST

Ricardo Pacheco, Jose Domingo de Santistevan Educational student, obtained second place in the 10-12 year old category of the "Painting as I go along in my Metrovia "organized by the Massive Urban Transit Foundation in Guayaquil.



## FIRST PLACE IN THE "GENIUSES" CHAMPIONSHIP AND SECOND PLACE IN THE "MINI-GENIUSES" CONTEST ORGANIZED BY THE EL UNIVERSO NEWSPAPER



In the finals of the "Geniuses" contest, organized by the el Universo newspaper the students from our Santa Luisa de Marillac Educational Unit won the championship for the second year in a row with 220 points and obtained second place in the Mini-Geniuses final.



## EXCELLENCY IN SPORTS

### CHAMPIONS IN INTER-SCHOOL SOCCER CHAMPIONSHIP



The José Domingo de Santistevan Educational Unit obtained first place in the Inter-School soccer championship, in the sub 16 intermediate category organized by the Guayas Student Provincial Sporting Federation. The Santistevan soccer team has shown an excellent level of soccer within as well as outside of Ecuador. Last year they traveled to the United States where they came in second at the Miami Cup International Tournament.

### INTERNATIONAL SOCCER VICE-CHAMPIONSHIP

The José Domingo de Santistevan Educational Unit obtained the Sub-16, Vice-Championship during the Miami Cup International Soccer tournament organized by the World Soccer Foundation and held in the United States.

Manuel Ordoñez, a trainer at the Educational Unit pointed out, "We felt great pride and responsibility. We represented not just the Educational Unit but rather an entire country".





## RECOGNITION FOR ART

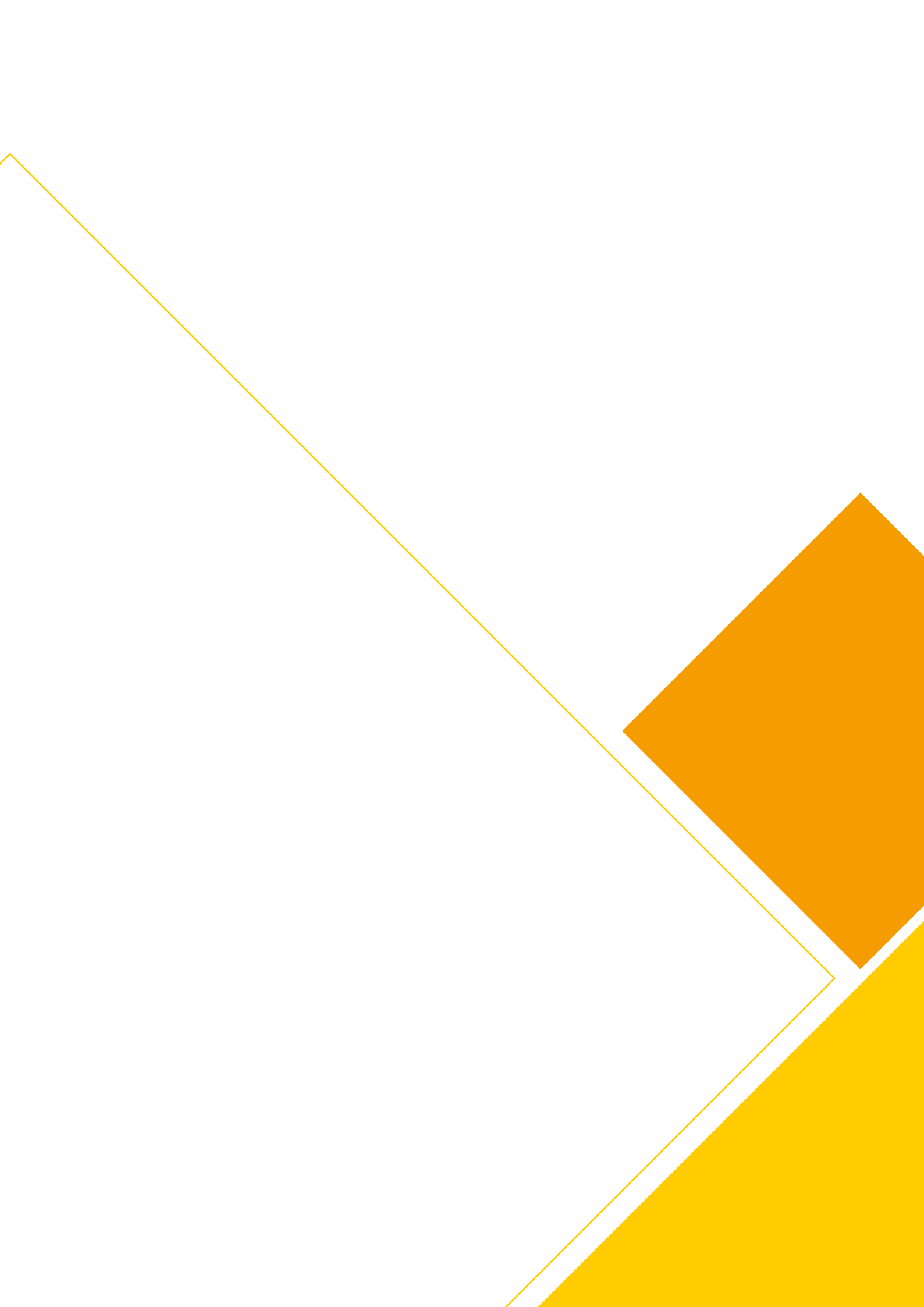
### **CORAZÓN DE JESÚS (SACRED HEART) HOME USERS ARE FINALISTS AT THE “ ECUADOR HAS TALENT” CONTEST**

The theatrical cast from our Corazón de Jesus home has gone beyond its boundaries to participate in the play “Old roads ” and shown its talent on television in Ecuavisa, on the “Ecuador has talent” 4th season and coming in as a finalist while demonstrating that aging successfully is possible.









# MEMORY AND PROFILE COVERAGE



JUNTA DE BENEFICENCIA  
DE GUAYAQUIL



INFO  
RESPONSABILIDA

# PROFILE



For a fourth year in a row we present our Social Responsibility Report, a tool which has allowed us to communicate to our interest groups about our performance and commitment to keep walking alongside them as we have for 127 years.

In complying with our annual commitment and for the fourth year in a row we present our Social Responsibility Report for 2015 which, just as last year, was drawn up according to the International guide for the elaboration of global reporting initiative GRI3, version G4 sustainability reports.

## G4-20

The present report is complete and has been drawn up in an “exhaustive” manner. Furthermore, compliance with ISO Norm 26000 and United Nations Global pact principles have been revised.

The information contained in this report is clear, complete, useful and comparative which will allow our interest groups to become acquainted with our objectives, values, performance and efforts to continue serving the community and is available in both digital and physical form.

<sup>3</sup>The GRI is a United Nations Program initiative for the environment (PNUMA) based on adopting universally accepted voluntary norms to improve the quality, relevance, trustworthiness and comparability of the information contained in reports of corporate sustainability.



It can be found on our web page: [www.juntadebeneficencia.org.ec](http://www.juntadebeneficencia.org.ec)



We thank all those who offered their time and knowledge to elaborate this Report and we are open to comments and suggestions from our readers for the elaboration of next year's Report which can be sent to:

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The following relation Matrix<sup>4</sup> shows conformity with each of the GRI points and compliance relation with United Nations World Pact Principles (See Annex 1 ) and ISO normative 26000 requisites. (See Annex 2)



<sup>4</sup> Explanation for Matrix relations columns:

GRI:	No. of GRI requisite
ASPECTO:	Aspect considered in performance indicators
DESCRIPCIÓN:	GRI Requirement
ISO 26000:	Requisite in compliance according to GRI points
PACTO GLOBAL:	No. of United Nations Global Pact principle complied with
REFERENCIA:	No. of report page where compliance is evidenced

## CONFORMITY WITH GRI AND RELATIONS WITH ISO 26000 AS WELL AS UNITED NATIONS GLOBAL PACT

GRI	ASPECT	DESCRIPTION	ISO 26000	GLOBAL PACT	PAGE
<b>ESTRATEGIA Y ANÁLISIS</b>					
G4-1		Statement from highest ranking employee in the organization.	4.7/6.2/7.4.2	Continuous support statement and sustainability from top authority for Organization. Criteria 19.	10
G4-2		Impacts, risks and key opportunities description.	4.7/6.2/7.4.2	Criteria 19.	12
<b>ORGANIZATION PROFILE</b>					
G4-3		Name of organization.	6.3.10/6.4.1/6.4.2		20
G4-4		Main brands, products and/or services.	6.3.10/6.4.1/6.4.2		
G4-5		Organization's main headquarters location.	6.3.10/6.4.1/6.4.2		
G4-6		Number of countries where organization operates and names of those countries where significant activities take place.	6.3.10/6.4.1/6.4.2		
G4-7		Entitlement type and legal form.	6.3.10/6.4.1/6.4.2		20
G4-8		Markets where services are rendered.	6.3.10/6.4.1/6.4.2		22
G4-9		Size of Organization drawing up memory.	6.3.10/6.4.1/6.4.2		
G4-10		Size selection according to direct work generated.	6.3.10/6.4.1/6.4.2		
G4-11		Percentage of employees covered by collective Agreements.	6.3.10/6.4.1/6.4.2		106
G4-12		Describe the Organization supply chain.	6.3.10/6.4.1/6.4.2		58
G4-13		Significant changes during informative period insofar as size, structure and entitlement.	6.3.10/6.4.1/6.4.2		59
G4-14		Describe organization's precautionary principles.	6.3.10/6.4.1/6.4.2		61
G4-15		Letters, principles or other economic, environmental and social initiatives developed externally to which the organization subscribes and supports.	6.3.10/6.4.1/6.4.2		61
G4-16		Participation in national and/or international Organizations.	6.3.10/6.4.1/6.4.2		62
G4-17		Basis on which to inform regarding joint ventures, controlled companies, operational establishments by third parties and other entities which can significantly affect comparisons between periods and organizations.	5.2/7.3.2/7.3.4		20
G4-18		Process to determine memory content and coverage of every aspect.	5.2/7.3.2/7.3.4		90

G4-19	Identified material aspects.	5.2/7.3.2/7.3.4		91
G4-20	Coverage of every aspect.	5.2/7.3.2/7.3.4		78, 80
G4-21	Limits of every aspect.	5.2/7.3.2/7.3.4		91
G4-22	Consequences of repeated memory expressions and its causes.	5.2/7.3.2/7.3.4		91
G4-23	Significant changes in every aspect of reach and coverage in regards to previous memories.	5.2/7.3.2/7.3.4		91
<b>INTEREST GROUP PARTICIPATION</b>				
G4-24	Interest groups list.	5.3.	Interest groups management.	94
G4-25	Basis for identification and selection of interest group.	5.3.	Interest groups management.	94
G4-26	Participation of interest groups.	5.3.	Interest groups management.	94
G4-27	Key subjects and restlessness arisen through interest groups participation and in what way has the organization responded to these subjects and worries including memory elaboration.	5.3.	Interest groups management.	94
<b>MEMORY PROFILE</b>				
G4-28	Period for information provided.	7.5.3/7.6.2	Profile report.	78
G4-29	Date of most recent report.	7.5.3/7.6.2	Profile report.	
G4-30	Memory elaboration cycle.	7.5.3/7.6.2	Profile report.	
G4-31	Contact data to question memory.	7.5.3/7.6.2	Profile report.	
G4-32	Point out conformity option.	7.5.3/7.6.2	Profile report.	
G4-33	Policy and practice at present in regards to external verification search for memory.	7.5.3/7.6.2	External insurance.	78
<b>GOVERNMENT</b>				
G4-34	Organization government structure.	6.2/7.4.3	Governance.	6
G4-35	Delegation of authority process of instance above high office and employees.	6.2/7.4.3	Governance.	
G4-36	Details of executive jobs or those responsible for economic, environmental or social matters and if officers are accountable to the upper government instance.	6.2/7.4.3	Governance.	
G4-37	Describe consultation processes among interest groups and superior government instance about economic, environmental and social matters. if such consultation is delegated, point out to whom and describe information interchange processes with superior government instance.	6.2/7.4.3	Governance.	94
G4-38	Composition of superior government instance and its committees.	6.2/7.4.3	Governance.	
G4-39	Point out if person presiding superior government instance holds an executive position as well. If so describe executive responsibilities and reasons for this disposition.	6.2/7.4.3	Governance.	



G4-40		Describe nomination process and selection of superior government instance and committees as well as selection criteria. choose members.	6.2/7.4.3	Governance.	
G4-41		Describe prevention processes and possible conflict of interest management.	6.2/7.4.3	Governance.	
G4-42		Describe upper government instance functions as well as that of high office insofar as development, approval and updating goals, mission values or statements, strategies, policies and updating. goals, mission values or statements, strategies, polices and objectives related to economic, environmental and social organization impacts.	6.2/7.4.3	Governance.	
G4-43		Point out what policies have been adopted to develop and improve government collective knowledge in relation to economic, environmental or social matters.	6.2/7.4.3	Governance.	
G4-44		Describe evaluatory processes for upper government instance performance in relation to the government.	6.2/7.4.3	Governance.	
G4-45		describe upper government instance functions as far as identification impact and risk management as well as opportunities of an economic, environmental and social nature. point out the role of upper government body in applying processes in a duly swift manner. b. point out if interest groups are consulted for information to be utilized in upper government instances insofar as identification, impact and risk management as well as risks and economic, environmental and social opportunities.	6.2/7.4.3	Governance.	
G4-46		Describe upper government instance as far as analyzing the efficacy of organization's management processes regarding the risk in economic, environmental and social matters.	6.2/7.4.3	Governance.	
G4-47		Point out frequency with which upper government body analyzes impacts, risks and economic, environmental and social opportunities.	6.2/7.4.3	Governance.	
G4-48		Point out which is the committee or most important job which revises and approves Organization's sustainability memory and insures all material aspects are duly reflected.	6.2/7.4.3	Governance.	
G4-49		Describe process to transmit important preoccupations to upper government body.	6.2/7.4.3	Governance.	
G4-50		Point out the nature and number of important preoccupations transmitted to government's upper body.	6.2/7.4.3	Governance.	
G4-51		Describe upper government body retributive policy and that of high office. link performance criteria insofar as retribution policies with economic environmental and social objectives of upper government body and high office.	6.2/7.4.3	Governance.	
G4-52		Describe processes to determine remuneration.	6.2/7.4.3	Governance.	

G4-53		Explain how you request and take into consideration interest groups' opinion regarding retribution including, as the case may be, voting results regarding policy and proposals related to this question.	6.2/7.4.3	Governance.	
G4-54		Calculate relation between total annual retribution of the best paid person in the Organization in each country where significant operations take place and total average retribution of the entire lot ( without counting the best paid person) of the corresponding country.	6.2/7.4.3	Governance.	
G4-55		Calculate relation between percentage increase of total annual retribution of the best paid person in the organization in each country where significant operations take place with percentage increase of total average retribution of the whole lot (without counting the best paid person) in the corresponding country.	6.2/7.4.3	Governance.	

### ETHICS AND INTEGRITY

G4-56		Describe values, principles, standards and norms.	4.4/6.6.3	Principle 8.	
G4-57		Describe internal and external advisory mechanisms in favor of ethical and licit conduct and to consult regarding matters related to the Organization's integrity such as telephone lines for help or advise.	4.4/6.6.3	Principle 8.	142
G4-58		Describe internal and external mechanisms denouncing unethical or illicit conduct in matters related to the Organization's integrity such as gradual notification to executives, mechanisms to denounce irregularities or telephone lines for help.	4.4/6.6.3	Principle 8.	

### INFORMATION ABOUT MANAGEMENT VIEWPOINT

G4-DAM - a		Report on why the aspect is material.	6 / 7.3.1 / 7.4.3/ 7.7.3 / 7.7.5		
G4-DAM - b		Report on how the Organization handles the material aspect of its impacts.			
G4-DAM - c		Report on handling evaluation.			

### INDICATORS ACCORDING TO ECONOMIC PERFORMANCE ASPECT

G4-EC1		Economic value generated and distributed including income, exploitation costs, retribution to employees, donations and other communal investments benefits not distributed and payments to capital suppliers and governments.	6.8.1 / 6.8.2		146
G4-EC2		Financial consequences and other risks and opportunities for Organization's activities due to climate change.	6.8.3	Principle 7.	150
G4-EC3		Coverage of Organization's obligations due to social benefit programs.	6.8.9		147
G4-EC4		Significant financial aid received from different governments.	6.5.5		147

G4-EC5	Market Presence	Range in relations between initial standard salary as compared to minimum salary in places where important operations occur.	6.3.7 / 6.3.10 / 6.4.3 / 6.4.4 / 6.8.1 / 6.8.2	Principle 6.	147
G4-EC6	Market Presence	Policies practices and expense proportion corresponding to local suppliers in places where significant operations occur.	6.4.3 / 6.8.1 / 6.8.2 / 6.8.5 / 6.8.7	Principle 6.	147
G4-EC7	Indirect Economic Consequences	Procedures for local hiring and number of executives found in local community in places where significant operations take place.	6.3.9 / 6.8.1 / 6.8.2 / 6.8.7 / 6.8.9		147
G4-EC8	Indirect Economic Consequences	Infrastructure and services investments development and impacts mainly for public benefit by way of commercial commitments either pro-bono or in species.	6.3.9 / 6.6.6 / 6.6.7 / 6.7.8 / 6.8.1 / 6.8.2 / 6.8.5 / 6.8.7 / 6.8.9		147
G4-EC9		Expense percentage in places with significant operations which correspond to local suppliers.	6.4.3 / 6.6.6 / 6.8.1 / 6.8.2 / 6.8.7		147

**THE ENVIRONMENT**

G4-EN1	Materials	Materials used, either by weight or volume.	6.5.4	Principle 7 y 8.	
G4-EN2	Materials	Percentage of materials used which are valued materials.	6.5.4		
G4-EN3	Energy	Internal energetic consumption.	6.5.4	Principle 7 y 8.	148
G4-EN4	Energy	External energetic consumption.			N / A
G4-EN5	Energy	Energetic intensity.	6.5.4	Principle 8.	149
G4-EN6	Energy	Reduction of energetic consumption.	6.5.4 / 6.5.5	Principle 8 y 9.	149
G4-EN7	Energy	Reduction of energetic requirements for products and services.	6.5.4 / 6.5.5	Principle 8 y 9.	
G4-EN8	Water	Total water reception according to sources.	6.5.4	Principle 7 y 8.	149
G4-EN9	Water	Water sources that have been affected significantly by water reception.			N / A
G4-EN10	Water	Percentage and total volume of recycled and reutilized water.			N / A
G4-EN11	Biodiversity	Operative installations located in protected areas.			N / A
G4-EN12	Biodiversity	Description of most significant impacts on biodiversity in protected natural spaces or in unprotected areas of high biodiversity derived from activities, products and services in protected areas and in valuable biodiverse areas in locations outside protected areas.			
G4-EN13	Biodiversity	Protected or restored habitats surface.			N / A



