

ANNUAL REPORT

2024



FELICIDAD QUE SIRVE



MESSAGE FROM THE DIRECTORS

THE YEAR 2024 HAS BEEN A JOURNEY FULL OF DEEP LEARNING, MEANINGFUL CHALLENGES AND ABOVE ALL, MAGICAL AND LIFE-CHANGING MOMENTS THAT REMIND US OF THE IMMENSE POWER OF LOVE AND JOY.

THIS PERIOD OF TIME ALLOWED US TO REINFORCE OUR MISSION OF BRINGING HOPE, HUMANITY AND COMFORT TO THE PLACES THAT NEED IT THE MOST; SUCCEEDING IN MAKING AN IMPACT IN THE LIVES OF THOUSANDS OF PEOPLE IN HOSPITALS, NURSING HOMES, REHAB CENTERS, SHELTERS, SCHOOLS AND COMMUNITIES THROUGHOUT THE COUNTRY.



More than ever, the world is facing profound challenges in mental health. We firmly believe that professional volunteer work, along with efforts to promote emotional well-being and equip people with better emotional management tools, are essential steps toward building the world we need—one where empathy, compassion, and human connection take center stage.

After 12 years of impact, Doctor Payaso and Felicidad que Sirve continue to make a meaningful difference, both in healthcare institutions and companies of all sizes. Because well-being, compassion, and empathy are not luxuries—they are universal needs.

This annual newsletter is more than a summary of activities and achievements; it is a testament to our passion, commitment, and unwavering belief in the power of healing through love and joy. Within

these pages, you will find a reflection of the impact we've made—thanks to the simple magic of a red nose and the selfless love that breaks down barriers and fosters deep human connections.

We invite you to explore this newsletter with the same enthusiasm with which it was created, knowing that together, we can continue bringing hope and joy to those who need it most. Because every act of unexpected care has the power to change the world—one heart at a time.

Thank you for being part of this journey with us.

*When we connect
from the heart...
we become medicine
for one another.*

Acknowledgements to OUR DEAR VOLUNTEERS, SPONSORS AND GREAT ALLIES

EVERY SMILE WE SPARK, EVERY HOPEFUL GAZE, AND EVERY MOMENT OF GENUINE CONNECTION IS THE RESULT OF AN EXTRAORDINARY COLLECTIVE EFFORT. THIS WOULD NOT BE POSSIBLE WITHOUT THE DEDICATION OF OUR VOLUNTEERS, COLLABORATORS, FUNDERS, AND STRATEGIC ALLIES. TOGETHER, WE'VE BUILT BRIDGES OF EMPATHY AND WARMTH, BRINGING LIGHT IN TIMES OF VULNERABILITY AND ADVERSITY.

Thank you for being a key part of our mission of healing with love and joy!



*Individually we are a drop,
together, we are an ocean.*

RYUNOSUKE SATORO

The visit of a...

DOCTOR PAYASO

One day, everything changes...

A hospital stay marks a sudden interruption in a person's life, disrupting their routine and creating a ripple effect within their family. It brings stress, anxiety, and fear—compounded by concerns about their medical condition, hospital bills, and the responsibilities left unattended.

Then, in the midst of this uncertainty, Doctor Payaso arrives. With their iconic red nose, colorful attire, and a heart full of love, they step into the room—not just to entertain, but to accompany. Through playful connection, a warm gaze, a shared smile, or simply their presence, they transform the hospital's sterile walls into a space of color, hope, and the healing power of love.

Our Clown Care program equips volunteers with essential skills in Thanatology, Ontological Coaching, Generative Leadership, Positive Psychology, and, of course, Clown Art. Through this training—and the power of their own life stories—each volunteer becomes a living gift, bringing light to every interaction.

What began in hospitals has since expanded beyond our imagination. Over time, we've discovered that an empathetic smile, a loving gaze, a hopeful embrace, or a moment of play is needed everywhere. And so, our mission continues to grow—because joy, connection, and healing belong in every space.

