

# 2014



## ACTIVITY REPORT NGO Centre for Home Social and Medical Assistance „CASMED,,



*Health is the essence of life.  
We help you to maintain it.*

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*Dear readers and dear partners,*

*NGO „CASMED” reached FOUR years of activity, efforts and satisfactions.*

*2014 was a special year for our organization, we had happy moments created both by our beneficiaries, employees, volunteers and partners, who brought a major contribution to our achievements, of which we are all proud.*

*We consolidated our efforts and desires in supporting the people in need by offering them professional social and medical services. Our aim was to change things for the better and managed to attract resources from foreign donors for improving the home social and medical services, promoting the healthy style and health education in the community. CASMED team dedicated passionately to its work and succeeded to bring “a plus of health” for Moldova.*

*The care for the health is a primary objective in CASMED strategy, as the health is the most precious and indispensable component of social development and prosperity.*

*Conscious lifelong learning at individual and organizational level required a knowledge management, aspect which leads to the creation of new values in the organization. We believe that continuous learning is the basis of development, and requires creativity, innovativeness and also provides ongoing training to changes.*

*The challenges of the organization are multiple and come from social and economic changes, so we need to analyze them in their complexity.*

*Our work relies on values like love, equality, responsibility, solidarity, human dignity, forming the credo of our organization.*

*I invite you to read the annual report, noting these aspects, thanking you for your support throughout 2014.*

*Postolachi Natalia - Executive director*

**ABOUT US**

The NGO Centre for Social and Medical Home Assistance "CASMED" was officially registered on the 13th of December 2010 at the initiative of several local NGOs with the support of HEKS Swiss Foundation.

The decision of founding the organization was conditioned by the necessity to solve the problems related to improving the living conditions of older persons and meeting their needs for social and medical assistance.

We are a team of professionals who provide qualitative and cost-effective medical and social services at home, intended to reduce the degree of dependency of the bedridden persons facing health and social problems.

NGO „CASMED” offers home care services in the northern part of Republic of Moldova.

Our organization has its area of intervention in Bălți town and rural communities from the districts Râșcani, Fălești, Sângerei, Florești and Rezina, coming to help those who consider the community services as a preferred variant to the institutionalization, by providing health and social services adapted to the needs of each beneficiary.

## *Moments that made us known*

**National conference *“Managing and care of the diabetes at home”***



**Drawings exhibition *“I am a child of Europe”***

**Charity concert *„Someone needs you!”***



**Trainings and seminars**



**Study visits**



**Social campaign *“From Heart for Grandparents!”***



**Debates on the topic *„EU on everyone’s understanding”***



**Second place within the Volunteers Festival for *“The most active NGO promoting the volunteering in Republic of Moldova”***





*We supported the elderly in need, living with them their life stories and sharing the difficulties they met with.*

# *Medical and social home care services*

During 2014 1'709 people were supported with care services.

The old age, health problems, loneliness and the need for communication and moral support are the main reasons that lead the elderly to ask for home care services .

The most requested social services in 2014 related to assistance in housekeeping (cleaning, water supply, cooking), basic personal care, laundry services, socialization, support in solving administrative and communal issues.

With the age, the auditory and hearing abilities, together with the degenerative musculoskeletal diseases, accompanied by pain at every movement, cause the elderly the major inconveniences. The other diseases prevalent at the beneficiaries are the hypertension and diabetes - chronic illnesses that require to be monitored regularly.

The most difficult and needed long-term care are the beneficiaries with brain stroke sequelae. With much patience and appropriate care, the treatment of the beneficiaries is showing results at least after 2 months of intense work with the affected part (s) of the body.





Every wound is taken into consideration by CASMED nurses, their treatment needs attention, respect of the aseptic and antiseptic, specific solutions, ointments and material for bandaging.

Conscious that the home visits are important for the patients' recovery, the nurses interest about the condition of the beneficiaries outside their agenda through additional visits or phone calls.