G4-EN14	Biodiversity	Number of species broken down according to danger of extinction included iucn red list and national listings and whose habitats are found in areas affected by operations according to threat degree of species.			N / A
G4-EN15	Emissions	Total, direct greenhouse gas emissions effect, by weight.	6.5.5	Principle 7 y 8.	149
G4-EN16	Emissions	Total, direct gas emissions, of greenhouse effect by weight.	6.5.5	Principle 7 y 8.	149
G4-EN17	Emissions	Other, indirect gas emissions of greenhouse effect.	6.5.5	Principle 7 y 8.	149
G4-EN18	Emissions	Intensity of gas emissions of greenhouse effect.	6.5.5	Principle 7 y 8.	149
G4-EN19	Emissions	Reduction of greenhouse effect gas emissions.	6.5.5	Principle 7, 8 y 9.	
G4-EN20	Emissions	Emission of substance which depletes ozone.	6.5.3 / 6.5.5	Principle 7 y 8.	149
G4-EN21	Emissions	NOx, SOx and other significant atmospheric emissions.	6.5.3	Principle 7 y 8.	149
G4-EN22	Effluents and Residues	Total pouring out of residual waters according to their nature and destiny.	6.5.3	Principle 8.	150
G4-EN23	Effluents and Residues	Total weight of residual waters managed according to type and method of treatment.	6.5.4	Principle 8.	150
G4-EN24	Effluents and Residues	Total number and volume of significant accidental spillage.			151
G4-EN25	Effluents and Residues	Weight of residues transported, imported, exported or treated and deemed dangerous according to the Basilea Agreement terms annexes i, ii and viii as well as a percentage of residues transported internationally.	6.5.3	Principle 8.	150
G4-EN26	Effluents and Residues	Identification, size, state of protection and bio-diversity value of water sources and habitats related, significantly affected by water runoff of informing Organization.			150, 151
G4-EN27	Products and Service	Initiatives to manage environmental impacts of goods and services and degree of impact reduction.	6.5.3 / 6.5.4 / 6.7.5	Principle 7, 8 y 9.	
G4-EN28	Products and Service	Percentage of products sold and their packing materials to be claimed at the end of their shelf-life according to product categories.	6.5.3 / 6.5.4 / 6.7.5	Principle 8.	
G4-EN29	Compliance	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with environmental normative.	4.6	Principle 8.	151

G4-EN30	Transport	Significant environmental impacts for products transportation and other goods and materials used for Organization's activities as well as personnel transportation.	6.5.4 / 6.6.6	Principle 8.	
G4-EN31	General	Breakdown according to expense type and environmental investments.	6.5.1 / 6.5.2	Principle 7, 8 y 9.	151
G4-EN32	Environmental Evaluation of Suppliers	Percentage of new suppliers examined according to environmental criteria.	6.3.5 / 6.6.6 / 7.3.1	Principle 8.	
G4-EN33	Environmental Evaluation of Suppliers	Significant negative environmental impacts, real and potential, in supply chain and measures taken accordingly.	6.3.5 / 6.6.6 / 7.3.1	Principle 8.	
G4-EN34	Environmental Complaint Mechanisms	Number of complaints, filled out, sent out and resolved through formal complaint mechanisms.	6.3.6	Principle 8.	151
<b>SOCIAL PERFORMANCE CATEGORY</b>					
<b>LABOR PRACTICES AND DIGNIFIED WORK</b>					
G4-LA1	Job	Total number, hiring and turnover rate. average number of employees according to age group. sex and region.	6.4.3	Principle 6.	152
G4-LA2	Job	Social benefits for employees with a full schedule not offered to temporary or half-time employees, broken down by significant activity locations.	6.4.4 / 6.8.7		153
G4-LA3	Job	Levels of work reincorporation and retention after paternal or maternal leave, broken down by sex.	6.4.4		153
G4-LA4	Relations Company/ Worker	Minimum pre-warnings relative to Organizational changes including those specified in collective bargaining.	6.4.3 / 6.4.5	Principle 3.	153
G4-LA5	Health and Security at Work	Percentage of executive –employees represented in health and security committees, established to help control and advise about health programs and safety at work.	6.4.6		153
G4-LA6	Health and Security at Work	Rate of absenteeism, disease, days lost and number of mortal victims, related to work in the region.	6.4.6 / 6.8.8		153
G4-LA7	Health and Security at Work	Workers whose profession bears a high risk of illness.	6.4.6 / 6.8.8		153
G4-LA8	Health and Security at Work	Matters of health and safety covered in formal agreements with syndicates.	6.4.6		154
G4-LA9	Formación y Educación	Average hours of upbringing a year per/employee broken down by level of employee.	6.4.7	Principle 6.	154
G4-LA10	Upbringing and Education	Executive skills and upbringing to foment employee labor ability toward the end of their professional careers.	6.4.7		154

G4-LA11	Upbringing and Education	Percentage of employees revised regularly as to performance and professional development.	6.4.7	Principle 6.	155
G4-LA12	Diversity and Opportunity	Composition of government bodies and staff breakdown according to professional category, sex, age, belonging to minority group or other diversity indicators.	6.2.3 / 6.3.7 / 6.3.10 / 6.4.3	Principle 6.	155
G4-LA13	Equal pay between men and women	Relation between base salary for men with respect to women broken down by significant work placements.	6.3.7 / 6.3.10 / 6.4.3 / 6.4.4	Principle 6.	156
G4-LA14	Evaluation of suppliers' labor practices	Percentage of new providers tested as to criteria relative to labor practices.	6.3.5 / 6.4.3 / 6.6.6 / 7.3.1		
G4-LA15	Evaluation of suppliers' labor practices	Significant, real and potential labor practices impacts along supply chain and measures taken about it.	6.3.5 / 6.4.3 / 6.6.6 / 7.3.1		
G4-LA16	Complaints mechanism about labor practices	Number of complaints about labor practices presented, taken up and resolved by way of formal complaint mechanisms.	6.3.6		156
<b>HUMAN RIGHTS PRACTICES</b>					
G4-HR1	Investment	Number and percentage of contracts and investment Agreements for human rights.	6.3.3 / 6.3.5 / 6.6.6	Principle 2.	156
G4-HR2	Investment	Hours of formation for employees about politics and procedures related to human rights aspects relevant to their activities, including percentage of trained employees.	6.3.5	Principle 1.	
G4-HR3	No discrimination	Number of discrimination cases and corrective measures adopted.	6.3.6 / 6.3.7 / 6.3.10 / 6.4.3		156
G4-HR4	Free association and collective bargaining	Identification of Center and suppliers where the law can be broken or be threatened and measures taken to defend those rights.	6.3.3 / 6.3.4 / 6.2.5 / 6.3.8 / 6.3.10 / 6.4.5 / 6.6.6	Principle 3.	
G4-HR5	Child labor	Identification of Center and suppliers with significant risk of child exploitation and measures adopted to contribute to abolishment of child exploitation.	6.3.3 / 6.3.4 / 6.3.5 / 6.3.7 / 6.3.10 / 6.6.6 / 6.8.4	Principle 5.	
G4-HR6	Forced labor	Centers and significant suppliers at significant risk of creating forced labor episodes and measures taken to contribute to the elimination of all forms of forced labor.	6.3.3 / 6.3.4 / 6.3.5 / 6.3.10 / 6.6.6	Principle 4.	
G4-HR7	Security measures	Percentage of security personnel trained in Organization's policies or procedures with regard to relevant human rights and activities.	6.3.4 / 6.3.5 / 6.6.6	Principle 1.	156
G4-HR8	Rights of indian population	Number of indian population rights violated and measures adopted.	6.3.4 / 6.3.6 / 6.3.7 / 6.3.8 / 6.6.7 / 6.8.3	Principle 1.	156



G4-HR9	Evaluation	Number and percentage of centers subjected to examination or impact evaluation in matters of human rights.	6.3.3 / 6.3.4 / 6.3.5	Principle 1.	156
G4-HR10	Evaluation of suppliers	Percentage of new suppliers that were examined regarding labor practices.	6.3.3 / 6.3.4 / 6.3.5 / 6.6.6	Principle 2.	
G4-HR11	Evaluation of suppliers	Significant negative impacts in matters of human rights, real and potential, along supply chain and measures adopted.	6.3.3 / 6.3.4 / 6.3.5 / 6.6.6	Principle 2.	
G4-HR12	Complaint mechanism	Number of human rights complaints which have been presented, taken up and resolved by way of formal complaint mechanisms.	6.3.6	Principle 1.	156
<b>SOCIETY</b>					
G4-SO1	Local communities	Percentage of operations where development programs, impact evaluations and local community participation have been set up.	6.3.9 / 6.5.1 / 6.5.2 / 6.5.3 / 6.8	Principle 1.	
G4-SO2	Local communities	Centers of operations with possible or real negative effects on local communities.	6.3.9 / 6.5.1 / 6.5.2 / 6.5.3 / 6.8	Principle 1.	
G4-SO3	Fight against corruption	Number and percentage of Centers where risks involved with corruption have been evaluated and significant risks detected.	6.6.1 / 6.6.2 / 6.6.3	Principle 8.	
G4-SO4	Fight against corruption	Communications, training policies and procedures regarding the fight against corruption.	6.6.1 / 6.6.2 / 6.6.6	Principle 8.	
G4-SO5	Fight against corruption	Confirmed corruption cases and measures adopted.	6.6.1 / 6.6.2 / 6.6.3	Principle 8.	157
G4-SO6	Public policy	Value of political contributions according to country and to whom it is destined.	6.6.1 / 6.6.2 / 6.6.4	Principle 8.	157
G4-SO7	Disloyal competition practices	Number of legal procedures caused by monopoly related causes and against free competition and results.	6.6.1 / 6.6.2 / 6.6.5 / 6.6.7		157
G4-SO8	Compliance	Monetary value of significant fines and number of non-monetary sanctions for legislation and normative non-compliance.	4.6		157
G4-SO9	Evaluation of suppliers' social repercussion	Percentage of new suppliers examined according to criteria related to social repercussion.	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2 / 7.3.1		
G4-SO10	Evaluation of suppliers' social repercussion	Significant social impacts, real and potential along supply chain and measures adopted.	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2 / 7.3.1		
G4-SO11	Complaint mechanisms due to social impact	Number of complaints regarding social impacts which have been presented, taken up and resolved by way of formal complaint mechanisms.	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2		157

RESPONSABILITY REGARDING PRODUCTS					
G4-PR1	Client health and safety	Evaluation of life cycles of products and services to be improved and services to be improved on and, their impact on health and safety of clients as well as. percentage of products categories and significant services subject to such evaluatory procedures.	6.7.1 / 6.7.2 / 6.7.4 / 6.7.5 / 6.8.8		
G4-PR2	Client health and safety	Total number of incidents derived from non-compliance of legal regulation or voluntary codes relative to products and services impacts on health and safety during their life cycle distributed according to results type for such incidents.	4.6 / 6.7.1 / 6.7.2 / 6.7.4 / 6.7.5 / 6.8.8		157
G4-PR3	Products and services	Types of information about products and services required by procedures in force and the normative as well as percentage of products and services subject to such informative requirements.	6.7.3 / 6.7.4 / 6.7.5 / 6.7.9		
G4-PR4	Products and services	Number of regulation non-compliances and voluntary codes of products and services regarding information and labeling distributed according to result types for such incidents.	4.6 / 6.7.1 / 6.7.2 / 6.7.3 / 6.7.4 / 6.7.5 / 6.7.9		
G4-PR5	Products and services	Practices with respect to client satisfaction including client customer satisfaction study results.	6.7.1 / 6.7.2 / 6.7.6		157
G4-PR6	Marketing communications	Sale of forbidden products or in dispute.			157
G4-PR7	Marketing communications	Total number of incidents as a result of non-compliance of regulations relating to marketing communications including advertising, promotion and sponsorship distributed according to types of results of such incidents.	4.6 / 6.7.1 / 6.7.2 / 6.7.3		157
G4-PR8	Client privacy	Total number of duly fundamented complaints in relation to privacy and the loss of clients' personal data.	6.7.7		157
G4-PR9	Regulatory compliance	Monetary value of significant fines as a result of normative non-compliance in relation with supply and use of organization products and services.	4.6 / 6.7.1 / 6.7.2 / 6.7.6		157

# MATERIAL ASPECTS

The Management Systems Office is responsible for the gathering, consolidation and the Information Report write-up for which the "Guide for elaboration of sustainability reports" published by Global Reporting Initiative (GRI) version (G4) is taken as a reference.

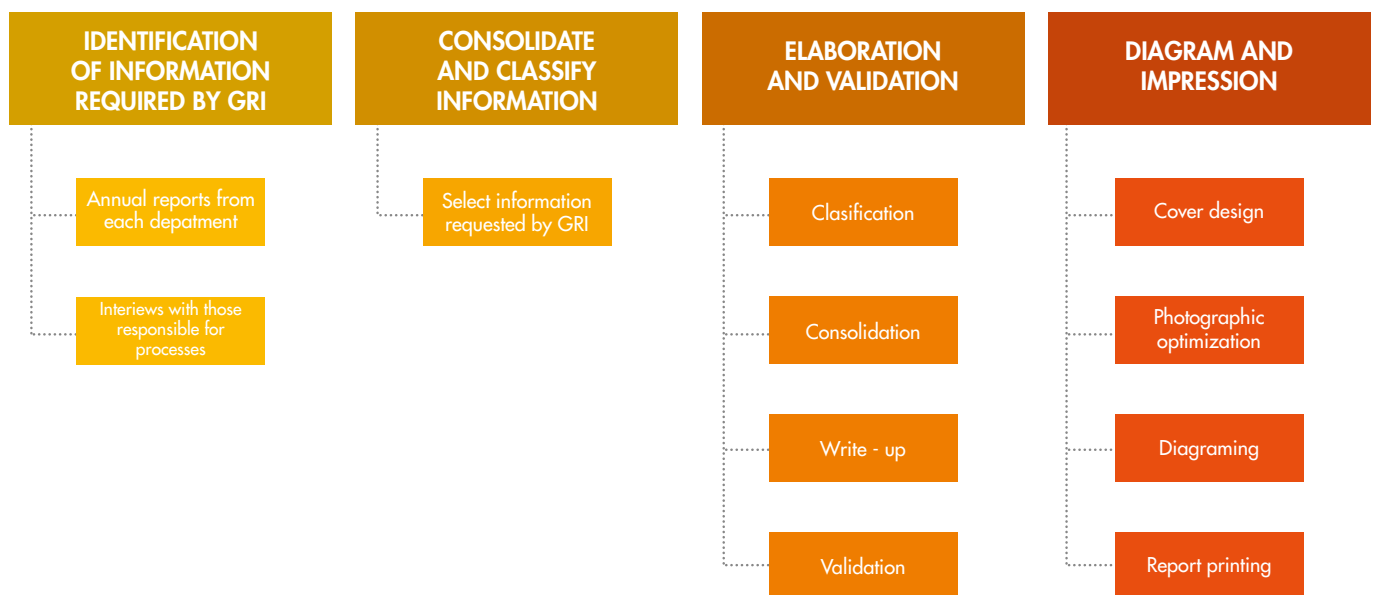
At the end of each year, every Department and Office Inspectorship, makes up an Annual Report for the General Board of Directors which contains the most relevant events of the year. These reports are the basis for drawing up the Social Responsibility Report.

Furthermore, to cover each of the aspect and indicators, meetings are held with every one responsible for processes related to the information required.

After the report has been drawn up the Image and Communication Office designs the cover, chooses photographic material, diagrams and prints the material.

Graphically speaking the process is the following:

## PROCESS TO DRAW – UP THE SOCIAL RESPONSIBILITY REPORT



**G4-21**

External coverage has been expressed by including relevant topics with respect to interest groups.

**G4-22**

During the year 2015 information from the previous Social Responsibility Report was not reformulated.

**G4-19**

## MATERIAL ASPECTS

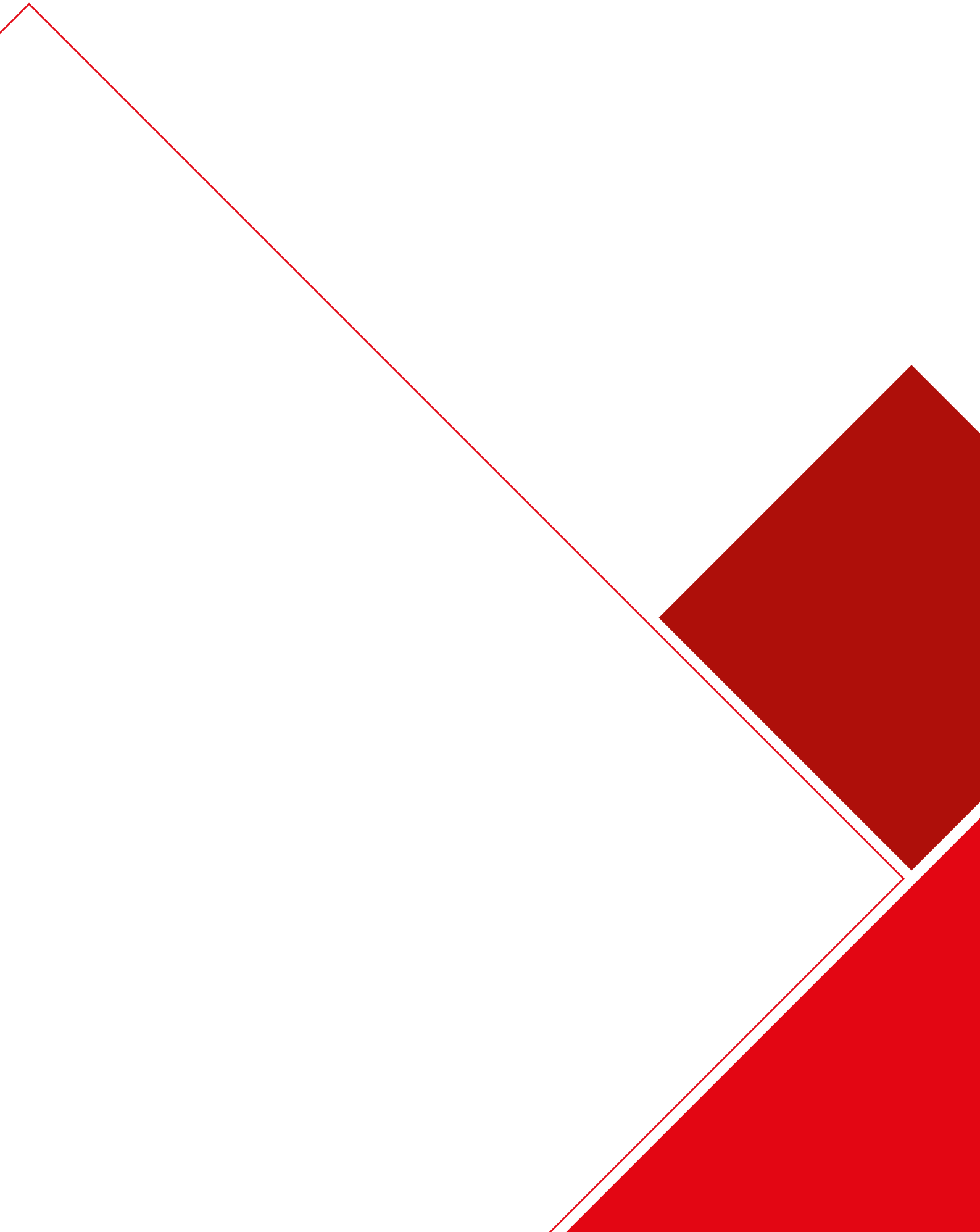
During the process of defining the contents for this report information was taken from the following aspects related to each one of those categories demanded by the GRI:

ECONOMIC CATEGORY	
<ul style="list-style-type: none"> <li>• Economic Performance</li> <li>• Market Presence</li> <li>• Indirect Economic Consequences</li> <li>• Acquisition Practices</li> </ul>	
ENVIRONMENTAL CATEGORY	
<ul style="list-style-type: none"> <li>• Energy</li> <li>• Water</li> <li>• Affluents And Residues</li> </ul>	
SOCIAL PERFORMANCE CATEGORY	
Labor Practices And Dignified Work	Human Rights
<ul style="list-style-type: none"> <li>• Employment</li> <li>• Relations Between Workers And Head Office</li> <li>• Safety And Occupational Health</li> <li>• Training And Education</li> <li>• Diversity And Equal Opportunities</li> <li>• Equal Retribution For Men / Women</li> <li>• Complaint Mechanisms Regarding Labor Practices</li> </ul>	<ul style="list-style-type: none"> <li>• Investment</li> <li>• No Discrimination</li> <li>• Forced Labor</li> <li>• Security Measures</li> <li>• Indian Population Rights</li> <li>• Complaint Mechanisms Regarding Human Rights</li> </ul>

**G4-23**

In the year 2015 no significant changes have occurred in relation to the reach and coverage of each aspect presented in this report.