MY FIRST VISIT TO THE HOSPITAL WAS UNFORGETTABLE. I SAW A LITTLE BOY IN A MOBILE CRIB, RETURNING FROM SOME TESTS WITH FEAR MIRRORED ON HIS LITTLE FACE. I LOOKED AT HIM, ASTONISHED AND CRIED OUT: "A LION!" INTRIGUED, HE GROWLED SHILY. I PRETENDED TO BE SCARED, WHICH ENCOURAGED HIM TO GROWL EVEN LOUDER. EVERY TIME HE DID IT, I RESPONDED WITH MORE EXAGGERATED GESTURES OF FEAR, AND LITTLE BY LITTLE, HIS ROAR BECAME MORE FEROCIOUS...UNTIL THE LITTLE LION BURST OUT LAUGHING AT ME. IN THAT INSTANT, THE FEAR IN HIS EYES HAD DISAPPEARED AND THE MAGIC OF PLAY TRANSFORMED HIS WORLD.

Dr. Muy Muy

IN THE NURSERY, A MOTHER THAT HAD ONLY ASKED ME FOR A HUG, CRIED AND CRIED FOR A LONG WHILE, AT THE END SHE JUST SMILED AT ME AND TOLD ME HER HEART HAD NOW BEEN FILLED WITH SO MUCH PEACE AND LOVE.

Dr. Relistita



I REMEMBER THE VISIT WITH DON BETO, AN ELDERLY MAN WHO HAD BEEN IN THE HOSPITAL FOR A LONG TIME. HIS NIECE, WITH LITTLE HOPE FOR OUR VISIT, WARNED US THAT HE WOULD NOT REACT. STILL, SHE ALLOWED US TO APPROACH. WE BEGAN TO PLAY, SPEAK TO HIM GENTLY, AND REASSURE HIM THAT WE WERE THERE SIMPLY TO ACCOMPANY AND SERVE HIM. AS HIS NIECE HAD PREDICTED, HE REMAINED UNRESPONSIVE.

WE TRIED DIFFERENT APPROACHES, EACH MET WITH SILENCE—UNTIL WE HAD AN IDEA: SHOWERING HIM WITH KISSES. AND THEN, THE MIRACLE HAPPENED. DON BETO STIRRED.

WITH UNEXPECTED DETERMINATION, HE TOLD US, “THOSE AREN’T REAL KISSES!” HE INSISTED THEY HAD TO BE LOUD—SMACKED AND FULL OF LIFE. SO, WE DID EXACTLY AS HE INSTRUCTED. AT THAT MOMENT, HIS EYES FILLED WITH TEARS, HIS FACE LIT UP WITH JOY, AND HIS NIECE STOOD FROZEN IN AWE, OVERCOME WITH EMOTION. AND ONCE AGAIN, WE WERE REMINDED THAT THE MOST POWERFUL, PURE, AND UNIVERSAL LANGUAGE BETWEEN HUMAN BEINGS IS GENUINE LOVE.

THANK YOU, DON BETO, WHEREVER YOU ARE.



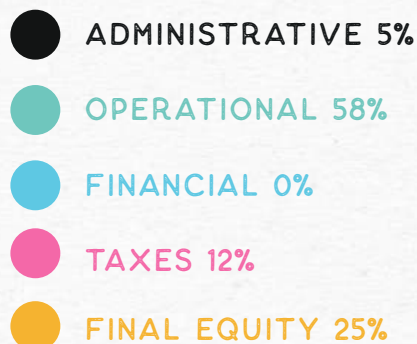
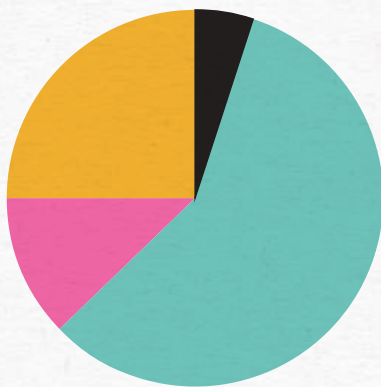
CLOWN CARE

