

2015



ACTIVITY  
REPORT

NGO Centre for Social  
and Medical Home Assis-  
tance "CASMED"



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

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***Dear readers and dear partners,***

*The year 2015 was a special one for the NGO "CASMED", as our organization reached the beautiful age of 5 years. During all these years CASMED team dedicated to work with passion and managed to bring a plus of health and a drop of joy for the persons facing social and health problems.*

*I would like to share cheerfully and gratefully the summary of our activities in 2015. From the beginning I should mention that the objectives set for 2015 have been achieved and we are extremely fulfilled with all that we have done until now.*

*The most important event in the life of the association "CASMED" was that we formulated the Strategic Plan for the next 5 years, in order to identify solutions for ensuring the financial sustainability of our activity in the context of the growing demands. We hope that this strategy will be a guiding star for us, that we could follow.*

*Throughout the year, we paid a particular attention to the socio-medical services offered to the elderly. We are aware that the number of elderly grows continuously and poverty, loneliness and chronic diseases are problems that can be solved only through cooperation. CASMED tried to offer solutions to these challenges through a joint effort by community involvement, empowerment of the LPAs, involving the volunteers. In the future we intend to put an even greater emphasis on this aspect and expand the range of services.*

*We believe that in the charity work a very important aspect is played by volunteering, this being the basis of sustainability of the civil society. 2015 was a successful year for the Volunteering Department. The volunteers of the organization worked with commitment and responsibility, managing to meet the needs of a growing number of people in need.*

*Our achievements were possible due to the professionalism and tenacity of own staff and local and international partners, the partnership being the key to success in our accomplishments. We stimulated the collaboration between NGOs in order to increase the representativeness of private providers of social services, together with improving the dialogue with central and local authorities, and increasing the visibility of the positive impact generated by social services provided by NGOs.*

*The general context of economic crisis, political and legislative instability influenced the activities organized by our organization in 2015. In spite of this state of financial uncertainty, we managed to carry out the planned activity thanks to the support of external partners, who this year continued loyally to support CASMED activities, for which we thank them a lot.*

*I invite you to read the annual report, noting these aspects, thanking you for your support throughout 2015.*

***Postolachi Natalia - Executive Director***

## ABOUT US

### MISION

Increasing the quality of life for different categories of beneficiaries by developing working models of social and community care services and building the capacity of the community actors.

### THE EXTERNAL VISION

An active community with equal access to qualitative social and community care services.

### THE INTERNAL VISION

The NGO "CASMED" intends to become a center of excellence for professionals from social and community care field.

### VALUES

**Dignity** CASMED respects the human rights and dignity. It interacts with beneficiaries in a personalized and direct manner. CASMED services are designed in a way that doesn't create dependency.

**Responsibility** CASMED is responsible for itself and for all the beneficiaries of its services. It also promotes the development of employees' responsibility towards themselves.

**Respect** CASMED recognizes the value of each person. It shows respect and offers equal opportunities to each beneficiary regardless his/her culture, religion, ethnicity, sexual orientation, age, gender, disability.

**Quality** CASMED develops qualitative services according the quality standards. It adapts its services to the needs and particularities of the beneficiary. The organization applies measures to continuously improve the services' quality.

**Professional ethics** CASMED respects the professional code of ethics, interacts with the beneficiaries in an honest manner, recognizing and protecting their privacy.

**Equity** CASMED offers equal opportunities both to his team and the beneficiaries of the organization, persevering in creating a healthy balance. It ensures the right to choose.

**Volunteering** CASMED considers the volunteers as a valuable resource that helps the Association to achieve its mission more efficiently and effectively.

**Partnership** CASMED approaches beneficiaries' problems in a holistic way, within the framework of a public - private partnership. The association initiates partnerships with community stakeholders for developing community services.