# PARTICIPATION OF INTEREST GROUPS



# IDENTIFICATION OF INTEREST GROUPS

Each Department of our Organization has its interest groups clearly identified according to services extended; however there are interest groups which are of common interest to all departments.

No major problems have arisen this year regarding interest groups.

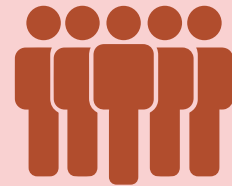


# INTEREST GROUPS COMMON TO ALL DEPARTMENTS

GOVERNMENT



COMMUNITY



CARE FOR  
THE ENVIRONMENT



OUR COLLABORATORS  
AND THEIR FAMILIES



NATIONAL AND INTERNATIONAL  
ORGANIZATIONS



SUPPLIERS OF GOODS  
AND SERVICES



MEMBERS OF LA JUNTA  
DE BENEFICENCIA DE GUAYAQUIL





# INTEREST GROUPS ACCORDING TO TYPE OF SERVICE

SERVICE	INTEREST GROUP	ORGANIZATION REQUIREMENTS	COMMUNICATION MECHANISMS
FOR ALL SERVICES	<ul style="list-style-type: none"> <li>• GOVERNMENT</li> <li>• PUBLIC HEALTH MINISTRY</li> <li>• MINISTRY OF EDUCATION</li> <li>• ECUADORIAN SOCIAL SECURITY INSTITUTE</li> <li>• SANITARY CONTROL REGULATION AGENCY</li> </ul>	<ul style="list-style-type: none"> <li>• Respect For The Law</li> <li>• Compliance With Normatives And Regulations</li> <li>• Support For Community Needs</li> <li>• To Promote Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Agreements</li> <li>• Agreement Meetings</li> <li>• Compliance With The Law</li> <li>• Ministerial Agreements</li> <li>• State Constitution</li> <li>• Compliance Audit</li> </ul>
	<ul style="list-style-type: none"> <li>• MEMBERS OF LA JUNTA DE BENEFICENCIA</li> </ul>	<ul style="list-style-type: none"> <li>• Efficacy And Efficiency</li> <li>• Honesty</li> <li>• Resources Optimization</li> <li>• Sustainability : Continue Charity Work initiated By La Junta De Beneficencia in 1888</li> <li>• Report Regarding Donations' Destination</li> </ul>	<ul style="list-style-type: none"> <li>• Board Of Directors</li> <li>• Hospital Board</li> <li>• Consulting Board</li> <li>• Commitments to Syndicates</li> <li>• Audit Results</li> <li>• Funds Usage Report</li> <li>• Committee Reunions</li> <li>• Management Indicators</li> </ul>
	<ul style="list-style-type: none"> <li>• WORK COMMUNITY</li> </ul>	<ul style="list-style-type: none"> <li>• Fair And Timely Payment</li> <li>• Clarity Regarding Rules And Duties</li> <li>• Work Stability</li> <li>• Safe Working Environment</li> <li>• Professional Development</li> <li>• Recognition</li> <li>• To Be Respected As A Person</li> <li>• To Be Listened To about improvement Proposals</li> <li>• Respect For Syndicate Agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Polls Regarding Labor Environment</li> <li>• Performance Evaluation</li> <li>• Occupational Health Committee</li> <li>• Informative Bulletins</li> <li>• Intranet</li> <li>• Electronic Mail</li> <li>• Celular Telephone</li> <li>• Welfare Events</li> <li>• Training Courses</li> <li>• Open Doors</li> <li>• Dialogue With Syndicated Associations</li> <li>• Suggestions Mailbox</li> <li>• Reunions</li> <li>• Strategic Guidelines</li> <li>• Labor Policies</li> <li>• Social Events</li> <li>• Stimulus, Stimuli</li> <li>• Pamphlets</li> </ul>
	<ul style="list-style-type: none"> <li>• GOODS AND SERVICES SUPPLIERS</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance With Payment Agreements</li> <li>• Contractual Honesty</li> <li>• Long-term Relationship</li> <li>• Win-win relation</li> </ul>	<ul style="list-style-type: none"> <li>• Long-term Contracts</li> <li>• Shopping Webpage</li> <li>• Evaluation And Grading of Suppliers</li> </ul>
	<ul style="list-style-type: none"> <li>• ENVIRONMENT</li> </ul>	<ul style="list-style-type: none"> <li>• Waste Handled Correctly</li> <li>• No Environmental Contamination</li> <li>• Saving Paper</li> <li>• Recycling</li> <li>• Optimization of Water And Energy Consumption</li> <li>• Prevention And Control of Infections</li> <li>• Integral Handlins of Green Areas</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Environmental Management Committee</li> <li>• Infections Control Committee</li> </ul>

	<ul style="list-style-type: none"> <li>• COMMUNITY</li> </ul>	<ul style="list-style-type: none"> <li>• Work Sources</li> <li>• Knowledge of Services Offered</li> <li>• Services Innovation</li> <li>• Prevention Talks And Treatment For Illnesses</li> <li>• Charity Services For Pysical And Mental Health</li> <li>• Education</li> <li>• Protection For The Elderly</li> <li>• Help</li> </ul>	<ul style="list-style-type: none"> <li>• Webpage</li> <li>• Education-talks</li> <li>• Open Houses For Themes Of Interest</li> <li>• Community Programs</li> <li>• Awareness of Health Importance</li> <li>• Communication Media</li> <li>• Opportune Help Program</li> <li>• Godfather Plan Program</li> <li>• Prevention Talks And Events</li> <li>• Artistic Events</li> <li>• Contests</li> <li>• "Somos Junta" Magazine</li> </ul>
	<ul style="list-style-type: none"> <li>• ORGANIZATIONS WHICH SUPPORT OUR WORK</li> </ul>	<ul style="list-style-type: none"> <li>• One Channel And Cooperation To Extend Free Of Charge Medical Attention To Patients Of Scarce Means</li> <li>• Report Regarding Donations´ Desination</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Mail</li> <li>• Webpage</li> <li>• Cooperation Agreements</li> </ul>
	<ul style="list-style-type: none"> <li>• ORGANIZATIONS WE SUPPORT</li> </ul>	<ul style="list-style-type: none"> <li>• Receive Support</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Mail</li> <li>• Webpage</li> <li>• Cooperation Agreements</li> </ul>
	<ul style="list-style-type: none"> <li>• BANKING ENTITIES</li> </ul>	<ul style="list-style-type: none"> <li>• Timely Loan Repayments</li> <li>• Keeping The Institution As a client</li> </ul>	<ul style="list-style-type: none"> <li>• Statements Of Account</li> <li>• Agreements</li> </ul>
HEALT	<ul style="list-style-type: none"> <li>• PATIENTS AND FAMILY MEMBERS</li> </ul>	<ul style="list-style-type: none"> <li>• Physical And Mental Welfare Services</li> <li>• Preventive Education</li> <li>• Geriatric Attention</li> <li>• Fair Price</li> <li>• Quality And Safe Attention</li> <li>• Competent Professionals</li> <li>• Listened To</li> <li>• Respect</li> <li>• Opportune Service</li> </ul>	<ul style="list-style-type: none"> <li>• Suggestions Mailbox</li> <li>• Complaints Reception</li> <li>• Socio-economic Visits From Social Work</li> <li>• Measuring Service Satisfaction</li> <li>• Educational Talks</li> <li>• Psychosocial Talks</li> <li>• Open House</li> <li>• Informative Television Sets In Waiting Rooms</li> <li>• Campaigns Focused on one Illness</li> <li>• Educational Booklets</li> </ul>
	<ul style="list-style-type: none"> <li>• UNIVERSITIES</li> </ul>	<ul style="list-style-type: none"> <li>• Agreements For Student Practices</li> <li>• Alliances To Develop Post -graduate Study At Hospitals</li> <li>• Teaching Collaborative Agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Post-graduate Educational Organization</li> <li>• Assistantships</li> <li>• Training</li> <li>• Cooperation Agreements</li> <li>• Internships</li> </ul>
	<ul style="list-style-type: none"> <li>• PUBLIC AND PRIVATE INSURANCE COMPANIES</li> </ul>	<ul style="list-style-type: none"> <li>• Good Service For Affiliates</li> <li>• Service Availability</li> <li>• Compliance With Agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Agreements</li> <li>• Agreements Reunions</li> </ul>
	<ul style="list-style-type: none"> <li>• HEALTH PROFESSIONALS</li> </ul>	<ul style="list-style-type: none"> <li>• National Reference Point</li> <li>• Work Source</li> </ul>	<ul style="list-style-type: none"> <li>• Congress</li> <li>• Days To Become Up-to-date</li> <li>• Medical Journal</li> </ul>
	<ul style="list-style-type: none"> <li>• MEDICAL AND NURSERY STUDENTS</li> </ul>	<ul style="list-style-type: none"> <li>• Gain Experience For Professional Life</li> <li>• Learn From Doctors With Long Trajectory At Our Hospitals</li> <li>• Learn From Variety Of Clinical Cases At Our Hospitals</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Communication</li> <li>• Reports Through University And Academic Coordinators</li> </ul>

EDUCATION	<ul style="list-style-type: none"> <li>• STUDENTS AND PARENTS</li> </ul>	<ul style="list-style-type: none"> <li>• Academic Excellency</li> <li>• Fair Price</li> <li>• Good Service</li> <li>• To Be Listened To</li> <li>• Respect</li> </ul>	<ul style="list-style-type: none"> <li>• Parents' Reunions</li> <li>• Orientation For Students</li> <li>• Olympic Games</li> <li>• Integration Events</li> <li>• Student Council</li> <li>• Parents' Central Committe</li> </ul>
	<ul style="list-style-type: none"> <li>• PROFESSORS</li> </ul>	<ul style="list-style-type: none"> <li>• Work Source</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Study Programs</li> </ul>
	<ul style="list-style-type: none"> <li>• UNIVERSITIES</li> </ul>	<ul style="list-style-type: none"> <li>• Good Academic Level</li> <li>• Students Joining Those Careers In Greater Demand</li> </ul>	<ul style="list-style-type: none"> <li>• Entrance Exams</li> <li>• Scholarships</li> </ul>
	<ul style="list-style-type: none"> <li>• CULTURAL GROUPS</li> <li>• SPORTING ASSOCIATIONS</li> </ul>	<ul style="list-style-type: none"> <li>• Students' Integration In These Activities</li> <li>• Educational Unit Support</li> </ul>	<ul style="list-style-type: none"> <li>• Championship</li> <li>• Activities' Coordinators</li> <li>• Presentations</li> </ul>
	<ul style="list-style-type: none"> <li>• PUBLIC AND PRIVATE INSTITUTION</li> </ul>	<ul style="list-style-type: none"> <li>• Active Students Participation</li> </ul>	<ul style="list-style-type: none"> <li>• Contest</li> <li>• Web Pages</li> <li>• Means Of Communication</li> </ul>
UPBRINGING AND PROTECTION FOR YOUNG GIRLS	<ul style="list-style-type: none"> <li>• ORPHANED LITTLE GIRLS OR OF SCARCE RESOURCES AND PARENTS</li> </ul>	<ul style="list-style-type: none"> <li>• Welcoming Home</li> <li>• Nourishment</li> <li>• Care</li> <li>• Recreation</li> <li>• Education</li> <li>• Sporting Activities</li> <li>• Christian Upbringing</li> <li>• Medical Attention</li> <li>• Protection</li> <li>• Love</li> </ul>	<ul style="list-style-type: none"> <li>• Coexistence</li> <li>• Integration Events</li> <li>• Recreational Outings</li> </ul>
	<ul style="list-style-type: none"> <li>• RELIGIOUS COMMUNITY</li> </ul>	<ul style="list-style-type: none"> <li>• Economic Budget</li> <li>• Installations Maintenance</li> <li>• Participation In Religious Activities</li> </ul>	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Electronic Mail</li> </ul>
ELDERLY CARE	<ul style="list-style-type: none"> <li>• THE ELDERLY</li> </ul>	<ul style="list-style-type: none"> <li>• Geriatric Care</li> <li>• Better Quality Of Life</li> <li>• Protection</li> <li>• Medical, Psychological And Spiritual Assistance</li> <li>• Company</li> </ul>	<ul style="list-style-type: none"> <li>• Integration With Their Families</li> <li>• Religious Retreats</li> <li>• Recreational Outings</li> </ul>
	<ul style="list-style-type: none"> <li>• FAMILY MEMBERS</li> </ul>	<ul style="list-style-type: none"> <li>• Care And Protection For The Elderly</li> </ul>	<ul style="list-style-type: none"> <li>• Geriatric Working Days</li> <li>• Bulletins</li> <li>• Reunions</li> </ul>
	<ul style="list-style-type: none"> <li>• RELIGIOUS COMMUNITY</li> </ul>	<ul style="list-style-type: none"> <li>• Economic Budget</li> <li>• Installations Maintenance</li> <li>• Participation In Religious Activities</li> </ul>	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Electronic Mail</li> </ul>
FUND PRODUCER	<ul style="list-style-type: none"> <li>• LOTTERY SALES PEOPLE</li> <li>• DISTRIBUTORS</li> </ul>	<ul style="list-style-type: none"> <li>• Work Source</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Communication</li> </ul>
	<ul style="list-style-type: none"> <li>• LOTTERY CLIENTS</li> </ul>	<ul style="list-style-type: none"> <li>• Winning Prizes</li> </ul>	<ul style="list-style-type: none"> <li>• Sales Areas</li> </ul>
FUNERAL AND BURIAL SERVICES	<ul style="list-style-type: none"> <li>• COMUNITY</li> </ul>	<ul style="list-style-type: none"> <li>• Services Availability</li> </ul>	<ul style="list-style-type: none"> <li>• Personalized Attention To The Client</li> <li>• Web Page</li> <li>• Means Of Communication</li> </ul>

# CHANNELS OF COMMUNICATION



## MAGAZINES

### “SOMOS JUNTA” MAGAZINE

Through the “Somos Junta (we are the Junta) magazine our mission to help and serve our fellow man is propagated, showcasing our social efforts in the areas of health, education and attention to the elderly. All of us who constitute la Junta de Beneficencia de Guayaquil work these areas from day to day.

## MEDICAL JOURNAL

La Junta de Beneficencia de Guayaquil Medical Journal is the official communications venue for scientific investigation performed at our hospitals.

[www.revistamedica.org.ec](http://www.revistamedica.org.ec)



## DIGITAL SURROUNDINGS

### WEB PAGES

The junta de beneficencia de guayaquil websites is visited from month to month by users all over the world mainly from Ecuador. In 2015 visits to departmental websites of La Junta de Beneficencia totaled 837,996.

### SOCIAL NETWORKS

One of the main reasons why our institution is found on internet is to develop awareness among young Ecuadorians regarding the magnitude of the charity work performed by La Junta de Beneficencia de Guayaquil and therefore awaken appreciation for this endeavor.