Statistics

DATE	VIRTUAL AND IN PERSON CLOWN CARE VISITS	CERTIFIED DOCTORES PAYASO	VISITING TIME IN HOURS	BENEFITED PATIENTS	HOSPITALS AND INSTITUTIONS	CITIES
2024	414	45	4,183	23,682	35	4
HISTORICAL	3,846	817	45,178	275,212	CERTIFICATIONS	2

FINANCIAL REPORT

TOTAL RAISED
\$1,551,805.24





Testimony FROM BENEFICIARY TO VOLUNTEER

I am Karla Rojas, also known as Dr. Pinky II. I recently completed the Doctor Payaso Certification with a deep desire to become a volunteer. As a child, I was one of the patients visited by Doctor Payaso. I remember eagerly waiting for their arrival, knowing that those moments would be filled with laughter, companionship, empathy, and joy. Seeing them was always a gift.

Their visits left an unforgettable mark on my treatment. They brought me so much happiness—so much laughter—that for a few moments, the hospital was no longer a cold, sterile place. Instead, it became a space filled with magic, color, and love.

Now, as Dr. Pinky II, I am beyond excited to give back a little of what I once received. I know firsthand how transformative a visit can be and how much it means to those who eagerly wait to see us, play with us, and share in the joy we bring.



Carlitos, a beneficiary OF VIRTUAL VISITS

At 13 years old and in the seventh grade, Carlitos loves board games, making origami, and watching “El Chavo del 8”. He’s talkative, curious, and always up for a game of UNO. Born with a malformation in his lower limbs, he is currently in the process of receiving his prosthetics.

His sociable nature leads him to strike up conversations wherever he goes—even in a doctor’s waiting room. It was there that someone told him about Doctor Payaso and their virtual visits. Intrigued by this unique form of companionship and recognizing her son’s need for social interaction, Carlitos’ mother scheduled his first virtual visit. That day, something magical happened. Carlitos laughed, sang, and shared riddles, completely engaged in the moment. His mother watched in amazement as Doctor Payaso built a genuine connection with him—through nothing more than a cellphone screen. It was unlike anything she had ever seen.

Since then, virtual visits have become a source of joy, play, and companionship for Carlitos, especially during his recovery periods at home. These interactions have not only lifted his spirits but have also contributed positively to his healing process. Through these visits, Carlitos has embarked on countless adventures—car races, riddle marathons, UNO tournaments, and even magic sessions. Each one reminding us that laughter, connection, and play have no boundaries.

VOLUNTEERISM

*The power to transform
lives and build hope*

WE CELEBRATE AND THANK EACH VOLUNTEER WHO MAKES THE MISSION OF DOCTOR PAYASO POSSIBLE. THEIR DEDICATION NOT ONLY TRANSFORMS LIVES BUT ALSO ILLUMINATES THE PATH TOWARD A MORE COMPASSIONATE AND UNITED FUTURE FOR THE WORLD.

THROUGH COLLECTIVE EFFORT, WE HAVE WITNESSED HOW TEAMWORK CAN INSTILL HOPE, SPARK JOY, AND CREATE LASTING CHANGES. A CHILD'S SMILE, THE RELIEF ON A PATIENT'S FACE, AND A FAMILY'S GRATITUDE ARE POWERFUL REMINDERS OF THE PROFOUND IMPACT OF ALTRUISTIC SERVICE. THANK YOU FOR BEING PART OF THIS JOURNEY!

Where will, service and love meet, a volunteer is born!