*We learned that the man doesn't end at body's level, he doesn't need only material help but also counseling, emotional support and someone to share his sorrows.*

# *Medical and social home care services*

The year 2015 was oriented at developing and expanding the existing medical and social services, along with the implementation of home care in new locations in order to ensure the citizens' access to qualitative services offered at home. The range of services provided to beneficiaries aimed mainly at maintaining the individual's autonomy and preventing the creation of dependency situations.

A number of **1'563** elderly (**653** medical and **910** social beneficiaries) from Bălți and 32 vil-lages have benefited from social and medical services due to the effective involvement of local NGOs, LPAs, family doctors, nurses and social workers.

CASMED staff and 19 NGO partners have provided a total of **58'671 home care visits** (21'517 medical and 37'154 social). National Health Insurance Company has funded **684 medical home visits**, the others being co-financed by donors, LPAs and beneficiaries.

The old age, which brings health problems, decreased physical abilities, reduced communication and moral support, along with the desire of more and more elderly people to be treated in their houses are the main reasons that determine the elderly to ask for home care services.

According to the indicators, the most requested social services that were provided to CASMED beneficiaries related to assistance in house maintenance (cleaning, water supply, food preparation), personal care basic, laundry services, socialization and support in solving administrative and communal issues.





Medical and social workers fulfill their tasks with much responsibility, devotion and without being scared of the weather or country roads. To support them, CASMED procured protective and land equipment, in order to streamline the work of employees and to save their time and forces. Thus, **52 social workers** were provided with uniform, jackets, shopping trolleys, and **15 social workers** received bicycles.



# Thanks

*„We are very happy and we bring you words of gratitude for the project CASMED implementations in our village.. The home visits conducted by the employees of your organization give us new powers and new hopes. And Thank You! once again that you don't forget us, the elderly.*

*It is so good,  
When the nurse visits us  
with kind words and advices,  
the disease seems to have passed.  
Then, with pills and massage,  
We feel again being of young age.  
We wish you all good, health and a lot of prosperity”*

**Vrabii Ana and Antonciuc Nicolai,  
beneficiaries, Ciolacul Vechi village, Fălești**

*„I believe much in God and henceforth I will pray daily for the health of Carabulea Ana. She is a nurse at the Center of socio-medical assistance at home "CASMED" and took care of me for a long time. I am medical assistant and I have worked in the health field for 50 years.*

*I'm already a retired person, I suffer from diabetes, which causes me various complications and pain. Ana Carabulea came to my home at the hardest time for me.*

*She understood quickly what procedures to use to decrease my pain. During 10 days she applied dressings and various procedures and wounds started healing.*

*Anna's benevolent attitude towards me, her professionalism and manner to communicate with patients also helped me a lot in the process of recovering.*

*She, Anna, inspired my the confidence that the old age is easier if you have someone who cares about you. Ana is one of these people for me”.*

**Valentina Strutinscaia, pensionner, Bălți town**

*„My name is Cuzmici Nina and I live in the village Sârcova, Rezina district. I am 69 years old, and already for some time I am lucky to be a beneficiary of the Home Care project. I am very happy that CASMED implements such a project in our locality. I want to wish much health to the one who comes to me regularly with health advice, who gives me massage with Vitafon, injections if I need, who measures my blood pressure—the nurse Maria Dolghi. I have problems with legs, sometimes I suffocate because of problems with the heart, but with the help of Mrs. Maria, I started feeling better. I sincerely thank Mrs. Natalia Postolachi, Executive director, and the entire staff of the organization "CASMED". I would like that this project continue for many years, as it is very helpful for us, the elderly”.*