[youtube.com/jbgorg](https://www.youtube.com/jbgorg)  
[twitter.com/jbgorg](https://twitter.com/jbgorg)  
[facebook.com/jbgorg](https://www.facebook.com/jbgorg)  
[linkedin.com/company/junta-de-beneficencia-de-guayaquil/](https://www.linkedin.com/company/junta-de-beneficencia-de-guayaquil/)  
[instagram.com/jbgorg](https://www.instagram.com/jbgorg)





## **GIANT LED SCREEN**

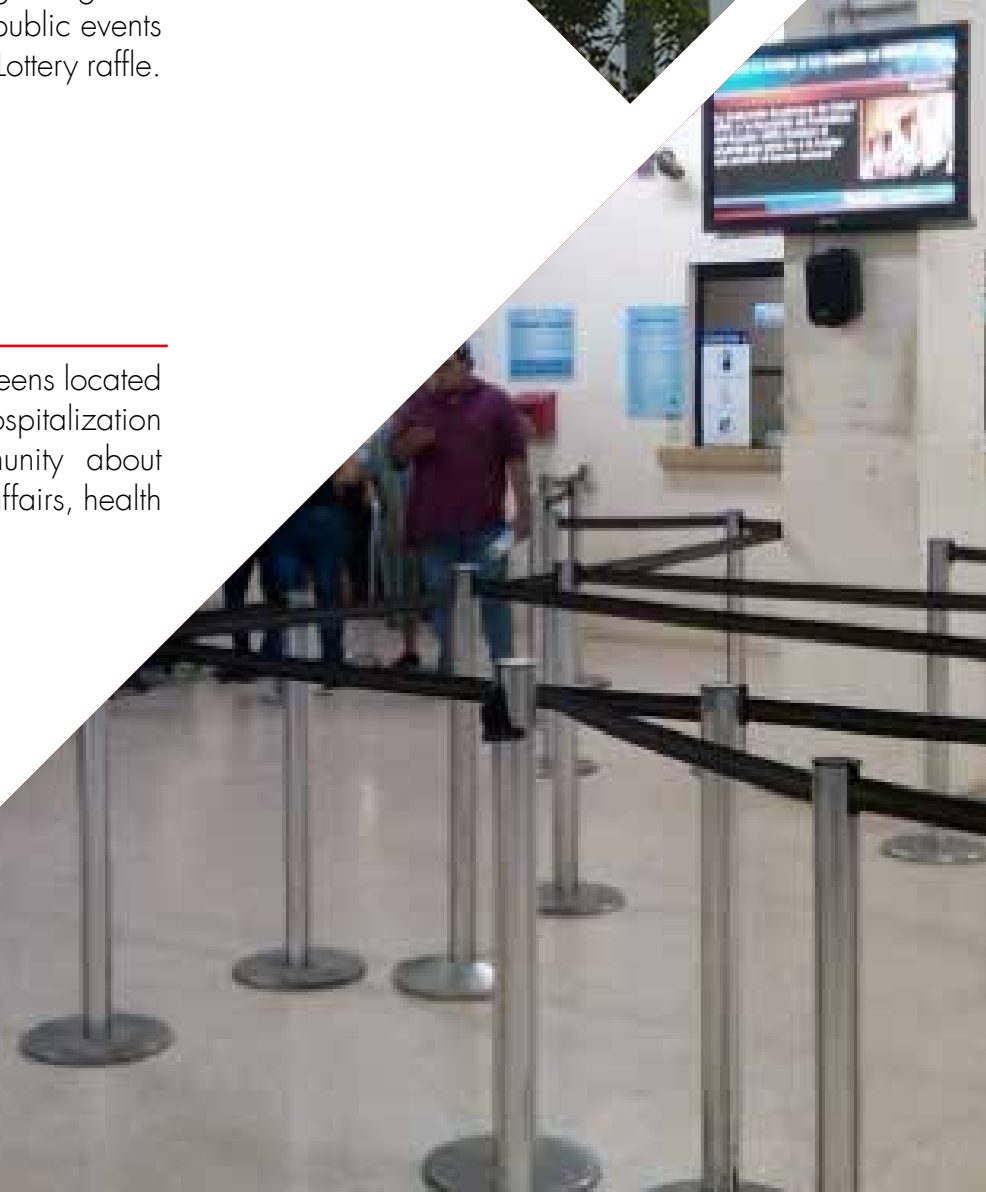
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We have a giant led screen on the outside of our main building as an informative, educational and entertainment device for pedestrians walking around the surrounding area. The content varies, lasting only a few seconds with summarized institutional videos, information regarding our services, invitations to departmental public events and live transmission of the National Lottery raffle.

## **LED SCREENS CLOSED CIRCUIT**

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Through a closed circuit system of screens located in waiting rooms for outpatients and hospitalization at hospitals we inform the community about services we extend, general interest affairs, health education and entertainment.



# COMMITMENT TO THE GOVERNMENT

Each one of our Departments is aligned with the country's normatives and regulations and to comply with these legal dispositions a data base containing normatives, protocols and guidelines, among others, has been drawn up.

Our Health Departments are working on master copies emitted by the Ministry of Public Health to obtain a license in accordance with the level of attention in much the same way our Educational Units comply with dispositions from the Ministry of Education.







# COMMMITTMENT TO OUR COLLABORATORS AND THEIR FAMILIES



The first responsibility we have with our collaborators is to fulfill legal obligations in working terms. In the same manner we recognize child and forced labor as global problems and therefore we publicity declare that no activities leading to a potential infantile exploitation incident or forced labor will take place. Neither will collaborators be expected to perform activities that will put them in danger.

## **SAFETY AND OCCUPATIONAL HEALTH**

We are committed to diminishing the risk, the effort and the physical demands of work with a purpose to preserve collaborators' health through the safety and occupational Health Program.

In matters of Occupational Health, la Junta de Beneficencia de Guayaquil complies with legal requirements as a sign of respect towards its collaborators and for coherence of its "raison d'être" with Health Care Departments for which we have a safety and health work system.

## LABOR WELFARE

We facilitate collaborator's development by way of searching for different alternatives to a solution as well as prevention of social problems through investigation, intervention, planning and education contributing to social change.



## HEALTHY LIFE PROGRAM PHASE III

Dynamic workshops were set up in which collaborators from Luis Vernaza, Roberto Gilbert, Neurosciences Institute, Enrique C. Sotomayor Hospitals as well as the Corazon de Jesus Home, The Patrimonial Cemetery and the Central Office participated.

## PREVENTION OF ALCOHOL, TOBACCO AND OTHER DRUGS

Aimed at employees who are parents, grandparents, uncles or relatives who are in charge of children and adolescents with the participation of 309 employees at the different Institution departments.

## DIABETES PREVENTION

A health program directed to collaborators in central office who are either suffering from diabetes or are prone to contract this disease. To this end, workshops were set up with professionals such as an endocrinologist, nutritionist and social worker with themes such as "What is diabetes", "Developing eating habits", "The role of family with diabetes patients" and "Health Campaign".

G4-11

## EMPLOYEES COVERED BY COLLECTIVE AGREEMENTS

Since free association is a human right, in our Organization there is a workers' syndicate and for the Organization, collective bargaining constitutes an important commitment to our collaborators.

Alongside corporate government collective bargaining is part of the general framework which favors responsible management. La Junta de Beneficencia de Guayaquil has 2546 employees affiliated to syndical organizations and a collective contract shelters and protects all Junta de Beneficencia de Guayaquil workers, stable, in-house, syndicated or not with the exception of employees contracted on a trial basis or in a temporal way.

## OPPORTUNITY AND GOOD WORKING ENVIRONMENT

**"I found an opportunity for better days at the Hospital Luis Vernaza"**

Eighty-year-old Jose Pinargote is the oldest employee of la Junta de Beneficencia de Guayaquil , an Institution to which he has dedicated 64 years of his life. He joined in the year 1950 when he was barely 16 years-old and freshly arrived from his native Jipijapa in search of better opportunities which he found at the Hospital Luis Vernaza.

José has 6 sons, all professionals, thanks to his work. "I will forever be grateful to la Junta de Beneficencia, this Hospital, and my colleagues, who have always given me their support at work. All this is thanks to the opportunity the Hospital gave me when I was still very young and inexperienced.





## COMUNICATION

### INTERNAL COMMUNICATION

#### COLLABORATE WEBSITE

The new channel of internal communication is a collection of web pages, one for each department, built with gratuitous applications. It is defined as a strategic information, communication and services tool for human development management which allows interaction between collaborators and the Organization to strengthen identity and organizational culture.



#### A CHOIR COMPOSED OF 24 VOICES

Conformed by collaborators who love music, the institutional choir will soon be two years old since created.

It is successfully culminating a series of presentations in different scenarios where they have been hailed by the community for their interpretation of several different musical genders.





# ORGANIZATIONAL DEVELOPMENT

We develop the Human Talent Potential, Organizational Culture and Service To Users, so as to contribute to development and sustainability of our Institution.



## Office 365 for Education



## TRAINING

Administrative, teaching personnel was instructed as well as Psychologists from the Santa Luisa de Marillac Educational Unit regarding the new 365 Office as part of the technological transformation project.



## RECREATIONAL CENTER

It is oriented towards integral growth of collaborators and their families by integrating recreational, upbringing, training and sporting activities to improve collaborators' quality of life.

The recreational and Sporting Center enjoys ample, clean and safe installations. It has a Conference room, dining room, bar, consulting room, billiards room, ping-pong tables, two pools, soccer field, basketball and Volley-Ball courts as well as an area for children to play and comfortable grandstands.

Over 400 of our collaborators' children attend vocational courses which for the past four years have taken place at our recreational and Sporting Center.

It contributes to the integral growth of our collaborators and their families by joining recreational, upbringing, training and sporting activities for improvement in the quality of life of workers and therefore guarantee an optimum working environment.



## SAVINGS AND LOAN COOPERATIVE

With the purpose of encouraging a savings mentality among our collaborators and their access to credit, the savings and loan cooperative was created in which our collaborators save voluntarily on a monthly basis.

Through this Cooperative, agreements are made with commercial establishments which extend credit to collaborators and monthly payments are discounted through the payroll.



### CREDIT AND SAVINGS COOPERATIVE

OF LA JUNTA DE BENEFICENCIA DE GUAYAQUIL EMPLOYEES

## RECOGNITION

### INTERNATIONAL NURSERY DAY

With the objective of celebrating contributions made by nursery professionals to society, every 12th day in May, International Nursery Day is commemorated.

La Junta de Beneficencia de Guayaquil Hospitals performed a series of activities, lectures and workshops on this date, and in so doing recognized the effort, dedication, devotion and love that these professional people exert as they perform their lofty duties.



# COMMITMENT TO OUR PATIENTS AND THEIR FAMILIES

## INTEGRAL REHABILITATION CENTER PREPARES PATIENTS AND FAMILY MEMBERS FOR AN INDEPENDANT LIFE

The Integral Rehabilitation Center (CRI) belonging to the Neurosciences Institute, is a welcoming therapeutic space for patients who require ambulatory medical care.

It offers pedgogical, playful, recreational and occupational activities during the transition from hospitalization to an independant life.





## LABOR REINSERTION BAR REMODELING AND EXPANSION FOR ADDICTIVE BEHAVIOR UNIT (UCA) USERS

The therapeutical program offered by UCA in its last phase is a "Program for labor reinsertion" which allows user evaluation regarding the handling of social skills and, at the same time, reintegrating the family unit in a better way.

UCA users who are in this program are entrusted with food preparation, sale and administration activities at the Ucafé Bar. Furthermore they take ambulatory rounds through all Institute areas offering the different products.



## PERUVIAN PATIENT MEETS AGAIN WITH HIS FAMILY MEMBERS AFTER 9 YEARS

His family gave 41 year-old Juan from Lima, Peru up for lost. He left his house in 2006 and did not return. In 2013 Juan was taken to the Neurosciences Institute diagnosed with mental illness whereby he could not remember his name, age or where he came from. After two years in treatment he recovered his memory.

Thanks to social workers' management, contact with the Peruvian embassy was established and he was escorted to Lima where he reestablished contact with his family after 9 years.



## EDUCATING THE PATIENT

### **A GROUP OF PATIENTS AFFLICTED WITH RHEUMATOID ARTHRITIS WAS CREATED TO IMPROVE THEIR QUALITY OF LIFE**

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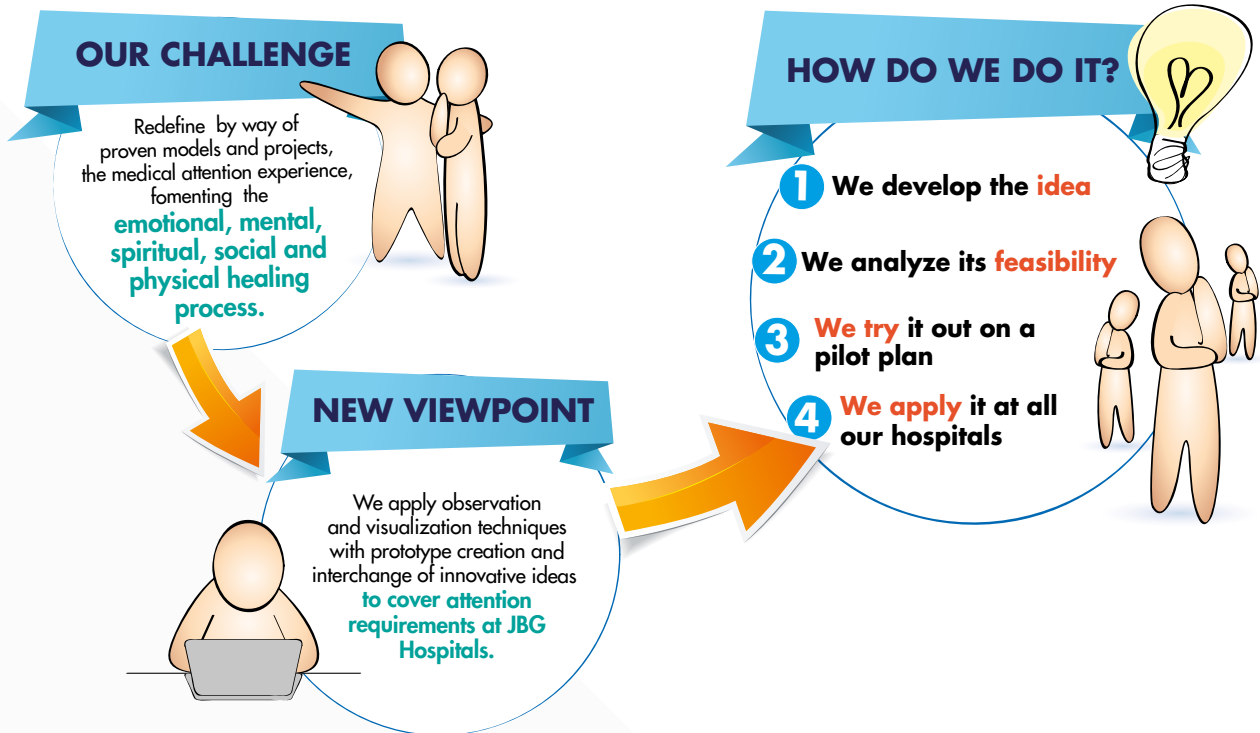
At present the Hospital Luis Vernaza Rheumatology Service attends to around 50 patients a week in an ambulatory way, who are stricken with this illness. Given these large numbers they created a group of patients with rheumatoid arthritis whose objective is to educate the patient, his family and the community extending relevant information by way of trimestral talks.



# INNOVATION FOR THE PURPOSE OF PATIENT SATISFACTION

“Our patients must not only feel satisfied with the Medical attention but with the details for a better environment as well”

Julio Guzmán, Innovation Inspector



Innovation is one of our Institutional values which generate conceptual changes of a different vision in order to better serve.

Some of the successful projects are meant to increase satisfaction in our interest groups: patients, Family members and Collaborators.



## “HOSPITAL CLOWNS” VOLUNTEERS FROM OUR HOSPITAL

Their purpose is to remove the dramatic element from the Hospital environment making patients’ stay more bearable and comfortable and lighten the stress on family members and health personnel.



## SERUM DRESSES IN COLORS

Mental power is a very important factor in any person's recovery and more so with children, whereby to improve their animic state cold serum containers are turned into "super formula boxes".



## MUSICAL NOTES HARMONIZE OUR HOSPITAL WARDS

Their objective is to improve our patients' and family members' stay as well as that of cleaning personnel.

Investigations have shown that music:

- Relieves the pain in patients.
- Relieves stress and anxiety.
- Stimulates areas in the brain which elicit pleasure.



## 15 MINUTES WITHOUT STRESS

It is focused on our Hospital users to give them a pleasurable experience. We try to introduce the concept of integral medicine as an alternative method combined with traditional medicine.

"Physical contact is soothing and frees tension. I felt less in a hurry and more comfortable as I waited my turn."





## TESTIMONIES

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After 8 years of constant discomfort and 2 years of clinical treatment following seven months from successful surgery and recovery, Lyli can walk, play and her knees no longer suffer. Although she still relies on a wheelchair for the long haul she doesn't need to use orthopedic shoes or contraptions that would limit her dreams. These are ideals; she sets down in drawings where she reflects her family as a "source of inspiration and constant example to forge ahead with my disability which is filled with capacities".



# COMMITMENT TO OUR STUDENTS AND THEIR REPRESENTATIVES

## THE FIGHT AGAINST DRUG USAGE BEGINS IN THE CLASSROOM

As part of the annual training program and with the support of the Neurosciences Institute Unit of Addictive Conduct preventive talks, about drug consumption and its negative impact on youth, are given.



## INTEGRATION AND JOY ON MOTHER'S DAY

We celebrate all mothers and teachers through a beautiful outdoor mass at the hands of our Parrish priest José Luis Ponce. Besides, like every year, a Mother-Symbol was elected at the premises.



## FIRST DOSE AGAINST HEPATITIS B

With a purpose to protect the health of our students from Second Year of Unified General High School, they received the first dose of the vaccine against hepatitis B so they could carry out their internship at our hospitals.





# COMMITMENT TO OUR ELEDERLY FOLK

## ENTERTAINMENT AND INTEGRATION

### FRIDAY MOVIE

This activity helps them develop cognitive capacity by exercising attention and perception.

### OUTING TO BAÑOS DE AMBATO

Enjoying a ride to see the Angel Cascade.

### OUTING TO PLAYAS, VILLAMIL, PUERTO MORRO

Boat ride to see the dolphins.





## THE HOME CELEBRATED RESIDENTS' GOLDEN AGE

For three consecutive days residents of the Corazón de Jesus Home lived in a festive environment celebrating elderly adult week wherein activities prepared by elderly persons took place with Institutional support.

Family members of the elderly, members of la Junta de Beneficencia de Guayaquil and people from the community were present for a sum total of 300 persons.



# COMMITMENT TO THE UPBRINGING AND CARE OF OUR LITTLE GIRLS AND YOUNGSTERS

## **MARIA, AN OUTSTANDING “MINI GENIUS; BORN FROM THE LOVE OF THE CALDERON AYLUARDO HOME**

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Maria Guzman, one of our little girls from the Home, and a student on scholarship from our Santa Luisa de Marillac Educational Unit joined the Mini Genius contest with the Academic training support of her teacher and together with her schoolmates achieved second place in the “Literature” category.

“My purpose was to represent the Calderon Ayluardo Home successfully since I was its only representative and I did it with God’s help, my mother, the teachers and the sisters at the Home.”

## **AN ENCOUNTER WHICH CHEERED UP THE HEARTS OF LITTLE GIRLS**

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Invited by the Guayaquil Archdiocese, 35 little girls from the Calderon Ayluardo Home were in attendance at the Divine Mercy Shrine during Pope Francis’ visit to Guayaquil, to be a part of this encounter with children, youngsters, adults, elderly persons, the sick and other persons invited who gathered with hope and joy in one corner where the Pope arrived to deliver his blessing.



# RELATIONSHIP WITH SUPPLIERS OF PRODUCTS AND SERVICES

Cleaning, nourishment, safety, parking and cafeteria services, among others; are delegated to external suppliers since they are not directly related to our Organization's Social Objective.

To contract these types of companies there is a procedure which specifies how they must be selected, evaluated and re-evaluated. In this way we seek to guarantee that these suppliers will lend services in accordance with their quality and that they comply with labor and environmental legal dispositions in force.





# CARE AND COMMITMENT TO THE ENVIRONMENT

## RECYCLED MATERIALS CONVERTED TO WORKS OF ART

Our Santa Luisa de Marillac Educational Unit students showed their creativity by turning recycled materials into real works of art which were part of the “Creative Hands” art show at the Presley Norton Museum in Guayaquil.