Besides the medical services offered according to doctor's recommendations and designed to meet the beneficiaries' individual needs, the medical workers focus much on improving the patient's health status, his/her social integration and enhancing their independency.



For the second year consecutively, NGO "CASMED" was contracted by the National Health Insurance Company for providing medical services in Balti town. Every old person in the city who needs home assistance and possesses compulsory insurance policy may address the family doctor and ask for a reference sheet for home care services.



#### **Results:**

**1709** elderly from Bălți town and **22** communities provided with social and medical services at home.

**802** beneficiaries of medical and **907** beneficiaries of social services.

**22'318** home care visits supported financially by foreign donors and LPAs.

**577** home care visits in Bălți town contracted by the National Health Insurance Company.

**12** partnership agreements signed with the local LPAs and NGOs on the implementation of home care services in their localities.





# Gratitudes

## ÎNCĂ O SPERANȚĂ

Speranța vieții este sănătatea,  
AO „Casmed”, speranța celor amărâți  
La cei ce suferă, oferă posibilitatea,  
De colaborării ei să fie îngrijiți.  
Un centru bun de asistență medicală,  
Cu oameni profesionali, care oferă asistență socială,  
Specialiști cu inima mare și de o calitate rară,  
Pentru cei legați la pat, ei sunt ca o comoară.  
Domnul ne-a dat o bucurie mare,  
„Casmed” ne-a oferit o alinare.  
Femeie blândă, înțelegătoare,  
Îngerul de salvare, așteptat cu nerăbdare.  
Cu doamna Antonina Vasile Morțean,  
Noi colaborăm de aproape un an!  
Din suflet mulțumim pentru serviciile acordate,  
Dorindu-i la mulți ani, noroc și sănătate!  
De fapte bune și de caritate,  
AO „Casmed” de mulți ani să ai parte!



(With gratitudes for NGO „CASMED”)  
Mihail Gligor, beneficiary, Bălți town)

*I would like to say a big and beautiful THANK YOU to these people with big souls, working at the NGO “CASMED” from Balti, to these kind-hearted, who initiated such a home care project for the elderly.*

*All my life I worked at school, and I was full of energy. Already retired, my biggest difficulty, as at most of elderly, are the problems with the legs. I hardly move in the house and outside, for this I have tried different procedures. It's pretty complicated for me to go to the hospital for even a consultation, this is why I went to my family doctor, Mrs Lilia Vascauțan, who recommended me to ask for home care services.*

*Already for three months I am visited by Antonina Morțean, CASMED nurse and I feel much better. Her big heart, careful hands, kind word and eyes are a remedy for my health. I am happy to know such persons like Mrs Lilia Vascauțan and Mrs Antonina Morțean.*

( Vera Groza, pensioner, Bălți town)



Some people, no matter how old they get, never lose their beauty—they merely move it from their faces into their hearts.

**Martin Buxbaum**

## *One life in white coat*



Ala Brânză wanted to become a medical assistant from her childhood. That is why she decided to study at the Bălți Medical College. She loves her job, she loves to stay at the bed of the ill person, to help him/her, to be near the needy. Already for 3 years she has been working for NGO “CASMED” in Bălți. She is sure that her main task is to ease the pain. Being full of energy, optimism and confidence she does her job with pleasure and very much professionalism. She always wanted to wear the white coat and feels like she will be wearing it the whole life. “I am not sure if I wanted to become a doctor, but I know that I wanted to be a nurse, a skilled

nurse who has good relations with the patients.. During my 28 years of experience I have understood that one has to love the people and really desire to help them. Otherwise I would have failed. One has to fully dedicate himself / herself to this kind of job.