**Cuzmici Nina, communa Sârcova, Rezina**



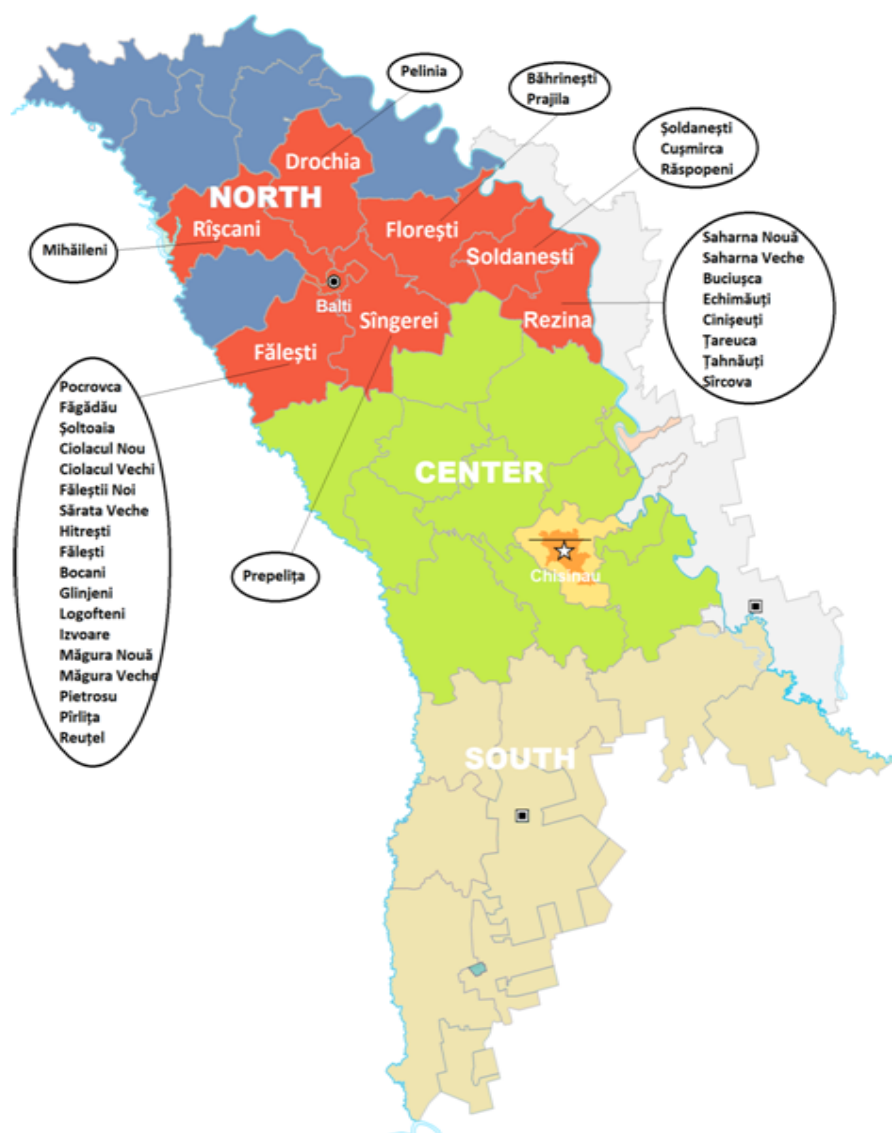


*You can not avoid getting old,  
but you do not necessarily have to be old.*

*George Burns*

# Partnerships and cooperation

CASMED continued growing in terms of strengthening cooperation with the representatives of the LPAs and NGOs. Thus, there were developed partnerships with **19 local NGOs** and **23 mayoralties** for the development of the home care medical and social services in **32 localities**. We are aware of the fact that our work can be achieved only through an efficient partnership, based on trust, responsibility and shared ideas.



*“Great things are never done by one person,  
they are done by a team of people.”*

*Steve Jobs.<sup>10</sup>*

# Partnerships and cooperation

As a member of the National Network of Home Care Providers from 2011, NGO "CASMED" continued Lobbying and Advocacy, taking part in facilitating the dialogue between network members and representatives of relevant ministries. The regular meetings and constructive discussions with the representatives of the ministries made possible the realization in common of changes aimed at improving the legislative and work tools targeting the medical and social home care sector: modifying of the annex concerning the quality standards for home care services, a request for increasing the price for a medical home visit submitted to the Ministry of Health, developing of a questionnaire in order to collect the information about the social services provided by public and private suppliers and creation of a working group focused on developing the methodology of costs for social care services provided at home.