## ART AS THERAPY FOR OUR UNIT OF ADDICTIVE CONDUCT (UCA) USERS

A mural with 4000 recycled caps was made by our Unit of Addictive Conduct users at the Neurosciences Institute.



## DIGITAL STATISTICS ALLOWS SAVING ON PAPER

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Our Enrique C. Sotomayor Gynaeco-Obstretic Hospital joined the National Government's Vital Data Registration System (REVIT) as part of the complementary Health Net this past October 21th.

This is an automated service which allows doctors to perform statistical reports in a digital manner, emitted when mothers undergo delivery, in order to certify that a boy or girl was born alive.



## HAND – WASHING CONSIDERABLY REDUCES THE RATE OF INFECTION

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Our Hospitals keep a rigorous and permanent control over the hand – washing process of its personnel with techniques which should also be applied at home to avoid germs and illnesses. Furthermore gel alcohol dispensers are located in each patient unit.

At our Enrique C. Sotomayor Hospital, statistics show that in 2006 the rate of infection at the surgical site as related to cesarean section delivery was 3.6% at present; in 2015 it is 0.3%.



# RELATIONS WITH NATIONAL AND INTERNATIONAL ORGANIZATIONS

## **“HANDS THAT GIVE, HANDS THAT RECEIVE”**

Our Foreign Relations and Donations Management Department makes an effort, every year, to establish, re-establish, keep and increase relations with the different non-governmental Organizations with which it maintains alliances to receive Humanitarian Medical Missions, equipment, supplies and implements for our Hospitals as well as goods donated to our “Program for Interinstitutional Cooperation” where we support similar entities on a national level.





## WE RECEIVED SUPPORT

HUMANITARIAN AND TRAINING MISSIONS	ORIGIN	OBJECTIVE	PERSONS BENEFITTED
Santa Cruz Volunteers	Montreal, Canadá	Visual Measurement Campaign And Glasses Delivered Cost-free.	1245 persons
Project Perfect World	Utah, United States	Scoliosis, Club Foot And Dislocated Hip Surgery At The Dr. Roberto Gilbert Hospital.	19 children
Project Perfect World	Utah, United States	Traumatology Surgery At The Dr. Roberto Gilbert Hospital.	24 children
Brigham Young University College Of Nursing	Utah, United States	Nursery Training At Enrique Sotomayor, Luis Vernaza And Dr. Roberto Gilbert Hospitals.	Nursery Personnel
The Children's Heart Group Service	Pensilvania, United States	Cardiology Surgery.	11 children
Free Wheelchair Mission	California, United States	Training In Wheelchair Assembly And Repair.	Assistance To Fundación Vista For All In City Of Quito.
The Children's Heart Group Service	Pensilvania, United States	Training For Cardiac Interventions.	Assistant Doctors At Dr. Roberto Gilbert E. Hospital
Karel De Grote	Belgium	Two Internships At Obstetrics In Enrique C. Sotomayor Hospital.	N/A
Karel De Grote	Belgium	Two Internships At Nursery In Enrique C. Sotomayor Hospital.	N/A

### DONORS FROM ABROAD

- The Ellen Meadows Prosthetic Hand
- Pet International
- Free Wheelchair Mission
- Globus Relief
- Friends Of Ecuador
- Direct Relief
- Francisco International Forwarding
- Vida, Among Others

### LOCAL DONORS

- Carozzi
- National Customs Services From Ecuador
- Fybeca Group
- Seres Pharmaceutical Laboratory
- Gabriel Vilaseca Soler Foundation



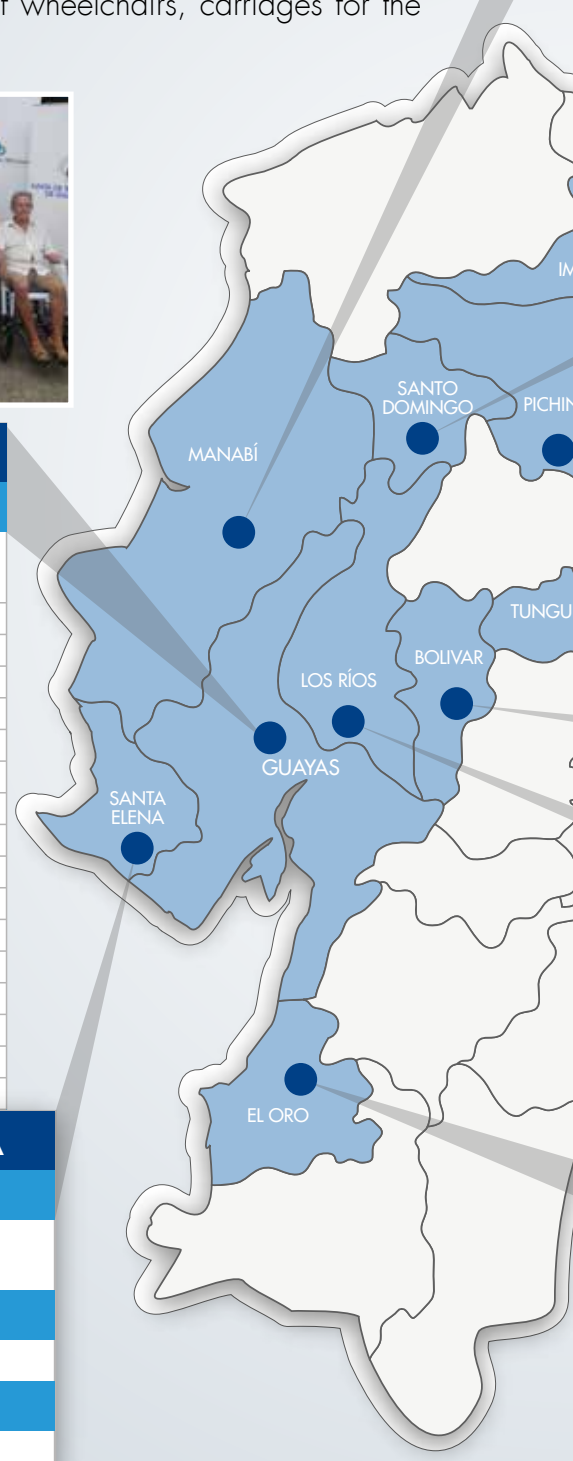


## WE OFFER SUPPORT

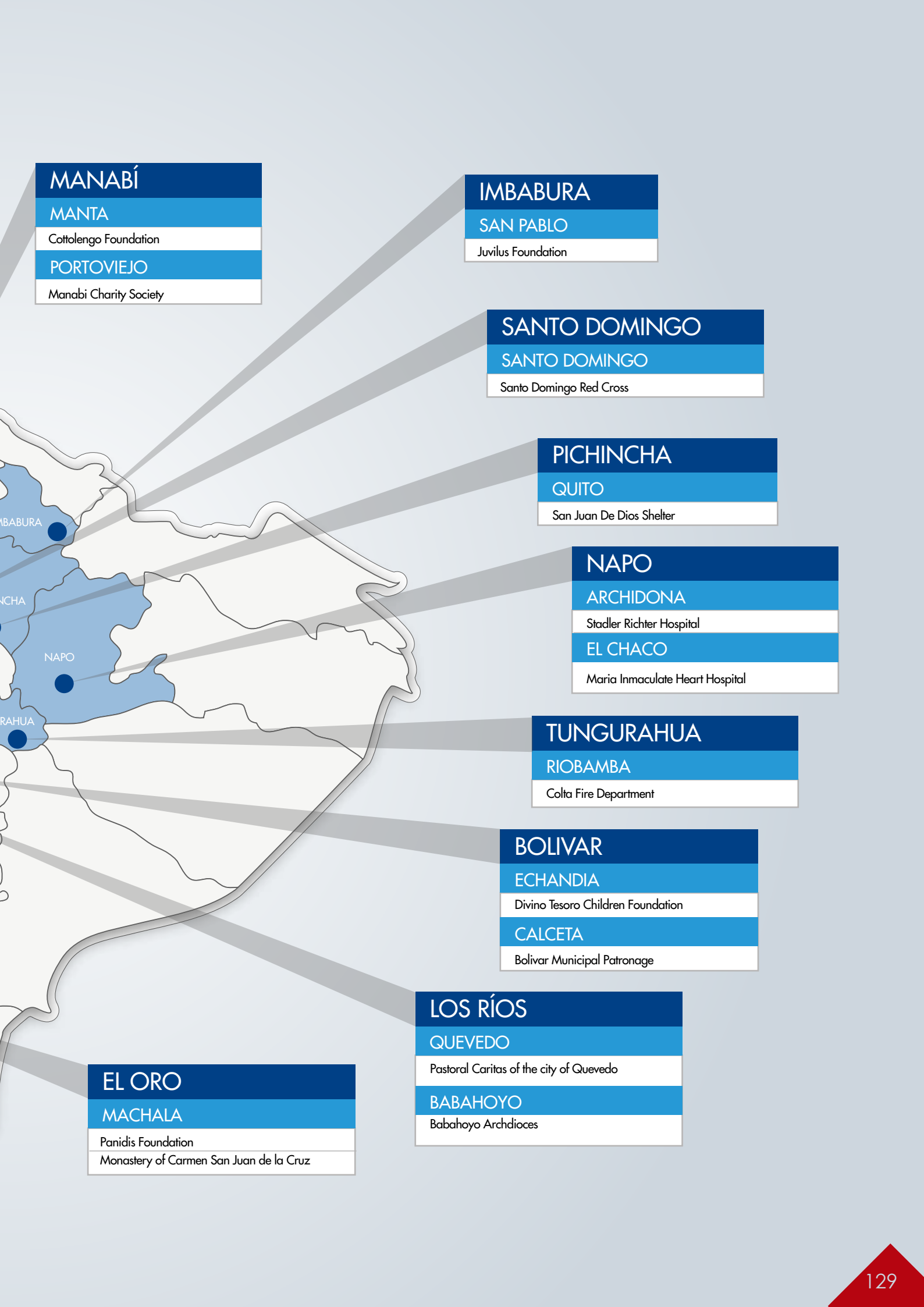
### WE DONATE TO FOUNDATIONS IN SEVERAL CORNERS OF ECUADOR

We extend support in a permanent way to charity Foundations and Institutions that share the common goal of improving the quality of life of those most in need through social assistance.

78 non-profit Institutions, on a national level, benefited from medical supplies, wheelchairs, and beds among others. 580 persons benefitted from donations consisting of wheelchairs, carriages for the incapacitated, crutches, walkers, canes and hand leg prosthesis.



GUAYAS	
GUAYAQUIL	
Guayaquil Archdioces	Child With A Future Foundation
Plaza Dañin Shelter	We Are Needed Ecuador Fondation
Guayaquil Ladies' charity Society	Father Damian Foundation
Mother Pilar Izquierdo Child Center	Happy Faces Foundation
Food Bank Foundation	Evangelic Soul Clinic
Children's Care Foundation	Ebenezer Evnagelical Church
Casa Cuna Foundation	Mercy Church
Clemencia Foundation	San Pio De Pietrelcina Church
Guayaquil Rotary Club	Emaus Walkers Movement
Educar En Cristo Foundation	Oscus
Huancavilca Foundation	Santa Rosa Parrish
Maria Gracia Foundation	Mother Of God Parrish
Madre Dolorosa Foundation	Santa Isabel From Hungary Parrish
Mother Theresa From Calcuta Foundation	Santa Teresa De Jesus Parrish
Mercedes De Jesus Molina Foundation	Infants' Protection Society
Mercy Foundation	Indian-german Educational Unit
Monsignor Enrique Julhes Foundation	Amas Foundation
Different Child Foundation	
SAMBORONDÓN	
Samborondon Ministry Of Public Health	
St. Josemaria Church	
MARCELINO MARIDUEÑA	
San Carlos Sugar Mill Hospital	
DAULE	
Girasol Home Foundation	
SANTA ELENA	
SALINAS	
San Jose Parrish, Salinas	
san Jose Home	
OLÓN	
Santa Maria De Fiat Ancon	
ANCÓN	
Ancon Foundation	



**MANABÍ**

MANTA  
Cottalengo Foundation

PORTOVIEJO  
Manabi Charity Society

**IMBABURA**

SAN PABLO  
Juvilus Foundation

**SANTO DOMINGO**

SANTO DOMINGO  
Santo Domingo Red Cross

**PICHINCHA**

QUITO  
San Juan De Dios Shelter

**NAPO**

ARCHIDONA  
Stadler Richter Hospital

EL CHACO  
Maria Immaculate Heart Hospital

**TUNGURAHUA**

RIOBAMBA  
Colta Fire Department

**BOLIVAR**

ECHANDIA  
Divino Tesoro Children Foundation

CALCETA  
Bolívar Municipal Patronage

**LOS RÍOS**

QUEVEDO  
Pastoral Caritas of the city of Quevedo

BABAHOYO  
Babahoyo Archdioces

**EL ORO**

MACHALA  
Panidis Foundation  
Monastery of Carmen San Juan de la Cruz

## SOCIAL RESPONSABILITY ALLIANCES

### FIRST BENEFICENCIA FRIENDS RACE GATHERED 3000 ECUADORIANS



JUNTA DE BENEFICENCIA  
DE GUAYAQUIL



FORMACIONES  
**fybeca**  
Somos parte de tu vida

GALERÍA DE LA  
**SOLIDARIDAD**  
AYUDAR ES TU MEJOR OBRA DE ARTE



5 artistas guayaquileños exponen  
sus obras fotográficas en FYBECA  
**¡ADQUIÉRELAS YA!**

Los fondos recaudados serán destinados para mejorar la  
calidad de vida del adulto mayor en el Hogar del Corazón  
de Jesús de la Junta de Beneficencia de Guayaquil.

Validado en los primeros meses de Guayaquil. Desde el 18 de noviembre 2015 hasta el 29 de febrero 2016. En todas las zonas de la ciudad.



## **ASVOLH-35 YEARS OF VOLUNTEER WORK AT OUR HOSPITALS AS A COMPLEMENT TO SERVICE AWARDED TO THOSE MOST IN NEED**

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It's been thirty five years of a fruitful relationship between both non-profit Institutions originating in the volunteer work which has become a complementary and integral activity on behalf of the patient.

*"Here is my secret which couldn't be simpler: you can only see well with the heart; essentials are invisible to the eyes."  
(The Little Prince – Antoine de Saint-Exupéry)*

208 ladies who decided to invest part of their time in the service to others, in a non-profit manner at all four hospitals which belong to La Junta de Beneficencia and at the "Rosa Eva Aguilar de Sanchez" Shelter where patients' family members coming from other provinces, who have nowhere to stay, are given lodging.





## PARTICIPATION IN SIMULATED REHEARSALS BEFORE ADVERSE EVENTS

### EVACUATION REHEARSAL

We participate in the simulated rehearsal organized by the Citizen Safety Corporation.



# COMMITMENT TO THE COMMUNITY



## SOLIDARY HELP

### **A SOLIDARY VISION WHICH ILLUMINATED THE EYES OF 1245 PERSONS**

Sixty year-old Julio, who has been living at the Neurosciences Institute for the last 30 years, lightened up his face with a broad smile when he was given his glasses after having passed the visual exam which determined the need to wear glasses to improve his eyesight. "Now I can see much better" Said Julio while volunteer Michel T. Placed his custom-made glasses on him.

The Santa Cruz Volunteer Group from VOSH in Montreal, Canadá, led by Piere Labine a Catholic Priest, is conformed by 26 volunteers between ophthalmologists, optometrists, optimal technicians, and ophthalmology last-year students from Canadá, France and the United States. They benefitted a total of 1,245 persons of scarce financial means during the free-of-charge visual measurement campaign and glasses delivery.



## A MIRACLE OF MOBILITY FOR PERSONS OF SCARCE FINANCIAL MEANS

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Thanks to wheelchair donations from free wheelchair Mission, La Junta de Beneficencia delivered, free-of-charge, a total of 111 wheelchairs to persons of scarce financial resources, from several areas in the country and which constitutes, for many of them a mobilization miracle.



## HANDS OF LOVE AND HOPE FOR 80 PROTHESIS BENEFICIARIES

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For Luis, Sergio and Julio who are 17, 63 and 40 respectively life changed when they lost their hands. Seventeen years have elapsed from the unfortunate incident which almost led to suicide for Sergio due to the trauma of losing his left hand while connecting a cable in his humble abode.



## ILLNESS CARE AND PREVENTION

### **BENEDICTO XVI SENDS HEALTH BRIGADES INTO THE COMMUNITY**

The Benedicto XVI Medical Center Heads Health prevention brigades and a talk program through an itinerary of Medical visits and free medicine for different churches and Educational Centers located in areas adjacent to the Medical Center.

The program takes blood pressure, weight, glucemia, oxygenation, saturation measurement and other basic indicators on adults, whereas Educational Units benefit children with a medical evaluation to draw up a health chart while delivering three types of multi-vitamins, iron and calcium. Furthermore doctors extended recomendations to avoid obesity and malnutrition, the main risk factors.

“THE OBJECTIVE IS HEALTH PREVENTION THROUGH EDUCATION AND MEDICAL CONSULTATIONS FOR CHILDREN AND ADULTS IN OUR COMMUNITY”





## EDUCATIONAL WORKSHOP FOR THE MEDICAL COMMUNITY IN THE PROVINCE OF MANABÍ

The Dr. Roberto Gilbert Children's Hospital traumatology area in collaboration with GPF Corporation offered a workshop regarding the "Club Foot" phenomenon for the benefit of the Medical Community in Manabí. This Province was singled out because 30 % of cases attended at the Hospital come from this province.



## OUR PERMANENT STRUGGLE AGAINST HIV

On World day of the struggle against HIV, the Enrique Sotomayor Gynaeco-Obstetric Hospital opened its doors to the public in general and to the media interested in increasing their knowledge about the HIV virus which is still one of the most serious public health problems in the world according to the OMS.

Free access to anti-retroviral treatment is guaranteed; as well as strategy execution to prevent vertical transmission and treatment of patients stricken with sexually transmitted infections to diminish vulnerability shown by those infected with HIV and a constant recommendation to constantly and adequately use a condom as double protection.



## ILL PERSON WORLD DAY

The Hospital Luis Vernaza Health Pastoral organized a series of activities focused on the community. Different Hospital areas were visited where chaplains together with invited priests attended the sick.



## INTERNATIONAL EPILEPSY DAY

Neurology Services of la Junta de Beneficencia de Guayaquil's Hospital Luis Vernaza and the Ecuadorian league against epilepsy (LECE) gave an educational talk on February 9th, to commemorate International Epilepsy Day.