Her job is to help the sick and lonely elderly. We are writing about Antonina Morteau – nurse at CASMED. During 4 years she never got tired to take care – medically and morally – of the suffering aged in Bălți. While healing she collected not just sufferings, but also life stories. “Each patient stays forever in your mind. Each patient has lived a drama. The elderly remain alone just when they need somebody to lean on, other beneficiaries are too old for their age”. After graduating from the Medical School in Bălți, she did not know that her life will be dedicated to help the old people. Her heart enforces her and her job requires her to help those in need. Still, sometimes it was very difficult to cope with the emotions – it required lots of patience and moral strength – when she saw the sufferings of the beneficiaries, caused by both health and life. “I care about all of them as if they were my own parents and I urge them not to give up because of the difficulties, I promise them we will manage together their issues. There is no other possibility for them”.



*These are just stories of people around us, which manage to change lives through their perseverance, braveness and dedication.*

# Partnerships

There developed partnerships with local NGOs and LPAs for delivering socio-medical services at home in 21 localities. CASMED developed an advantageous financing model for the social home service: CASMED covers 60% of the costs and the authorities together with the beneficiaries co-finance the services with the remaining 20-40%.

It is worth mentioning that the LPAs provide space for the delivery of social services, take over the costs for electricity and water consumption which is necessary for the functioning of the washing-machines.

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*Our moral responsibility is to take care of the elderly. At the local level this role is attributed to the mayor. The socio-medical home assistance project has been running in Mihăileni for 3 years. This is an efficient solution for covering the social and medical needs and necessities of the local population. This is a difficult job, but it brings happiness when we see the joyful smiles of our beneficiaries.*

Valerian Cecan, mayor, Mihăileni village, Rîșcani

The efficient and trustful partnership between CASMED and the medical assistants, the doctors in the regional and Bălți Centers of Family Doctors, the local public authorities and the implementation team can be considered a significant success of our activity. This partnership rendered a positive result for our organization.



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*The home care project is vital for our community. The cooperation with CASMED nurses eases our work and we hope to continue this fruitful collaboration.*

Eugenia Moșneguțu, superior nurse, Centre of Family Doctors, Prajila village, Florești

*Partnership is the key to our success. Together with local NGOs, which are responsible for community social services, CASMED managed to assure the development of the localities and to solve fundamental needs of the citizens.*

# Cooperation

Throughout 2014 CASMED continued lobbying and advocacy activities at national level, participating regularly in network meetings with the representatives of ministries, aimed at improving the legislative and work tools related to medical and social home care fields.

This was possible thanks to CASMED' statute as member of the National Network of Home Care Providers, which part our organization is from 2011.

CASMED was near the local partner organizations, providing them with suport and consultancy during the year. All the NGOs were helped in setting of working procedures, improving the quality of home care social services, along with elaborating and keeping of the needed documentation (narrative and financial monthly reports, monitoring sheets, contracts and so on).

For the NGOs' representatives there were organized various trainings, which contributed to their professional and organizational development. The NGO administrators, together with one volunteer from the organization, were trained on topics like *"Fundraising"*, *"Advocacy"* and *"Efficient communication"*.

Due to the accumulated knowledge and developed skills they will be able to effectively represent the community needs , to attract additional funds, to initiate long-term partnerships with local authorities, thus ensuring the sustainability of home care services in communities.



# *Trainings and formation*

A group of representatives from CASMED, LPAs and partner NGOs has been visiting the **Czech Republic** between the 19<sup>th</sup> and the 26<sup>th</sup> of July. The **study visit** was aimed at experience sharing and gaining knowledge about the social services system in the Czech Republic and taking over of best practices in this field.



During the visit, the participants have assisted at different round-tables, seminars and workshops linked to social services system in the Czech Republic, tracing a parallel to the same area in our country.



Another study visit was organized between 13-15 of October 2014 in **Miercurea Ciuc city, Harghita county**, România. The event was hosted by CARITAS Alba-Iulia and had for purpose the acquaintance with the organization, with the specifics of the medical and social home assistance services delivered, exchange of experience and taking over of best practices in this field.