A particular success in the work of NGO "CASMED" was the efficient and reliable partnership set between the team of nurses, doctors from the Centers of Family Doctors in districts and Bălți town, local authorities and implementation team, which reflected extremely positive on the activity of the organization.

*"Permanently we had and I hope in the future to maintain the same productive and constructive cooperation with the association "CASMED". For me as a family doctor this partnership is very useful in developing future tactics of conduct and individual treatment for our patients. With the nurse from Prepeleța, Natalia Crihan, we meet in the office weekly, we speak on phone when necessary, I have to say she is very responsible, and my recommendations are fully met". Petrașco Gabriela, family doctor, Prepeleța village, Sângerei.*

# Events

Simultaneously these efforts our organization has been active in promoting and emphasizing the importance of home care at national level. In this context, on the 28th and 29th of October 2015, CASMED în partnership with the NGO "HOMECARE" from Chişinău organized the National Conference *"The regulation, organization and functioning of the national system of community care for elderly. The Home Care service - integrated model of primary socio-medical services"*.

The conference brought together international experts from Caritas Romania, representatives of the Ministry of Health, Ministry of Labor, Social Protection and Family of Moldova, National Health Insurance Company, district Directions of social assistance, donors representatives and Moldovan NGOs active in the field of community care, in total **107 participants**.

The agenda of the conference included topics related to the existing models of integrated care at home, the role of LPAs in co-financing of community services, general legal framework which ensures the organization and functioning of medical care at home, the public-private partnerships and so on. The participants in the conference had the possibility to work in 3 workshops, and the ideas and suggestions exposed therein will serve as a basis for formulating proposals to the relevant ministries in order to improve the socio-medical sector.

The event represented a fruitful framework for experience sharing, establishing of possible partnerships and making CASMED's activity known at regional, national and international level.



# Trainings and formation

NGO "CASMED" is a constantly learning organization. The development of nurses and social workers' professional competences is a fundamental requirement in a qualitative care process.

In order to achieve these demands, CASMED put in practice a complex training program for the medical and social staff.

The trainings contributed to developing staff knowledge and skills to be able to satisfy the health needs and assistance of all beneficiaries.

The most requested topics were *"Introduction to home care"*, *"Care management of patients with bedsores,"* *"Introduction to Kinestetics"*, *"Palliative Care"*, *"Communication with beneficiaries and effective sale of services"*.



The seminars were conducted by national experts in health and social care at home and palliative care (Home Care, Hospice Angelus from Chişinău), international specialists in Kinestetics from CARITAS Alba Iulia, doctors and representatives of NGOs and institutions active in the field of home care.



# Trainings and formation

In the same vein, guided by the belief that the most important and valuable resource that is available to us are our colleagues and partners, we offered them multiple opportunities for **development** and **training**, oriented at strengthening the organizational and managerial capacities of the NGOs and improving the quality of the services provided to beneficiaries.



CASMED supported the local partner organizations, providing them with **technical assistance** and **advice**. With the support of FHI360 Moldova and CASMED, 6 partner NGOs have received free assistance in developing the Strategic plan of the organization.



An essential element in the educational process is continuously studying the international experience and sharing best practices with other countries. In this context, representatives of NGO "CASMED" and seven partner NGOs conducted a **study visit to the Czech Republic**. Held from November 28 to December 5, the stage was hosted by Diakonia ECCB - Centre of Humanitarian and Development Aid, CASMED partner and donor. During the visit the participants had the opportunity to familiarize themselves with the social and health systems from Czech Republic in terms of organization, functioning and financing.