## LUNG DISEASES WORLD DAY

Open house proceedings were conducted at Hospital Luis Vernaza and directed at the public in general. Dr. Enrique Jaramillo, head of the Hospital's Neumology Services insisted among those present that EPOC is a disease that can be prevented not cured and that avoiding tobacco prevents developing the disease whereby educating the patient is fundamental for its control. During the open house proceedings spirometry tests and talks were given delivering results to the participating audience.



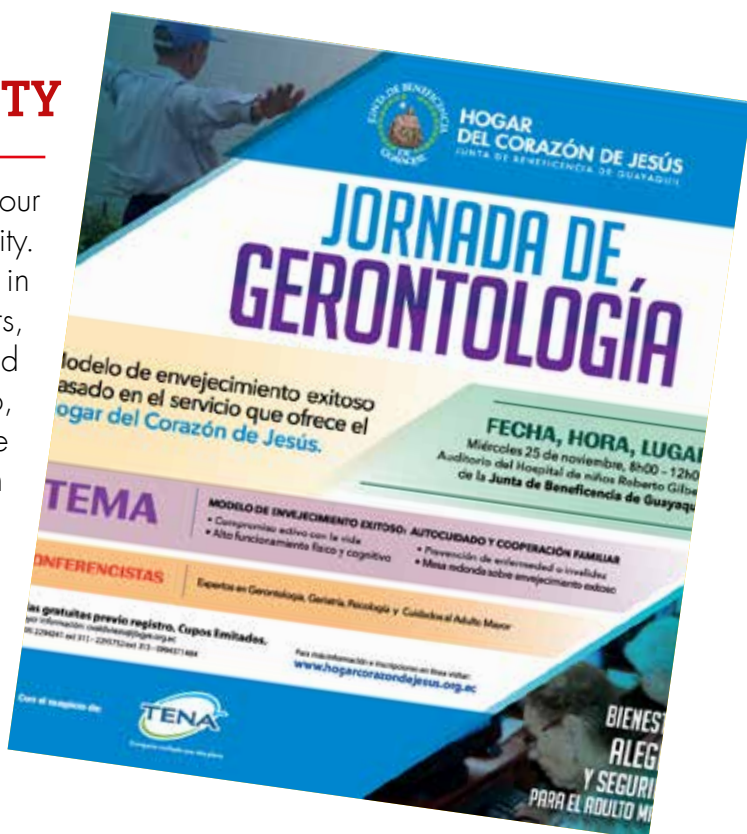
## TALK ABOUT FACING NATURAL DISASTERS

As part of the social responsibility assumed by the Enrique C. Sotomayor Hospital, the security and Occupational Health Department is offering talks to teachers at some schools with a purpose to inform about what actions should be taken in case some natural phenomenon should befall them and therefore extend opportune help to the children.



## I GERONTOLOGY WORDAY DIRECTED TO THE COMMUNITY

The first gerontology workday took place at our Corazón de Jesús home directed to the community. There hundred and thirty seven persons were in assistance. Professional psychologists, caretakers, social workers, family members, elderly adults and students who came from Milagro, Pedro Carbo, Machala and Duran, among others, registered. The satisfaction survey showed that over 85 % of those in assistance were quite pleased with the contents and organization of this workday and recommended that the organization should sponsor additional events regarding “successful aging” as a theme.



## CLEAN HANDS: DIGITAL CONTEST REWARDED ITS WINNERS

Through its digital marketing department the “Clean Little Hands” contest was undertaken directed at children between 5 and 12 which spread through la Junta de Beneficencia Facebook where participation mechanics included becoming a fan of la Junta de Beneficencia and drawing the three correct hand washing steps, take a picture with your drawing and upload it to la Junta de Beneficencia’s Facebook wall.

The importance of the contest lies in the instruction for parents as well as children as to how to wash your hands properly and the illnesses we can avoid.





# GUIDELINES AND COUNSELING

As part of our social responsibility, professional people at each of our departments make up guidelines on the community.

GUIDELINES	THEME
HEALTH	Eleven Flu Symptoms In Children
	Tuberculosis : Eight Symptoms Of Alert
	Clean Hands Save Lives
	Eight Main Diabetes Complications
	Why Attend Psychological Rehabilitation?
THE ELDERLY	What You Should Know About The Zika Fever
	Six Benefits From Family Support In Elderly's Emotional Health
	How To Treasure Autonomy Regarding The Elderly
	5 Benefits From The Use Of Orthotics On Elderly Adults
	5 Ways To Prevent Ulcers Due To Pressure On Elderly Adults
WELFARE	6 Tips For Elderly Adults Stricken With Alzheimers
	6 Recommendations To Prevent Jealousy Between Brothers
SAFETY AND OCCUPATIONAL HEALTH	10 Safety And Occupational Health Advisory Tips

**5 RECOMENDACIONES PARA PREVENIR LA INFECCIÓN POR HELICOBACTER PYLORI**

El *Helicobacter Pylori* es una bacteria que puede causar una infección en el revestimiento del estómago y parte alta del intestino. Se contrae la infección bacteriana en la niñez, pero la antígenoma se presenta en la edad adulta, por lo que es importante tomar medidas para reducir el riesgo de contraer la infección.

- 1 LAVARSE LAS MANOS BIEN CON AGUA TIBIA Y JABÓN, antes de comer y después de ir al baño.
- 2 LAVAR BIEN LOS ALIMENTOS Y COCINAR TODO ADECUADAMENTE.
- 3 BEBER AGUA NO CONTAMINADA DE UN SITIO SEGURO, solo agua que que ha sido filtrada o purificada.
- 4 NO FUMAR NI CONSUMIR ALCOHOL, estas hábitos pueden empeorar los síntomas de la infección estomacal y aumentar el riesgo de cáncer.
- 5 EVITAR EL USO DE ANTIINFLAMATORIOS NO ESTEROIDES, ya que no los han comprendido, pueden causar sangrado estomacal y problemas en la orina.

**SÍNTOMAS:** Dolor recurrente en el estómago o garganta, náuseas, vómitos, resaca de febrero y náusea, falta de apetito y/o pérdida de peso corporal.

Dr. Vicente Forra  
 Médico Internista  
 Centro Médico Benedito XVI  
[www.juntadebeneficencia.org.ec](http://www.juntadebeneficencia.org.ec)

**5 beneficios del uso de órtesis en los adultos mayores**

Una ayuda técnica u órtesis es un elemento que corrige o facilita la ejecución de movimientos, acciones, actividades o desplazamientos del adulto mayor, proporcionándole un ahorro de energía y mayor seguridad.

Es necesario que el adulto mayor los use adecuadamente, sobre todo las de desambulación como: bastones, andadores o sillas de ruedas. Para ello requerirá un adecuado nivel cognitivo, motor, sensorial, de lenguaje y comunicación.

- 1 Incrementan su nivel de independencia.
- 2 Mejoran sus condiciones funcionales.
- 3 Mejoran su calidad de vida.
- 4 Previenen complicaciones asociadas al síndrome de inmovilidad.
- 5 Facilitan su inserción en la comunidad.

Es recomendable que los familiares del adulto mayor estén pendientes de él para detectar necesidades de ayudas técnicas adicionales aún cuando ya cuente con una.

Leda, Nelly Moreno  
 Fonoaudióloga  
 Hogar del Corazón de Jesús  
[www.hogorcorazondejesus.org.ec](http://www.hogorcorazondejesus.org.ec)

**¿POR QUÉ ACUDIR A UNA REHABILITACIÓN PSIQUIÁTRICA?**

- 1 Te ayudará a asumir la responsabilidad de su propia vida y a actuar en la comunidad activamente.
- 2 Le permitirá manejarse con mayor independencia en su entorno social.
- 3 Podrá reintegrarse en la sociedad.
- 4 Recibirá el apoyo y soporte que necesita durante el proceso.
- 5 Sentirá esperanza, una expectativa positiva sobre sus posibilidades, potencialidades de desarrollo y mejora.

Dra. Silvia Villacres  
 Psicóloga Psiquiátrica y Psicología  
 Área de Rehabilitación Integral  
 Instituto de Neurociencias  
[www.institutoneurociencias.med.ec](http://www.institutoneurociencias.med.ec)

**RECOMENDACIONES PRÁCTICAS PARA UNA ALIMENTACIÓN SALUDABLE DEL ADULTO MAYOR**

Una alimentación saludable junto al ejercicio físico regular son de las prácticas que más contribuyen a la situación global de salud de los adultos mayores.

Es importante consumir alimentos variados, que contengan proteínas, hidratos de carbono, lípidos, sales minerales y vitaminas, e incorporar regularmente alimentos ricos en fibras (frutas, verduras y granos enteros). Cocinar a alta temperatura asegura la funcionalidad de los nutrientes.

- 1 Consumir al menos cinco porciones de frutas y verduras al día. Contienen fibra que favorece la digestión y ayuda a bajar el colesterol y el azúcar en sangre.
- 2 Se recomienda ingerir 4 a 5 porciones de leche, yogurt, queso con bajo contenido en grasas (descremado o semidescremado).
- 3 Moderar el consumo de carnes, dulces y alcohol.
- 4 Consumir abundantes líquidos (mínimo 2 litros por día). Con el empacamiento disminuye nuestra percepción de la sed, pero nuestra cuerpo necesita del agua.
- 5 Comer despacio y masticar bien cada bocado, así favorece la digestión, como la tiene pronta o media y los frutos o verduras masticadas.

Camila Yaldívez  
 Gerontóloga del Hogar  
 Hogar del Corazón de Jesús  
[www.hogorcorazondejesus.org.ec](http://www.hogorcorazondejesus.org.ec)

**5 recomendaciones para prevenir el maltrato al adulto mayor**

Según la Organización Mundial de la Salud, OMS, el maltrato al adulto mayor es un acto único o repetido de una persona que causa daño o sufrimiento a otro de edad avanzada y con lo que tiene relación directa. Es un importante problema de salud pública y social que genera un sufrimiento y desahucio en todo el mundo.

Las generaciones más jóvenes deben seguir las 6 recomendaciones siguientes para prevenir el maltrato a sus adultos mayores:

- 1 Es necesario que los familiares se turnen para cuidar al adulto mayor.
- 2 Es importante que el adulto mayor tenga contacto con visitas personales y visitas frecuentes.
- 3 Facilitar un cuidado para que el adulto mayor escrito sus vivencias y estados de preocupación.
- 4 Proporcionar un acceso telefónico y las demás de una persona de confianza en caso de emergencia.
- 5 Recordarle a los cuidadores sus derechos y obligaciones.

Es importante que los familiares y cuidadores sigan estos puntos para prevenir el maltrato, que afecta a una gran cantidad de adultos mayores.

Leda, Camila Yaldívez  
 Gerontóloga del Hogar  
 Hogar del Corazón de Jesús  
[www.hogorcorazondejesus.org.ec](http://www.hogorcorazondejesus.org.ec)

**7 MITOS Y VERDADES SOBRE EL CUIDADO DE LOS OJOS**

**Mito** | **Verdad**

- 1 Usar gafas debilita la vista. **Verdad:** Usar gafas no debilita la vista, pero no se debe abusar de ellas.
- 2 Usar la computadora debilita la vista. **Verdad:** No hay pruebas que indiquen que usar la computadora debilita la vista.
- 3 Usar lentes de contacto es malo. **Verdad:** El uso de lentes de contacto es seguro si se usan correctamente.
- 4 Ver de cerca, TV o leer mucho debilita la vista. **Verdad:** El uso de la TV o leer mucho no debilita la vista, pero se debe tener en cuenta la distancia y el tiempo.
- 5 El uso de lentes de contacto es malo. **Verdad:** El uso de lentes de contacto es seguro si se usan correctamente.
- 6 Comer muchas vitaminas es bueno para la vista. **Verdad:** Comer muchas vitaminas es bueno para la vista, pero se debe tener en cuenta la dosis.
- 7 Comer muchas vitaminas es malo para la vista. **Verdad:** Comer muchas vitaminas es malo para la vista, pero se debe tener en cuenta la dosis.

Dr. Luis Samartín  
 Médico Gerontólogo en Oftalmología  
 Hospital Luis Vernaza  
[www.hospitalvernaza.med.ec](http://www.hospitalvernaza.med.ec)

**6 tips para la rutina del adulto mayor con Alzheimer**

A medida que el Alzheimer progresa, la capacidad del adulto mayor para organizar y realizar actividades por sí mismo disminuye. Sin embargo, una rutina diaria de actividades sencillas y agradables puede mejorar el bienestar cognitivo, brindar un espacio de interacción con familiares y seres queridos y ayudar a que se mantenga una visión positiva de los días.

- 1 Establecer una rutina con horarios fijos y actividades con familiares.
- 2 Realizar primero una actividad y luego pedir al adulto mayor que lo repita frente a usted.
- 3 Planificar actividades adaptadas a las que realice en su momento como trabajo o pasatiempo.
- 4 Si el adulto mayor está en capacidad de decidir, ayudarle a elegir entre dos opciones y mantenerlo un tiempo para que pueda tomar una decisión.
- 5 Apoyar las actividades de los adultos mayores como en su momento.
- 6 Intentar que se planifiquen actividades y lugares de fácil acceso donde pueda ir con su familia y amigos.

Leda, Carmen Delgado  
 Gerontóloga del Hogar  
 Hogar del Corazón de Jesús  
[www.hogorcorazondejesus.org.ec](http://www.hogorcorazondejesus.org.ec)

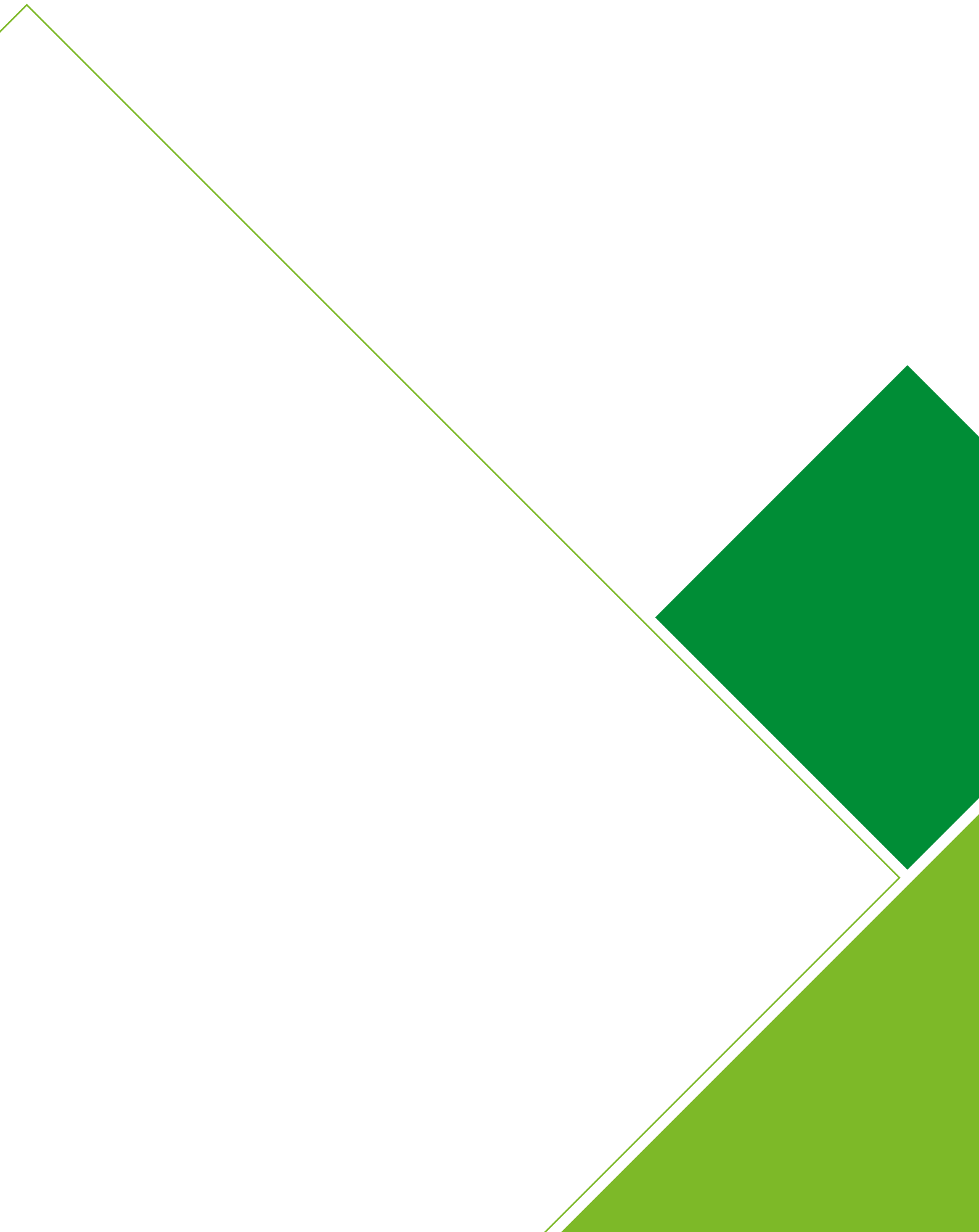
**8 principales complicaciones de la DIABETES**

La diabetes es una enfermedad crónica provocada por el déficit parcial o total de la secreción de insulina por parte del páncreas. Quien la padece debe educarse para prevenir las complicaciones agudas y reducir el riesgo de complicaciones crónicas.

- 1 **DAÑOS EN EL SISTEMA CARDIOVASCULAR:** La diabetes es la causa principal de la enfermedad del corazón.
- 2 **NEFROPATÍA DIABÉTICA:** Daño renal que se produce cuando la diabetes afecta a los riñones.
- 3 **NEUROPATÍA DIABÉTICA:** Daño en los nervios, dolor, pérdida de sensibilidad en manos, brazos y pies.
- 4 **PE DIABÉTICO:** Daño en los nervios del pie.
- 5 **DAÑOS OCULARES:** Daño vascular de los vasos que irrigan la retina, provocando ceguera.
- 6 **ERESITIA:** Daño en la piel que resulta en la formación de úlceras.
- 7 **CÁNCER:** Padecer la diabetes por 7 años conlleva un riesgo de cáncer del doble que las personas que no tienen diabetes.
- 8 **PREVENCIÓN COGNITIVA:** Se incrementa el riesgo de demencia.

Si padece de diabetes recurra de seguir las indicaciones de su médico, mantener una dieta correcta y realizar actividades físicas regularmente.

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 Doctora en Medicina y Cirugía,  
 Especialista en Endocrinología  
[www.hospitalvernaza.med.ec](http://www.hospitalvernaza.med.ec)



# ETHICS AND INTEGRITY





G4-57

The Organization acts always on a high moral ground as well as integrity and serious minded good faith in compliance with the law and ethical behavior.

Corporate government responsibly assumes quality and honesty in propagating information as well as faithful compliance with legal obligations and good administrative practices at each of its Departments.

# VALUES



## SUSTAINABILITY

We are permanently searching for excellence as well as cost-efficient management; accountability according to results; as well as environmental care.