Team building and developing and improving the staff's capacity is an important aspect in achieving the organization's objectives. A competent staff means qualitative services and satisfied beneficiaries, this forming the success of our activity.

For this purpose, in order to maintain the high quality of the provided services, during 2014 there was implemented a training program for CASMED and NGO partners' staff .

Thus, both CASMED nurses and social workers had the opportunity to expand their knowledge about home care services and the principles of their providing by attending various training sessions on topics such as "Introduction to home care", "Community services for the elderly", "Medical emergencies", "Treatment of cardiovascular pathologies", "Basis in physical therapy and massage".

The trainings were conducted by experts, representatives of NGOs and institutions working in the field of home care, along with doctors from the Centre for Training in Emergency Medicine.

Throughout 2014 another priority represented the trainings specific to the organization's management for CASMED administrative staff .



## *International practices*

Getting to know the international practices is an essential element of the continuous educational process. At this point CASMED benefited from the support of German organization Senioren Experten Service in Bonn. During 2 weeks, Missis Vrony Schmidt – international expert with huge experience in providing medical home care – has been working together with us despite the vulnerable living conditions of some of our beneficiaries.







Volunteers don't get paid, not because they are worthless, but because they are priceless

**Sherry Anderson**

# Volunteering

Volunteering has been launched at CASMED by Leah Kieff – our Peace Corps Volunteer. She was the person who proved us that the volunteering-work brings added value to the organization and that the volunteers represent an inexhaustible source of potential, creative ideas, dedication and motivation in order to realize the tasks that have been fixed.

Volunteering Department organized a series of events having for purpose raising awareness among citizens about elderly's problems, raising funds in support of different social-vulnerable groups and promoting CASMED activity in the community.

In February CASMED, in partnership with the Arts School and the Central Gallery from Balti organized an exhibition of paintings in order to raise awareness among the population with regards to the situation of the elderly. Every Friday of February, CASMED volunteers entertained the visitors with live music and served sweets.

In May CASMED organized a charity concert – "Somebody needs you". During the concert there were collected 5725 MDL, used subsequently to support the old-aged.





Saint Nicholas and his assistants, CASMED volunteers, went on the 18th of December to Falesti district and distributed toys to the children from foster care center in the village Glinjeni. The children were very obedient and active, recited poems for the old guest , received toys, candies and were praised for their talent.

In the same day St Nicholas visited the kindergartens and placement center for children in the village Ciolacul Nou, Falesti district. The little ones enjoyed the arrival of Santa, and felt very excited when each of them received a toy, given that few of the children can afford to buy a toy.

**Results:** 550 toys collected and distributed to 205 socially-vulnerable children from 10 placement homes in Bălți municipality and Fălești district.

*Team building activities have been on our agenda during the whole year.*

Our volunteers have designed creative and ingenious HALLOWEEN costumes. We have celebrated this event on October 31<sup>st</sup> together with 7 Peace Corps Volunteers from USA. They helped us get to know this American tradition in the smallest details. Surely, the pumpkins, the ghosts and the bats where also present.



Summer started with a party for the volunteers – Summer Jam. That was a possibility to thank them for the enormous amount of work done and for their receptivity towards the needs of our beneficiaries. The volunteers took selfies, had fun and watched movies.

# *Social and informative campaigns*

On the 10th of August, within the National Health Week, CASMED conducted the campaign "An apple for a cigarette". CASMED volunteers distributed apples and warned the passersby about the harm



of smoking. The purpose of the activity was to highlight the damage caused by smoking and also the importance of the decisions that people decide to take.

In addition to exchanging a cigarette for an apple, the campaign included a research component, which by its completion, allowed to evaluate the knowledge, attitudes and practices regarding general health culture as a whole.



The 1st of October—International Day of Older Persons was celebrated by organizing the campaign "A plus of health". The event was attractive both for elderly and for younger people, aged be-



tween 30-50 years, who, because of lack of time, do not manage to consult a doctor, while the investigations made for free by CASMED nurses helped them to create a vision about their health status.