VOLUNTEER WORK IS ONE OF THE PUREST EXPRESSIONS OF HUMAN GENEROSITY. AT DOCTOR PAYASO, WE HAVE SEEN FIRSTHAND THE PROFOUND IMPACT OF THIS SELFLESS SERVICE—NOT ONLY ON THE COMMUNITIES WE REACH BUT ALSO ON THE LIVES OF THOSE WHO CHOOSE TO DEDICATE THEIR TIME, ENERGY, AND HEART TO “HEAL” OTHERS THROUGH LOVE AND JOY.

Beyond the immediate benefits for those who receive support, volunteering is a transformative journey—one that enriches those who embark on it, both physically and emotionally.

Science backs what the heart already knows: altruism reduces cortisol levels (the stress hormone) and stimulates the release of endorphins, the so-called “happiness hormones.” These natural responses not only enhance emotional well-being but also strengthen the immune system and lower the risk of cardiovascular disease.

More than an act of service, volunteering is a powerful tool for mental health. It fosters a deep sense of purpose and connection, helping to reduce anxiety and depression while cultivating a sense of belonging and strengthening social support networks.

In particular, the joyful and compassionate environments fostered by Doctor Payaso A.C. amplify these

benefits, turning human connection into a true remedy for the soul.

Being a Volunteer...

Also stimulates the release of dopamine, a neurotransmitter linked to reward and motivation. This creates a virtuous cycle—the more we help, the more we are driven to continue, as each act of altruism fuels the desire to give even more.

Beyond its mental health benefits, this emotional connection also strengthens empathy, a vital skill that enhances every aspect of life. Remarkably, research suggests that those who volunteer regularly tend to live longer. This effect stems from a combination of factors: reduced stress, stronger social bonds, and an overall boost in well-being. Together, these elements not only improve quality of life but also contribute to a healthier, more fulfilling aging process.

Giving to others, it turns out, is one of the greatest gifts we can give ourselves.

CORPORATE VOLUNTEER WORK

CORPORATE VOLUNTEER WORK IS AN INITIATIVE WHERE SOCIALLY RESPONSIBLE COMPANIES OFFER THEIR EMPLOYEES THE OPPORTUNITY TO BE TRAINED AS VOLUNTEERS THROUGH OUR CLOWN CARE PROGRAM.

Being a Doctor Payaso transforms lives and offers countless benefits, it encourages empathy, teamwork and emotional well-being!

A HEARTFELT THANK YOU TO SOLID FARMA, CEMEX, GRUPO PRESIDENTE, SIGMA ALIMENTOS, BRISTOL-MYERS SQUIBB, AND PROTEXA FOR YOUR UNWAVERING COMMITMENT AND SUPPORT IN BRINGING HAPPINESS AND HOPE TO THOSE WHO NEED IT MOST.



Dr. Bella

GRISELDA CEJEDA MEDINA, M.D.
AND WELL BEING ADVOCATE
CEMEX

This certification has been one of the most enriching experiences of my life. Each module and activity led me on a journey of self-discovery, compassion, and personal growth, equipping me with valuable tools such as emotional management, active listening, and effective communication.

The friendships and support from the coaches and the entire Doctor Payaso community have been essential on this transformative path. I am left with not only new skills but also deep emotions and immense gratitude for this incredible tribe that heals through love and joy. Thank you, Doctor Payaso, for being true medicine for the soul!



Dr. Pepper

MISELY CORONADO
CHIEF OF HUMAN CAPITAL
SIGMA CORPORATION

Doctor Payaso has had a profound impact on my life, helping me reconnect with my essence and value what truly matters. This certification taught me that personal development is essential for generating a positive impact in our surroundings. Through my volunteer work in hospitals, I've strengthened key skills such as leadership, teamwork, active listening, and empathy, and have been able to apply them both in my personal and professional life. I feel deeply grateful to be part of a community that is dedicated to healing the world with love and joy.



Dr. Pingüi

ALBERTO CARRILLO PALACIO
CHIEF PEOPLE OFFICER
GRUPO PRESIDENTE
CORPORATIVE

For years, I heard about the work of Doctor Payaso from my coworkers, but I never considered signing up. However, at just the right moment, I felt a deep calling to contribute, and that's when my journey with the certification began.