## INTEGRITY

The key to our permanence in time is ethical and moral practices as well as respect for human dignity with honesty and professionalism by all of us who conform the institution.



## SOLIDARITY

We are a non-profit charity institution with teamwork spirit of participation and a deep sense of commitment and the obligation to perform charity work entrusted by the city and the country.



## INNOVATION

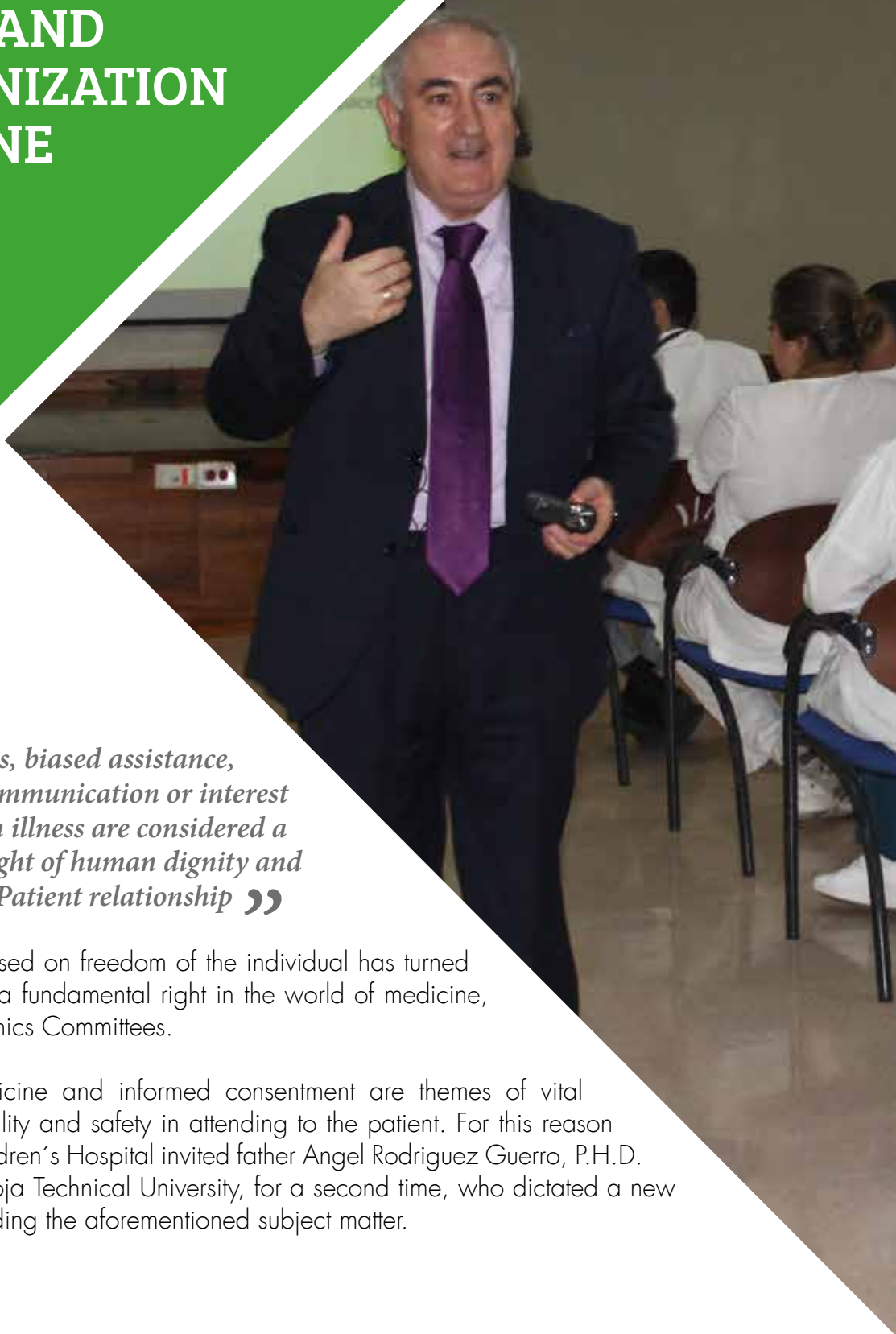
We are an agile and flexible Institution capable of adapting to change thus avoiding efficiency and financial loss in creative response to opportunities, promoting technological development, teaching and scientific investigation.



## LEADERSHIP

The Institution's success lies in the passion, energy, experience, learning process, professionalism and commitment to excellence; as well as awareness of human dignity and affection for all who need help.

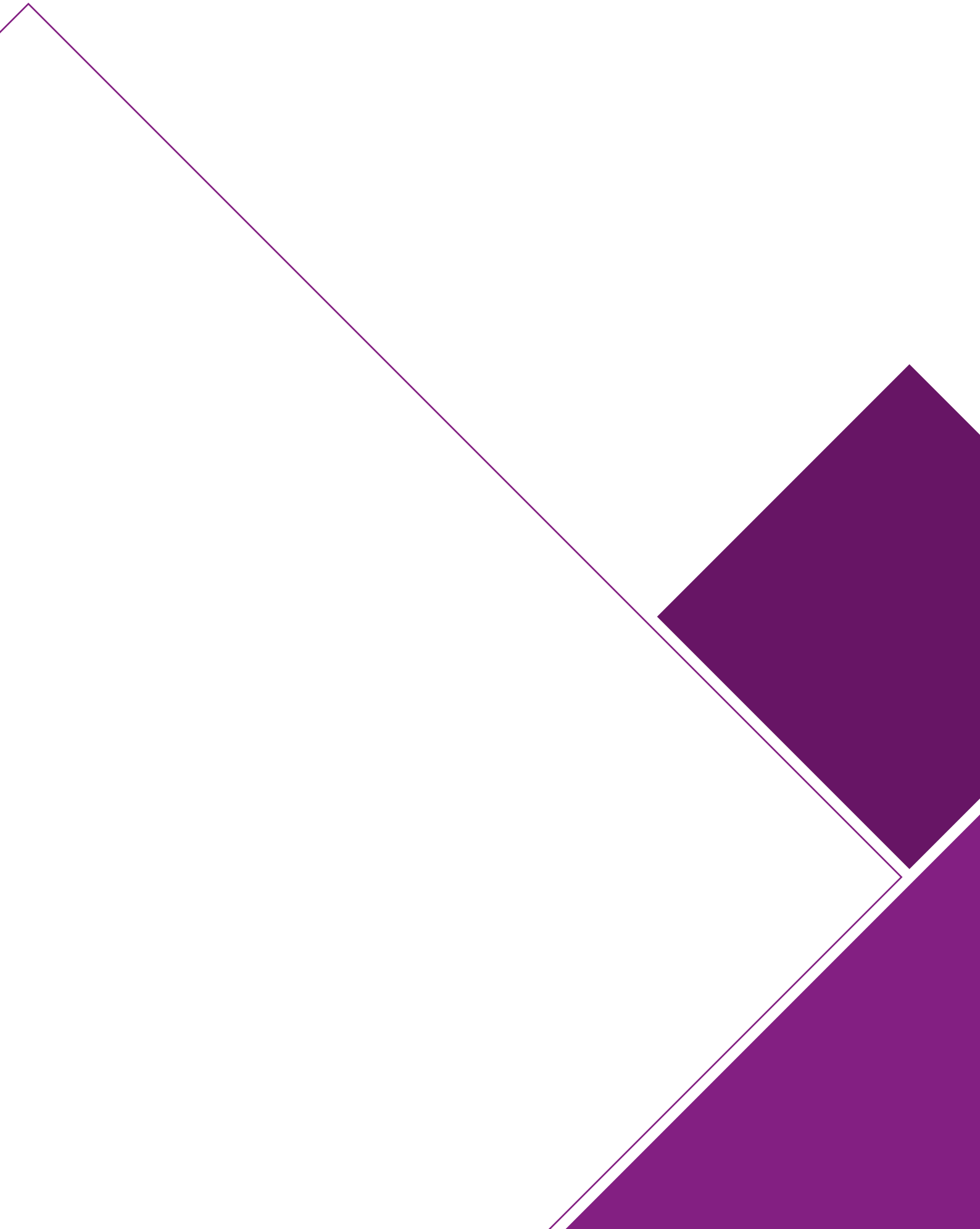
# BIOETHICS AND THE HUMANIZATION OF MEDICINE



*“ Financial concerns, biased assistance, indifference, lack of communication or interest exclusively centered on illness are considered a lack of respect for the right of human dignity and affect the Doctor-Patient relationship ”*

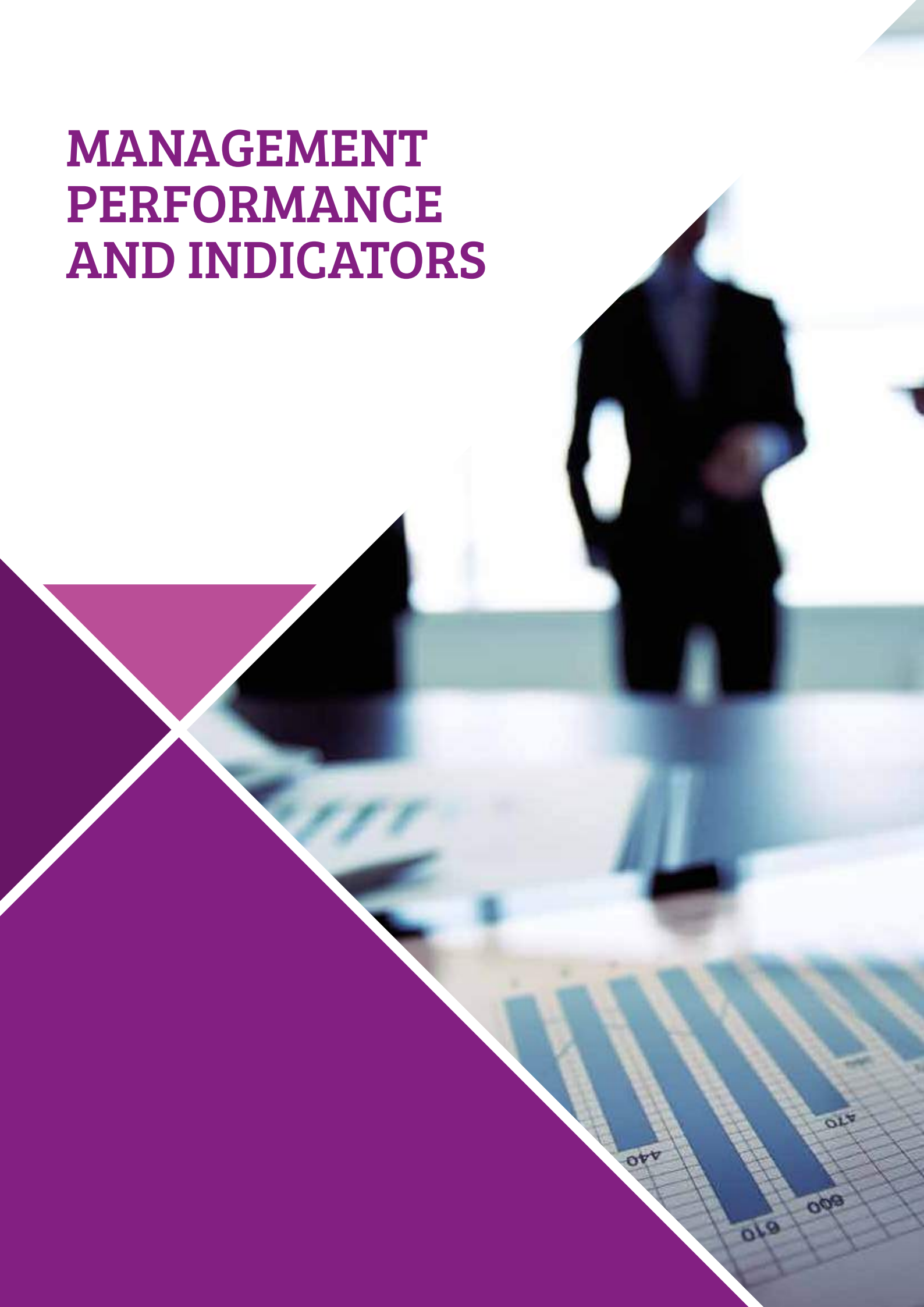
The autonomy principle based on freedom of the individual has turned informed consentment into a fundamental right in the world of medicine, transcending to Hospital Ethics Committees.

The humanization of medicine and informed consentment are themes of vital importance to improve quality and safety in attending to the patient. For this reason the Dr. Roberto Gilbert Children’s Hospital invited father Angel Rodriguez Guerro, P.H.D. acting professor from the Loja Technical University, for a second time, who dictated a new Bio – Ethics Seminar regarding the aforementioned subject matter.





# MANAGEMENT PERFORMANCE AND INDICATORS



# ECONOMY

## ECONOMIC PERFORMANCE

G4-EC1

Direct Economic Value Produced	
Income	361,289,354.41
Economic Value Distributed	
Operational Expenses	207,699,618.08
Employees Salaries And Loans	176,463,080.79
Economic Value Retained	(22,873,344.46)

**G4-EC3**

Obligations are covered by the National Lottery contributions and self-management as much from our Hospital centers as from cemeteries and the rent from buildings and plots of land.

**G4-EC4**

In the year 2015 the state delivered a total of \$ 5,550,102 to our Institution and the Guayaquil Municipality gave us \$ 500.000.

## MARKET PRESENCE

**G4-EC5**

Remuneration for collaborators incoming to our Organization is greater than minimum wage as stipulated by law.

**G4-EC6**

All our operations take place in the city of Guayaquil and all our top directors come from this city.

## INDIRECT ECONOMIC CONSEQUENCES

**G4-EC7**

The new Alfredo Paulson Gynaeco-Obstetric Hospital is soon to be inaugurated. This magnificent work is destined to improve the quality in attentions given to thousands of mothers.

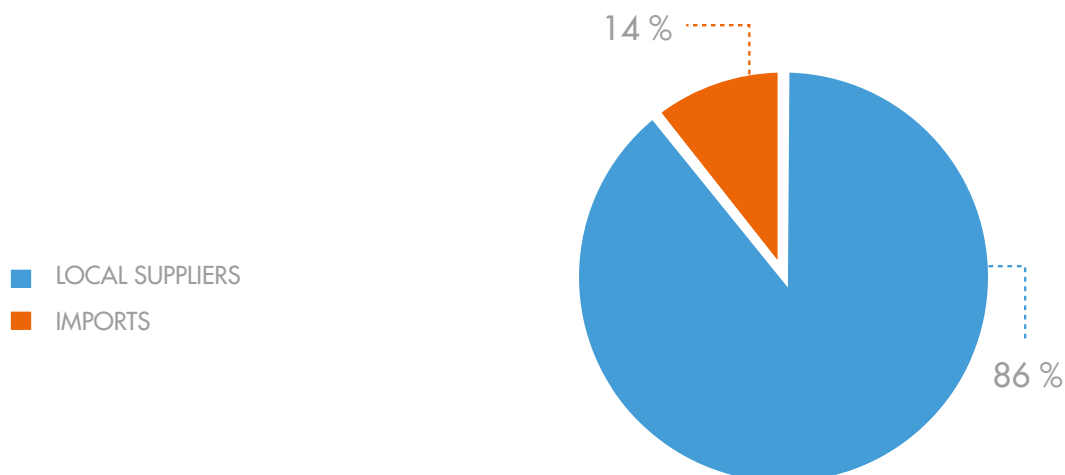
**G4-EC8**

Activities at our Departments generate positive effects such as indirect employment for contractors and products, services and equipment suppliers.

## ACQUISITION PRACTICES

**G4-EC9**

### ACQUISITIONS



# THE ENVIRONMENT

## ENERGY

### G4-EN3

Total energy consumption was 333,155,419,886,898.00 joules. For this calculation the sum of electricity consumption, refrigeration and vapor was taken into consideration. Internal energetic consumption is shown on the following chart.

Internal Energetic Consumption		
Item	Quantity	Unit
Diesel Consumption	60,198.00	Gigajoules
Electricity Consumption	103,503,072,985.00	Joules
Refrigeration Consumption	264,786,736,463,927.00	Joules
Vapor Consumption	68,265,180,349,986.00	Joules
Energy Intensity	21,190,018,527,302.30	Joules/\$



**G4-EN5**

The energetic intensity was 21,190,018,527,302,30 joules taking the Kw/h cost as the common denominator which only includes electricity and refrigeration from internal energetic consumption.

**G4-EN6**

At the Roberto Gilbert Children’s Hospital vapor consumption audits took place and the use of vapor traps was modified through which diesel usage was reduced in approximately 5% as compared to consumption in 2014.

## WATER

**G4-EN8**

Potable water consumption provided by Concessionary Interagua according to consumption bills was 649,371 m<sup>3</sup>.

**G4-EN9, G4-EN10**

Water sources have not been affected and water is neither recycled nor reutilized.

## EMISSIONS

**G4-EN15**

Taking 2015 as the basis and considering that for this year we have the necessary information, direct CO<sub>2</sub> emissions measured 19,789 metric tons. For this calculation the European Community method was applied as well as diesel fuel and electricity consumption and the operational control focus for the consolidation of emissions was adopted.

**G4-EN16, G4-EN17**

There are no indirect, greenhouse emissions.

**G4-EN18**

The intensity of direct greenhouse emissions measured 0.0482 tons of CO<sub>2</sub> per gallon of diesel consumed. To measure the relation, the fraction’s denominator takes the diesel fuel gallons consumed in 2015 as a reference.

**G4-EN20**

Our Organization does not use substances that deplete the ozone layer.

**G4-EN21**

NO <sub>x</sub> , SO <sub>x</sub> And Other Significant Atmospheric Emissions					
Atmospheric Contaminants	Roberto Gilbert E. Hospital	Luis Vernaza Hospital	Enrique C. Sotomayor Hospital	Neurosciences Institute	Norms For Calculation
NO <sub>x</sub> , ppm	1,620.30	441.60	293.90	1,402.30	CTM30
SO <sub>x</sub> , ppm	517.90	329.30	181.10	485.50	CTM30
MP2.5, Mg/m <sup>3</sup>	24.13	30.47	36.32	26.85	EPA 40 CFR
MP10, Mg/m <sup>3</sup>	47.91	61.10	89.75	56.05	EPA 40 CFR

## EFFLUENTS AND RESIDUES

### G4-EN22, G4-EN26

To calculate the pouring of residual waters a device to measure the flow for 24 hours has been considered regarding the discharge of residual waters into the Guayaquil Municipality sewage system.