*“Volunteering is the ultimate exercise in democracy.*

*You vote in elections once a year but when you volunteer, you vote everyday about the kind of community you want to live in.”*

***Marjorie Moore***

# Charity and volunteering actions

**Volunteering Department.** The activities carried out by the department showed once again that the attitude counts and that a small gesture can mean a lot.

**Charity campaign „Help me walk not only in my dreams”,** organized with the volunteers initiative for supporting 3 girls with rare bones disease from Moldova.

Thanks to various economic agents, with the voluntary involvement of local artists and people of good faith there were collected over **81,000 MDL**, resources subsequently destined to partially cover the expensive treatments for children.

**Bopk collection „Donate a book, donate culture”** enriched the library of the Community centre for children "Nufărul alb" from Glinjeni village with **124 books**.

**The campaign entitled „Adopt a granny!”.** The "adoptive grandchildren" visited their grandparents, helped them with shopping, offered them moral support and 3-4 hours of their free time weekly.

**“Doctor Clown – treats with smile!”.** Every Tuesday and Thursday, between July 28 and August 20, CASMED volunteers visited the children hospitalized in the Department of Pediatrics, Hospital No.1 from Bălți and devoted 2-3 hours of their time to help them treat in a cheerful and interactive atmosphere. Helped by CASMED volunteers, the kids learned about volunteering, human values, healthy lifestyles and other useful things.





# Charity and volunteering actions

Winthin the **National Health Week 2015** (August) CASMED continued promoting the healthy lifestyle, organizing the activity „The Sport Hour”, educational classes entitled

## **The campaign „An apple for a cigarette”.**

Following the tradition, CASMED volunteers proposed to the Bălți citizens, mainly those smoking, an apple in exchange for cigarettes, coming to repeatedly emphasize the consequences of smoking on the health and to draw the people’s attention on the choices they make.



**Educational activities.** 2015 was an opportunity to perform educational activities for children on personal hygiene. The volunteers, accompanied by Little Teeth, the Toothbrush and the Toothpaste visited the kindergartens from the villages Echimăuți, Saharna Nouă, Țareuca and Țahnăuți, Rezina district, and spoke to the children about the importance of toothbrushing and the necessity to respect the oral hygiene. At the end of the visits the **150 kids** received toothbrushes, toothpaste and chocolates offered by Swiss Red Cross.





*After the verb "to love", "to help" is the most beautiful in the world.*

*Bertha von Suttner* <sup>18</sup>

## Social and health campaigns

**International Day of Older Persons** –It was celebrated, as every year, on October 1 through the campaign "Plus of Health". The campaign has come to draw the community's attention to the fact that October 1 should be a special day not only for our seniors and people worldwide, but for all of us, who have to show our respect and appreciation for their efforts and achievements not only in particular days. The passersby had the possibility to check their blood pressure, blood sugar and body weight for free. The informative component was present as well, the participants were offered brochures on Hypertension and Diabetes, the most common pathologies encountered at elderly persons.

**World Diabetes Day**—With this occasion, NGO "CASMED" organized 2 days (November 14 and 15) of free blood sugar level monitoring in Bălți and Fălești towns, with **4,000 people taking part** and donated **26 glucometers** to the beneficiaries with diabetes. The event was held to educate citizens about diabetes and the need for regularly monitoring the health status.

**December 1 - The March of Silence** in memory of victims with AIDS. The participants lit candles, distributed red ribbons, thus showing their solidarity with people living with AIDS.



# Charity and humanitarian actions

**From Heart for Grandparents!** - already a CASMED tradition, the collection of food and hygiene items organized for bringing little light and hope in the houses of socially-vulnerable elderly, was conducted for the 3rd year in Bălți in the eve of winter holidays. Thus, 16 volunteers, appealing to the citizens' solidarity and mercy, managed to collect food and hygiene products with an approximative value of **14600 MDL**. The collected products reached the holiday table of **100 elderly in need** from Bălți and 4 localities from Fălești district(Logofteni, Fălești Noi, Pîrlița and Izvoare).