The informative aspect was as well taken into consideration, the volunteers distributed leaflets and brochures about hypertension and diabetes, the most common pathologies encountered among the elderly.





After the verb "To Love," "To Help" is the most beautiful verb in the world!

**Bertha von Suttner**

# Campaigns and goods collections

Thousands of elderly in the Republic of Moldova have minimum sources of existence and have no possibility to assure a decent life for themselves. Many of them suffer of malnutrition, because of an insufficient pension amount.

În December NGO "CASMED" launched the social campaign "From Heart for Grandparents", during which there were collected food and personal hygiene items.

Thanks to the receptivity of the citizens from Balti, we managed to collect goods valued up to 6500 MDL, which were distributed to the elderly in Balti, Prajila/Floresti and Prepelita/Singerei. This campaign brought food products on the tables of more than 60 elderly, during the winter holidays.



*There are many people with a great heart, ready to help the others unconditionally and unpaid. The good deeds are felt with the heart, not seen with the eyes!*

## *Educational actions*

**World Diabetes Day** was celebrated by a blood sugar level testing action. More than 200 people from Bălți municipality checked for free the blood sugar level in a specially arranged tent situated near the office of the organization. The aim of the campaign was to conduct free of charge testing and inform people about the risk



instructions from the nurses regarding the prevention measures / treatment necessary to maintain the glyce-mic index in order.

On the 14th of November, NGO „CASMED,, together with Pro Diab and NGO „Home Care,, from Chişinău organized the **Theoretical and practical conference “Management and treatment of Diabetes at home”**. The event was hosted by the College of Medicine and had as participants nurses, social workers, representatives of NGOs, students of the College of Medicine, teachers and so on.





## Humanitarian actions



**Results:** 500 socially-vulnerable people from the localities Sârcova, Țareuca, Saharna Nouă, Echimăuți (Rezina district); Ciolacul Nou, Glinjeni Fălești district); Băhrinești (Florești district); Cazangic, Carabetovca, Satul Nou benefited from humanitarian aid formed of food items, clothes, hygiene items and household articles.

80 persons received support in form of firewood and coal for the cold season.



## Campaigns and informative actions

The little citizens made their voices heard during the drawing contest “I am a child of Europe”. More than 50 children from Balti responded to our call, submitting works full of creativity and originality.

All the paintings were displayed within an exhibition at the Library of State Balti University „Alec Russo”. 12 finalists got presents and their works have been used for elaborating a calendar.



On the 1st of August CASMED launched the campaign "Together we are Europe". It had as objectives informing citizens about what it means approaching the European Union, familiarizing them with European values and providing a knowledge base for become active citizens.



**Results:** 10 debates on the topic „*European Union on everyone's understanding*”, with 427 participants in them.

5 educational activities „*Hour of Europe*” organized for 137 pupils.

Over 60 elderly from 7 rural localities informed about their rights through Advocacy activities.

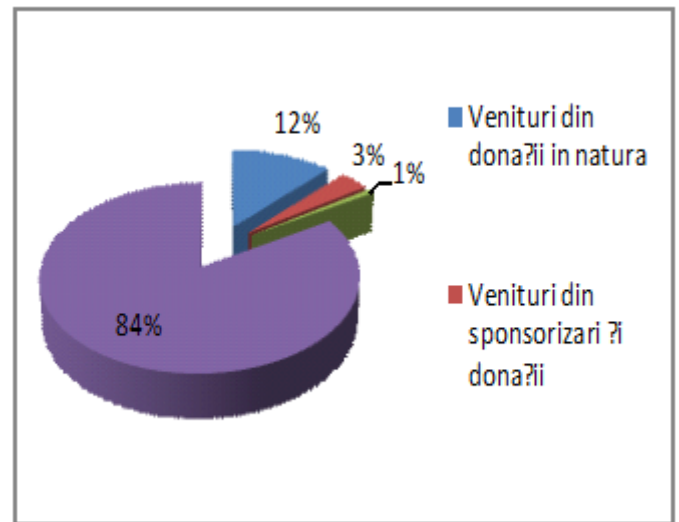
1000 questionnaires about the system of social services applied in the partner localities.