What initially started as an opportunity to give has transformed into a profound experience of learning and personal healing. I've discovered an incredible community, and with every visit to hospitals and nursing homes, I've come to realize that I am the one who has received the most. This experience has truly transformed my life, making me more tolerant, patient, and consistent in both my personal and professional relationships.

“WHAT HAS IT MEANT FOR YOU TO TAKE THIS
CERTIFICATION? AND WHAT HAVE BEEN YOUR MOST
SIGNIFICANT LEARNINGS OR EXPERIENCES?”

My most valuable lesson learned was making good of my word, my most significant experience is knowing that I am the gift. I think every module was challenging in itself to break down my barriers, to resurface.

Dr. Wonder Flash

ERIKA CONTRERAS
BRISTOL-MYER SQUIBB

This certification was key in my personal growth and my desire to serve the world. I learned that I am a gift and valuing and loving myself, can help me be available for others, taking smiles to those around me.

Dr. Yayis

ANDREA LECEA
CEMEX MONTERREY

Finding my happy and safe place, evolving to serve on the path of love.

Dr. Chio Luinguini

ROCIO ALVARADO
SOLID FARMA

This certification has been an invaluable gift. I discovered aspects of myself that I was not aware of and I grew in understanding and openness. Today, I am a better version, with more tools to serve with love, respect, humility, joy and integrity.

Dr. Yayita

GISELA SALAZAR
SIGMA MONTERREY

I never imagined the certification could help bring out my best version and learn to balance my emotions.

Dr. Bombita

VICTOR ROMO
PROTEXA MONTERREY

It is an experience that gave me so much peace, I learned for the first time how to listen and interact in an open and profound way.

Anonymous

AWARENESS RAISING WORKSHOP
CREE-AMOS MAS FUNDATION



DEVELOPMENT AND TRAINING

...of our volunteers

WE AIM TO BENEFIT OUR COMMUNITY BY OFFERING TRAINING OPPORTUNITIES ON VARIOUS TOPICS THAT SUPPORT AND ENHANCE VOLUNTEER ACTIVITIES, WHILE ALSO FOSTERING A SENSE OF INTEGRATION, SHARING, AND CONNECTION AS A TRIBE. THIS YEAR, THE KEY AREAS OF FOCUS FOR TRAINING AND DEVELOPMENT INCLUDED:

16 VIRTUAL DISCUSSION FORUMS WITH A WIDE VARIETY OF INSPIRING AND ENRICHING TOPICS, SUCH AS:

- The Science of Generosity
- Intuition and what happens when we listen to it
- Self-care Guide to expand your purpose
- Drops of Playfulness
- The art of not making your life miserable and being happy
- Happiness in the blue zones
- Is laugh therapy what we do when visiting hospitals?
- Leading your life from the heart
- The road to Mindfulness: cultivating serenity and compassion
- Let your intuition guide you
- How to calm our mind?
- Ask our Director
- The healing power of interpersonal relationships
- Learning to be happy is a serious matter
- The wisdom of a Wounded Healer: A trip from heart to heart
- Five breads and two fishes

LEADERS SUMMIT CDMX

A powerful Workshop session with our coordinators, delivered by Pay Campos based on “The Human Element” methodology.

BEING A DOCTOR PAYASO IS A SERIOUS MATTER X2

A workshop for seasoned volunteers to remember the power of play

CLOWN CARE CERTIFICATION CDMX AND MONTERREY

Our professional approach for training Volunteers, it consists in a 6 month Clown-Care certification process for personal development.





REFUELING 2024, an *Overdose of Love* AND RED NOSES

SUNDAY, NOVEMBER 17TH, STARTED OFF WITH A SPECIAL ENERGY. HUGS, SMILES AND EXCITEMENT MARKED THE BEGINNING OF REFUELING 2024, REMINDING US THAT THE TRIBE OF DOCTOR PAYASO IS MORE ALIVE THAN EVER.