Pouring Of Residual Waters	
Departaments	M3/Day
Luis Vernaza Hospital	153.19
Roberto Gilbert E. Hospital	11.59
Enrique C. Sotomayor Hospital	37.39
Neurosciences Institute	19.23
Total	221.40

### G4-EN23, G4-EN25, G4-EC2

The Luis Vernaza, Enrique Sotomayor and Roberto Gilbert Hospitals have self-passwords to sterilize their dangerous residues. Within environmental management procedures at hospitals a waste matrix has been drawn up and personnel has been trained regarding integral management of hospital waste. These actions have diminished 5% of the cost in treating self-passwords with respect to 2014.

The Residue Environmental Management Company (GADERE) has continued being contracted, which has an environmental license awarded by the Ministry of the Environment, to take charge of the recollection, transport, temporary storage, treatment and final disposal of pathological, anatomical residues, expired and/or out of specifications, pharmaceutical products, mercury vapor discharge lamps out of use, fluorescent tubes, used lubricating oil, dielectric oils and dangerous residues from the Neurosciences Institute.

Residues treated according to Annex 1 of the Basilea Agreement (Code Yi,Y3) and Annex VIII, A4list (Code A4010 and A4020) are 1,027,211 kilos correspond to dangerous residues treated.

Dangerous Residues Treated	
Departaments	Kilos
Luis Vernaza Hospital	568,364
Roberto Gilbert E. Hospital	250,597
Enrique C. Sotomayor Hospital	205,560
Neurosciences Institute	2,690
Total	1,027,211

Safe residues are taken away by the Puerto Limpio Association which is the Company in charge of recollection, sweeping, transportation and final disposal of solid, non-dangerous, waste in the city of Guayaquil. We don't transport, import or export dangerous waste.

Non-dangerous Waste	
Departaments	Kilos
Luis Vernaza Hospital	209,047
Roberto Gilbert E. Hospital	572,400
Enrique C. Sotomayor Hospital	230,540
Neurosciences Institute	120,350
<b>Total</b>	<b>1,132,337</b>

**G4-EN24**

No significant spillage of dangerous substances have occurred which can affect human health, the ground, vegetation, bodies of water and subterranean waters.

**G4-EN26**

Habitats have not been affected by spillage of runoff waters from our Organization.

## REGULATORY COMPLIANCE

**G4-EN29**

We have not been fined or sanctioned since we have complied with environmental norms.

**G4-EN31**

Environmental Protection Expenses		
Item	Detail	Expenses
Residue Treatment Emissions And Restoration Treatment	Sterilization Of Hospital Waste	\$ 400,000.00
Environmental Prevention	Environmental Handling Plants Implementation	\$ 94,010.00
Environmental Management	Audit Compliance	\$ 40,000.00
	Semestral Environmental Monitoring For Noise, Combustion Gases And Mp	\$ 5,301.00
	Trimestral Flow Monitoring	\$ 3,500.00
	Training And Environmental Education Plan	\$ 1,350.00
		\$ 5,000.00
	<b>Total</b>	<b>\$ 549,161.00</b>

## COMPLAINT MECHANISMS REGARDING THE ENVIRONMENT

**G4-EN34**

No complaints regarding environmental impacts have been produced.

# SOCIAL PERFORMANCE

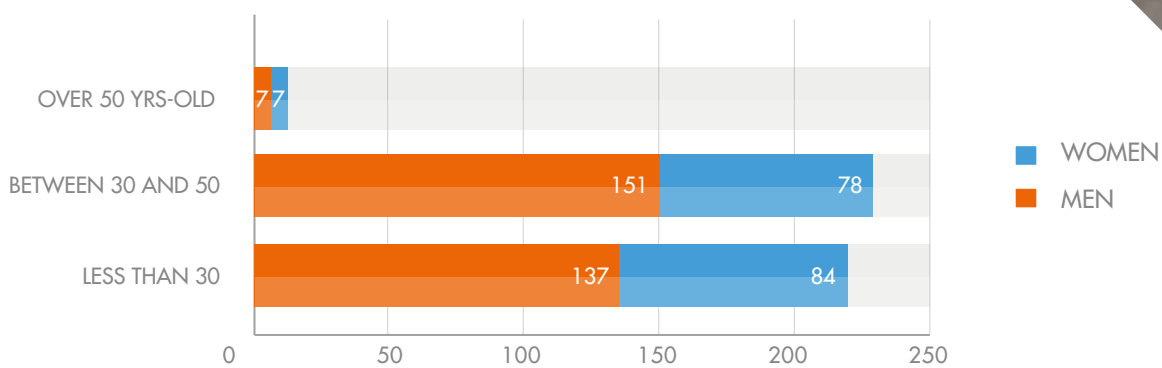


## LABOR PRACTICES AND DIGNIFIED WORK

G4-LA1

764 collaborators contracted  
295 women and 169 men

### HIRING OF NEW COLLABORATORS





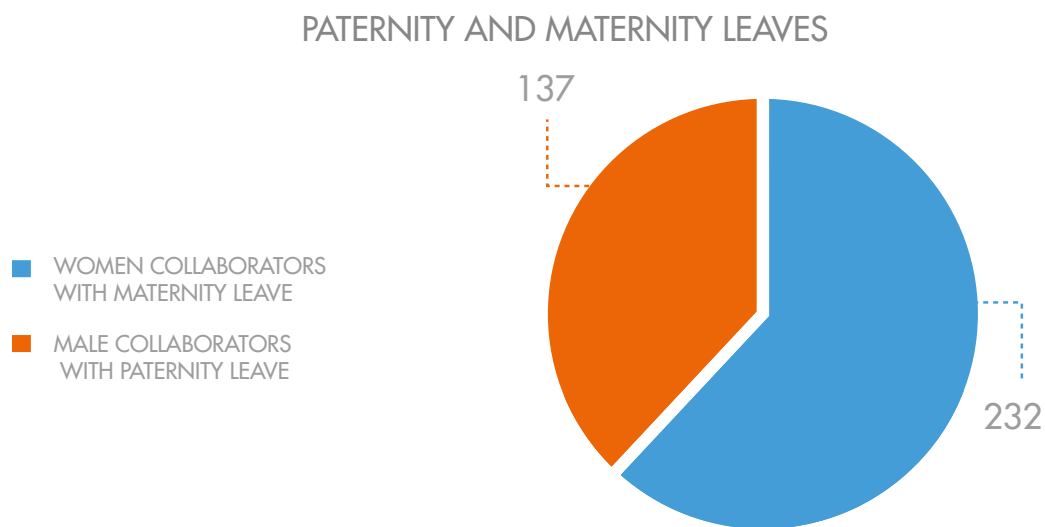
**G4-LA2**

Our Organization complies with social benefits established by the country's laws and which favor employees.

**G4-LA3**

According to what is stipulated by law, 369 paternity and maternity leaves were extended, at the end of which everyone was reincorporated and kept his job.

**369 paternity and maternity leaves were extended**



**G4-LA4**

Operational changes are established or reflected in responsibilities' description which are automatically generated or changed after some change in structure or in workers' functional responsibilities. Once collective contracts are agreed on and signed they are not modified or changed while collective contract is in force. If changes occur this will be by mutual agreement and immediately.

**G4-LA5**

The levels at which committees and sub-committees operate correspond to high office in each department. According to decree 2393 committees are formed by three worker representatives and three representing the employed with respective substitutes. They are joint committees.

**G4-LA6**

There have been no injuries and/or illnesses related to the work being done by contractors at our Institution. The regulation system disposed by the Social Security Institute (IESS) is the one applied to register and communicate accidents.

**G4-LA7**

All activities performed by workers in the different Junta de Beneficencia Departments imply certain risks including illness. Biological risks are most prevalent at the JBG Hospitals.

**G4-LA8**

All agreements with syndicates cover matters related to safety and occupational health, basically professional accident and illness protection and prevention by way of preventive analysis and healthcare.

**G4-LA9, LA10**

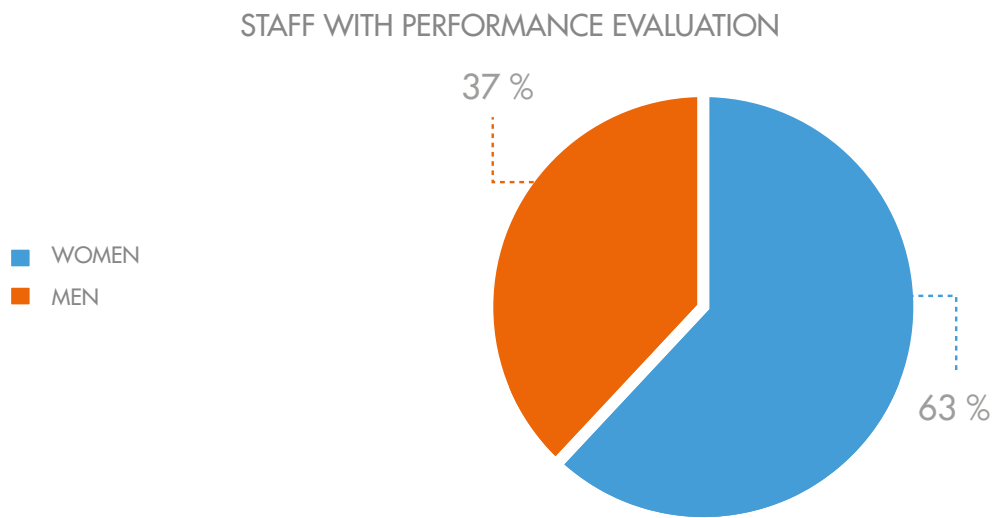


Among main training areas there are:

TRAINING AREAS
Service Attitude
Bringing Medical History Concepts Up-to-date
Norm Iso9001:2015 Actualization
Pre-delivery And Delivery Attention
Emergency Brigades
Canvas Business Model
Heading Towards Iso 15189 And Micro-biology Day To Day Cases
Census Of Patients Hospitalized In Neonatology Area
Certification And Knowledge Actualization In Social Work
Anaesthesiology In Regional Blocking Course
Quality Care And Leadership Nursery Course
Infectious, Cardiomatabolic And Neo-plastic Diseases
Doulas Theoretical Training
Training In Handling Cauldrons
Born Alive, Fetal Death, General Deceasement
Formula Area Operation
Strategic Enterprisal Management – Balanced Scorecard
Nursery Scientific Investigation
Effective Leadership
Hospital Waste Disposal Management
Defibrilator Handling
Electrocardiograph Handling
Sterilized Handling And Norms For Enteralgia Nutrition
Extinguisher Handling
Hexaquart Handling
Handling Of Electronic Suctioning Device For Use In Delivery
Evidence Obtention For Audit Criteria
Non-compliance And Non-conformity Write – Up
Accident Prevention With Sharp Objects And Contact With Corporal Fluids
In Itinere Accident Prevention
Prevention Of Risk Factors: Physical, Biological And Ergonomic Agents.
Neurolinguistic Programming
Service Protocol
Protocol And Personal Image
Labor Reports Executive Draft
Labor Risks
Safety And Occupational Health
Neonatal Transportation Workshop
Mechanical Contention Techniques
Attention To Patient Trainer Excellency

G4-LA11

**79% of personnel subject to performance evaluation**



G4-LA12

La Junta de Beneficencia government is made up of 35 distinguished officials, of masculine sex, whose ages are beyond 50.

Percentage of employees, ranked by age, professional category and sex is as follows.

Age Rank	Professional Category	Femenine	Masculine	Total
< 30 years old	Technical Professionals	3.04%	1.16%	4.20%
	Technical Management	0.01%	0.00%	0.01%
	Administrative Management	0.01%	0.01%	0.03%
	Administrative	2.81%	2.37%	5.18%
	Technical Auxiliaries	4.95%	1.39%	6.34%
	General Services Support	0.26%	2.86%	3.11%
Between 30 y 50 years old	Manager	0.11%	0.13%	0.24%
	Technical Professionals	14.76%	5.73%	20.49%
	Technical Management	0.23%	0.15%	0.38%
	Administrative Management	0.59%	0.51%	1.10%
	Administrative	8.12%	4.77%	12.89%
	Technical Auxiliaries	10.87%	2.35%	13.22%
	Support For General Services	0.92%	5.12%	6.04%
> 50 years old	Manager	0.14%	0.22%	0.36%
	Technical Professionals	5.54%	3.06%	8.60%
	Technical Management	0.45%	0.68%	1.12%
	Administrative Management	0.36%	0.31%	0.66%
	Administrative	3.30%	1.37%	4.67%
	Technical Auxiliaries	5.78%	1.03%	6.81%
	General Services Support	0.83%	3.71%	4.54%
<b>GENERAL TOTAL</b>		<b>63.07%</b>	<b>36.93%</b>	<b>100.00%</b>

**G4-LA13**

There is no difference between base salary for men and women.

The relation between average monthly remuneration for women in relation to that of men according to professional category is as follows.

Professional Category	Retribution Relation Women / Men
Manager	0.75
Technical Management	1.04
Administrative Management	0.91
Technical Professionals	0.82
Administrative	1.00
Technical Auxiliares	0.99
General Services Support	1.04

**G4-LA16**

Labor complaints in the form of demands are minimal and not important in relation to the number of workers at la Junta de Beneficencia. Contract with labor union is unconditionally respected. There are not even ten claims and they are all resolved in a legal way with the utmost respect for the legal framework.

## HUMAN RIGHTS

**G4-HR1**

La Junta de Beneficencia shows 100% compliance with those clauses in contracts which refer to aspect related to the workers' human rights.

**G4-HR3**

We have no discrimination cases. All our labor practices are regulated by laws, internal regulations and collective contracting.

**G4-HR7**

100% of La Junta de Beneficencia Security personnel has received formal training regarding human rights policies and procedures and their application in security matters.

This training is demanded from those Organizations which extend physical surveillance and security services at our installations.

**G4-HR8**

The services we provide do not violate the rights of the Indian people.

**G4-HR9**

La Junta de Beneficencia (Corporate Government and Department) has not been evaluated or received observations on matters pertaining to human rights.

**G4-HR12**

No complaints were brought up regarding human rights.



## SOCIETY

### **G4-S05**

No corruption cases have been brought up .

### **G4-S06**

Our Organization does not contribute directly or indirectly to political causes.

### **G4-S07**

We have not received claims for either disloyal competition or monopolistic practices.

### **G4-S08**

There were no significant fines or non-monetary sanctions due to non-compliance of laws and norms.

### **G4-S011**

No complaints have been brought up regarding social impacts.

## RESPONSIBILITY REGARDING PRODUCTS

### **G4-PR2**

The Organization has not failed to comply with any legal, technical normative, whereby; we have not been fined or reprimanded by the competent authorities.

### **G4-PR5**

At the Neurosciences Institute processes and infrastructure improvement as well as a reduction in waiting time allowed users' level of satisfaction to reach 90% as compared to 83% in 2014.

The Enrique C. Sotomayor Hospital registered a high dissatisfaction percentage in the year 2014 which led service management to apply improvement strategies in the more frequent dissatisfaction areas of emergency, boarding and outpatient facilities. The project began in January of 2015 registering 436 dissatisfactions which diminished to 153 in the year 2015.

### **G4-PR6**

Our Institution does not sell products which are forbidden or under litigation.

### **G4-PR7**

There has not been non-compliance with either normative or voluntary codes relative to marketing.

### **G4-PR8**

There were no complaints against the Organization for violation of privacy and clients' data leakage.

### **G4-PR9**

There have been no non-compliance incidents regarding normative and legislation relative to the use and supply of products and services.



# ANNEX



## 10 United Nations World Pact Principles

Human Rights	Working Conditions	Environment	Fight Against Corruption
<p>Principle I</p> <p>Support and respect human Rights protection.</p>	<p>Principle III</p> <p>Support freedom of association principles The right to collective bargaining.</p>	<p>Principle VII</p> <p>Support a preventive outlook regarding Environmental challenges.</p>	<p>Principle X</p> <p>Act against all forms of corruption, including extortion bribery.</p>
<p>Principle II</p> <p>Not be an accomplice of human rights abuse.</p>	<p>Principle IV</p> <p>eliminate forced and compulsory labor.</p>	<p>Principle VIII</p> <p>Promote greater environmental responsibility.</p>	
	<p>Principle V</p> <p>abolish all types of child labor.</p>	<p>Principle IX</p> <p>Promote development and difussion of environmentally respectful technology.</p>	
	<p>Principle VI</p> <p>Eliminate discrimination in matters of employment and occupation.</p>		



## ISO 26000 SCHEME

CHAPTER TITLE	No. CHAPTER	DESCRIPTION OF CHAPTER CONTENTS
OBJECT AND FIELD OF APPLICATION	Chapter 1	Define object and field of application of this international norm and identify certain exclusions and limitations.
TERMS AND DEFINITIONS	Chapter 2	Identify and provide meaning of key terms fundamentally important to understand social responsibility and for the use of this international norm.
UNDERSTANDING SOCIAL RESPONSIBILITY	Chapter 3	Describe important factors and conditions that have influenced the development of social responsibility and which continue to affect its nature and practice.  Furthermore describe your own concept of social responsibility, what it means and how it applies to the Organizations. the chapter includes orientation and its use for small and medium sized Organizations.
PRINCIPLES OF SOCIAL RESPONSIBILITY	Chapter 4	Introduces and explains the principles of social responsibility.
RECOGNIZING SOCIAL RESPONSIBILITY AND GETTING INVOLVED WITH THE INTERESTED PARTIES	Chapter 5	It boards two social responsibility practices: an Organization's recognition of its social responsibility and the identification and involvement with its interested parties.  It provides orientation about the relationship between an Organization, its interested parties and society regarding recognition of fundamental subject matters and social responsibility and an Organization's sphere of influence.
ORIENTATION ABOUT FUNDAMENTAL SOCIAL RESPONSIBILITY MATTERS	Chapter 6	Explains fundamental matters related to social responsibility and associated affairs. for each fundamental matter information regarding its reach, is provided, as well as its relationship to principles and related considerations, actions and related expectations.
ORIENTATION ABOUT SOCIAL RESPONSIBILITY INTEGRATION THROUGHOUT THE ENTIRE ORGANIZATION	Chapter 7	Provides orientation about how to put social responsibility into practice in an Organization. it includes orientations related to comprehending social responsibility in an Organization, the integration of social responsibility throughout the entire Organization, communication relative to social responsibility, increasing credibility in an Organization with respect to social responsibility, progress review, performance improvement and the evaluation of voluntary initiatives regarding social responsibility.
EXAMPLES OF VOLUNTARY INITIATIVES AND TOOLS FOR SOCIAL RESPONSIBILITY	Annex A	Present a non-exhaustive listing of initiatives and voluntary tools related to social responsibility touching aspects of one or more fundamental matters or the integration of social responsibility throughout the Organization.
ABBREVIATIONS	Annex B	Contains those abbreviations used in this international norm.
BIBLIOGRAPHY		Includes references to recognized international instruments and ISO norms which are referred to in the body of this international norm as a source of consultation.









**JUNTA DE BENEFICENCIA  
DE GUAYAQUIL**

[www.juntadeneficencia.org.ec](http://www.juntadeneficencia.org.ec)