6650 people in Bălți municipality and CASMED partner localities informed about the European Union, EU values and the benefits of Republic of Moldova integration in EU.

# Economic aspects

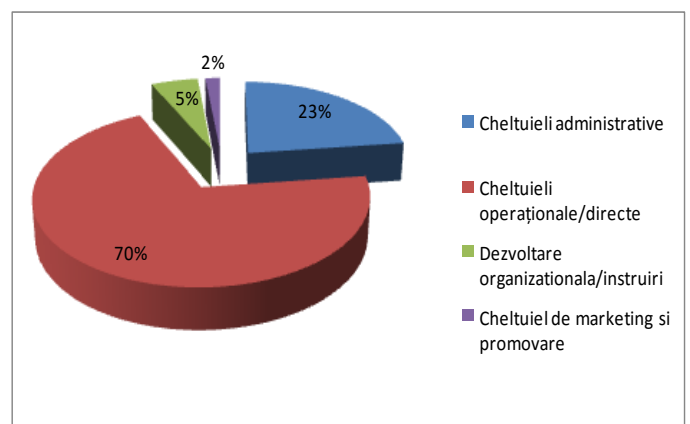
## Incomes

Indicators	MDL (lei)
Incomes from in-kind donations	785 084
Incomes from sponsorships and donations	233 388
Services contracted from the National Health Insurance Company	52 761
Foreign grants	5 499 443



## Expenses

Indicators	MDL (lei)
Administrative costs	1 432 073
Operational / direct costs	4 376 646
Organizational development / training	330 823
Marketing and promotion expenses	102 001



## Partners, sponsors and donors

**LOCAL PARTNERS:** Ministry of Labor, Social Protection and Family; Ministry of Health; National Health Insurance Company; Mayorality of Bălți; NGO „HOMECARE,,; Religious Mission „CARITAS MOLDOVA”; Help Age International, NGO „ NEOUMANIST ”; „CIT” newspaper, Bălți town, Municipal Art Gallery „Antioh Cantemir”, Bălți town, dance troupe „Grația” and Folk dance ensemble „TINEREȚEA” from Bălți; NGO „Pro Asistență și Dezvoltare Comunitară” and Mayorality of comuna Ciolacul Nou village, Fălești; NGO „Sat Modern” and Mayorality of village Glinjeni, Fălești; NGO „Viitorul” and Mayorality of comuna Sărata Veche, Fălești ; NGO “Caroma Nord” and Mayorality of village Pîrlița, Fălești; NGO „Speranța –Mihăileni” and Mayorality of village Mihăileni, Rîșcani; NGO „Vatra Străbună” and Mayorality of village Prepelița, Sîngerei; NGO „Asociația Părinților și Pedagogilor Băhrinești” Mayorality of village Băhrinești, Florești; NGO “Favorit” and Mayorality of village Prajila, Florești; NGO „Asociația Părinților și Pedagogilor Sârcoveanul” and Mayorality of comuna Sîrcova, Rezina; NGO „Caritate Echimăuți” and Mayorality of village Echimăuți, Rezina; NGO „Sfântul Dumitru” and Mayorality of comuna Saharna Nouă, Rezina ; NGO “APP Țahnăuți” and Mayorality of Țareuca village, Rezina.

**SPONSORS:** Advertising agency „Creativ Media”, Bălți; DEPO store, Bălți; jewelry store Rubin, Bălți; Carlsberg Pub, Bălți; toys store „STIP”, Bălți; Fidesco, Linella, Fourchette markets, Bălți town; Octavian Pîslari, director of the building materials store Tvoi Dom, Bălți.



Swiss Red Cross



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