The day began with an unforgettable workshop by Caroline Dream, who taught us to shift our perspective, embrace ridicule, and harness positive humor. Amid laughter and learning, we discovered new ways to connect with ourselves and others.

Later, as we learned about Doctor Payaso's impact, we realized our work extends beyond hospitals—it's a movement of love, play, and transformation.

A highlight was creating gifts for women supported by FUCAM, each stitch and stuffing filled with love, symbolizing our commitment to those facing tough times.

To close, Fernando Córdova inspired us to lead with authenticity and joy, reminding us that when we live from the heart, the impact is infinite.

Refueling 2024 ended with the certainty that the revolution of the clown is ongoing. If you weren't here this year, we'll welcome you with open arms next year!

Dr. Kalei2copio

#HealingWithLoveAndJoy #ClownRevolution



CONFERENCES AND WORKSHOPS *by Doctor Payaso*

EVERY YEAR WE PARTICIPATE IN FORUMS, INTERVIEWS, CONGRESSES AND WORKSHOPS, WITH THE PURPOSE OF CREATING AWARENESS ABOUT THE BENEFITS OF VOLUNTEER WORK AND ITS IMPACT IN WELL-BEING. WE ALSO PROMOTE THE IMPORTANCE OF LOVE AND JOY AS ESSENTIAL ELEMENTS FOR PHYSICAL AND MENTAL HEALTH.

CHRISTUS MUGUERZA - ANNIVERSARY WORKSHOP OF THEIR VOLUNTEERS

MAGDALENA DE LAS SALINAS HOSPITAL - LEADERSHIP IN NURSING CONFERENCE

SOLID FARMA - AWARENESS WORKSHOP AND CORPORATE VOLUNTEER CLOWN EXPERIENCE

UNAM - WELCOME EVENT FOR THE 2,700 MEDICINE STUDENTS OF THE 2025 GENERATION

UNAM FACULTY OF MEDICINE - WORKSHOP FOR 70 PROFESSORS OF THE MEDICAL SCHOOL

2ND INTERNATIONAL NURSING CONGRESS IMSS - KEYNOTE LECTURE FOR 300 NURSES

AMEDRIH ANNUAL CONGRESS - COROPORATE VOLUNTEER WORK DEVELOPMENT

TARBUT COLLEGE - TEACHERS WORKSHOP

81 ANNIVERSARY UMF1 IMSS - WORKSHOP

Participation in SPECIAL EVENTS *All over México*

AMANC RACE - VERACRUZ

POSADA INCAN - MEXICO CITY

41° PEDIATRIC CONGRESS AMP - WELCOME COMMITTEE

FACULTY OF MEDICINE - FREE HUGS AND EMOTIONAL SUPPORT DURING THE WEEK OF MIDTERM EXAMS

MUNDO IMÁYINA - ACCOMPANIMENT FOR FAMILIES OF CHILDREN WITH CANCER, MORELOS

HOGAR MARILLAC A.C. - EMOTIONAL SUPPORT

HOSPITAL PEDIÁTRICO DE SAN JUAN ARAGÓN - OBSERVANCE OF THE DAY FOR DOWN SYNDROME

CASA DE LA HEMOFILIA - WORKSHOP WITH PATIENTS

FUNDACIÓN RENACIMIENTO - EMOTIONAL SUPPORT

CONGRESS ON RARE DISEASES - GROUP WORKSHOP

FREE HUGS IN THE CITY - MEXICO CITY, TOLUCA, MONTERREY, AND VERACRUZ

CONGRESO HOPE CIRCUIT - WELCOME AND STAFF

CLOWN TRIP PATCH ADAMS - WELCOME WORKSHOP AND FLASH MOB IN COYOACÁN

CASA GILBERTO VERACRUZ - EMOTIONAL SUPPORT

CASA DE LA AMISTAD PARA NIÑOS CON CANCER - PSYCHO-EMOTIONAL ACCOMPANIMENT VISIT

MUAC A.C. - CHILDRENS' DAY CELEBRATION



OUTREACH

WE ARE FILLED WITH JOY KNOWING THAT THE MISSION OF DOCTOR PAYASO, DRIVEN BY THE DEDICATION AND LOVE OF EACH AND EVERY ONE OF OUR VOLUNTEERS, CONTINUES TO INSPIRE GREAT PROJECTS.

Alejandro Hernández Cadengo, contrabassist, musician and composer of the Orquesta Sinfónica Nacional, found a source of inspiration in the magic of the red nose and the healing power of play and joy. Touched by this energy, he composed “Dr. Clown”, a complete symphonic orchestral play that aims to honor and convey the essence of a Doctor Payaso beyond words, through music.

The National Symphony Orchestra shares an unforgettable moment in which art and humanity are joined in perfect harmony within the gorgeous Palacio de Bellas Artes



'Dr. Clown': el homenaje al altruismo en México

Fecha: 9 de junio de 2024
Autor/a: Héctor Cruz



INTERVIEWS

Monterrey: Maria Julia
MexCity: Shulamit Graber

Pay Campos and Mariazel Calderón share the inspiring story behind our mission and the transformative impact that accompanying those most in need has on their lives.



Johnson & Johnson PROGRAM

LEADERSHIP AND WELL-BEING PROGRAM FOR HEALTHCARE PROFESSIONALS 2024

HUMANIZING MEDICINE AND MEDICAL CARE IS ONE OF THE MAIN PILARS THAT WE ARE COMMITED TO.

Thanks to the alliance with Johnson & Johnson, the UNAM and the IMSS, we were able to impact 3,434 direct beneficiaries of the 2024 Program, through Doctor Payaso and Felicidad que Sirve:

- 2,770 medical students and professors of the UNAM

- 664 Healthcare workers in the Nursing area of the IMSS (OAAD Norte). Of these, 64 are Nursing Leaders.

The purpose of this program was to provide tools of emotional well-being to all the participants and strengthen leadership abilities for those that are in charge of teams within their institutions.

For six months, we collaborated with the IMSS, reaching more than 25,000 indirect beneficiaries among colleagues and patients.

In the UNAM, we worked with students and professors in the medical field, raising awareness about the importance of their present and future relationship with patients.

Through workshops, dynamic conferences and meaningful encounters, we were able to generate connection, self-awareness, and action taking to impact health workers in a positive way on a day-to-day basis.

Being allies of organizations that look to build a better world fills us with pride and gratitude. We trust the results of this year will continue to leave a mark in each of the participants and in all the people they interact with.

When we connect from the heart, we become medicine!



PARTICIPANT COMMENTS AND REFLECTIONS

"I UNDERSTOOD THE IMPORTANCE OF PRACTICING LEADERSHIP WITHOUT LOSING SIGHT OF INDIVIDUAL VALUES AND HUMILITY."

"I'VE LEARNED TO SPEAK WITH MORE CONFIDENCE IN PUBLIC AND GIVE INSTRUCTIONS IN A CLEARER AND MORE EFFECTIVE WAY."

"IT HAS HELPED ME LISTEN MORE ATTENTIVELY AND BETTER UNDERSTAND THE PEOPLE AROUND ME."

"I LEARNED TO LEAD AND SHARE INFORMATION WITH MY COWORKERS IN A MORE EFFECTIVE AND ASSERTIVE WAY."

"I NOW HAVE A STRONGER BELIEF IN MY LEADERSHIP ABILITIES. I'VE DEVELOPED GREATER TOLERANCE AND EMPATHY, AND I'VE LEARNED NOT TO TAKE THINGS PERSONALLY."



ACCOMPLISHMENTS

On October 25th, we reaffirmed our commitment to professionalism, transparency, and excellence by receiving the Acreditación en Institucionalidad y Transparencia (AIT) 2024 recognition from the Centro Mexicano para la Filantropía (Cemefi).

UNVEILING OF PLAQUE IN HOSPITAL INFANTIL PRIVADO (HIP)

Dear Doctores Payaso:

On behalf of our entire hospital staff, we express our heartfelt gratitude. Your presence has been a beacon of light for our pediatric patients and their families, filling every visit with joy, color, and hope. Beyond laughter and games, you've bridged medicine and humanity, inspiring our health team with your warmth and dedication.

Thank you for reminding us that love and joy can heal. You will always be part of our family.



Felicidad Sirve

2024 WAS A CHALLENGING YEAR FOR MANY ORGANIZATIONS ACROSS ALL SECTORS. THE CHANGES BROUGHT ABOUT BY THE PANDEMIC AND THE GLOBAL CONTEXT LED MANY TO MAKE DECISIONS FOCUSED ON BETTER SUPPORTING THEIR COLLABORATORS. FROM RESTRUCTURING TO NEW WORKING METHODS, ADAPTABILITY AND FLEXIBILITY WERE KEY TO NAVIGATING THIS YEAR'S CHALLENGES IN PRODUCTIVITY AND MENTAL HEALTH.

We would like to express our heartfelt gratitude to every person behind decision making and each organization that allowed us to approach their teams to share tools that encouraged reflection, connection, hope, compassion and action in their day-to-day. We are convinced that organizations that invest in their people, and their teams in their potential and in the connection with human beings, contribute not only to humanization of companies, but also to their growth and sustained success.

In Felicidad que Sirve, we firmly believe that our actions through playful experience-based workshops and dynamic conferences have a positive impact in work spaces. Along with ludic coaching and transformational learning, we have seen how more positive, connected and productive work environments are created.

We are filled with pride and joy for being able to count on allies that believe, as do we, that happiness in the workspace is effective and join our purpose of making this world a better place.

Thank you for trusting our work!

Welcome, 2025.

Thank you, 2024.

GS1 - DYNAMIC CONFERENCE

IMSS - NURSING COMMUNITY LEADERSHIP

HUBELL - EVOLUTION OF AWARENESS

CONFERENCE AT HOSPITALES SAN ANGEL INN
DALINDE - WE ARE MEDICINE

PINEDA COVALIN - END OF YEAR WORKSHOP



This year, we had the privilege of sharing leadership, emotional well-being, and medical humanization tools with healthcare professionals across various institutions. Each workshop and conference served as an opportunity to reinforce a sense of purpose, empathy, and human connection within the hospital environment.

One of the most meaningful moments was our visit to Hospital Obaldía Chiriquí in David, Panama, where we conducted workshops for healthcare staff. Through interactive as well as reflective interactions, we created a space for growth and awareness—highlighting the vital role of play, empathy, compassion, and joy in medical care.

Each of these experiences reaffirms our commitment to supporting those who dedicate their lives to caring for others, ensuring they have the tools to navigate suffering and loss with resilience. True transformation in healthcare begins from within, and we are honored to be part of that journey.

**A HEARTFELT THANK YOU TO
EVERYONE WHO MADE THESE
ENCOUNTERS POSSIBLE.
TOGETHER, WE CONTINUE TO
DEMONSTRATE THAT CONNECTION,
COMPASSION, AND LOVE ARE
ESSENTIAL COMPONENTS OF THE
MEDICAL APPROACH.**

DONATIONS

DOCTOR PAYASO A.C.
BANCO SANTANDER
CUENTA 92-00197648-0
CLABE 014535920019764800



CAF AMERICA
BENEVITY



CONTACT

 DOCTOR PAYASO AC
MEXICO@DOCTORPAYASO.COM
WWW.DOCTORPAYASO.COM
INFO@FELICIDADQUESIRVE.COM
WWW.FELICIDADQUESIRVE.COM
TEL: 55 3899 9466 / 56 3002 6738