**Twice Christmas** — charity action with the generous support of Swiss Red Cross, consisting in donation of food and other essentials things to vulnerable people who face daily with various problems of material, financial, social nature.

**Beneficiaries:** Ministry of Labor, Social Protection and Family, **100** people from Bălți town, **452** people from the localities Sârcova, Țareuca, Saharna Nouă, Echimăuți (Rezina district) and Cinișeuți, Răspopeni, Cușmirca and Șoldănești (Șoldănești district).



# Economic aspects

## Types of income

Sources of Income	The monetary value (MDL)	In nature (MDL)	Total	Percentage %
International sources (foreign donors)	8 559 653	1 023 588	9 583 241	95
Local sources (municipalities, National Health Insurance Company, individual donations)	113 510	28 703	142 213	1
Income generating activities	372 922	14 605	387 527	4

## Types of expenditure

Types of expenses (MDL)				
Administrative	Operational	Investments	Further donations	Total
1 540 133	6 657 610	736 584	1 149 499	10 083 826
15,30%	66%	7%	11%	100%

# 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 ”; newspaper „CII”, Bălți town, Municipal Art Gallery „Antioh Cantemir”, Bălți town, dans troupe „Grația” and Folk dance ensemble „TINEREȚEA from Bălți”; NGO „Pro Asistență și Dezvoltare Comunitară” and Mayorality of communa Ciolacul Nou, Fălești; NGO „Sat Modern” and Mayorality of village Glinjeni, Fălești ; NGO „Viitorul” and Mayorality of communa Sărata Veche, Fălești ; NGO “Caroma Nord” and Mayorality of village Pîrlița, Fălești ; NGO „Cuget” and Mayorality of communa Logofteni, Fălești; Mayorality of village Izvare, Fălești; NGO „Asociația Comunitară Locală Pelinia” and Mayorality of village Pelinia, Drochia; NGO „Pomul Verde” and Mayorality of village Bocani, Fălești ; Mayorality of village Răuțel, Fălești; Mayorality of communa Pietrosu, Fălești; Mayorality of Fălești town; NGO „Speranța –Mihăileni” and Mayorality of village Mihăileni, Rîșcani; NGO „Vatra Străbună” and Mayorality of village Prepețița, Sîngerei; NGO „Pro Comunitate Băhrinești” and Mayorality of village Băhrinești, Florești; NGO “Favorit” and Mayorality of village Prajila, Florești; NGO „Asociația Părinților și Pedagogilor Sârcoveanul” and Mayorality of communa Sîrcova, Rezina; NGO „Caritate Echimăuți” and Mayorality of village Echimăuți, Rezina, NGO „Sfântul Dumitru” and Mayorality of communa Saharna Nouă, Rezina ; NGO “APP Țahnăuți” and Mayorality of communa Țareuca, Rezina; NGO „SPERANȚA” and Mayorality of village Cinișeuți, Rezina; NGO „Gutta” and Mayorality of village Cușmirca, Șoldănești; NGO „SPERANȚA-C” and Mayorality of Șoldănești town; NGO „Prudens” and Mayorality of village Răspopeni, Șoldănești.

**SPONSORS:** Advertising agency „Creativ Media”, Bălți; the store EUROPA, Bălți; jewelry store AURUM, Bălți; Carlsberg Pub, Bălți; the store „STIP”, Bălți; Fidesco market, Bălți; Linella market, Bălți; Bălți; Fourchette market, Bălți; Greenhills market, Bălți; Ltd „Marsharcon”, Bălți; Zona Economică Liberă, Bălți; JSC „Floarea Soarelui”, Bălți; JSC „Gelibert”, Bălți; Octavian Pîslari, director of the building materials store Tvoi Dom mun. Bălți.

## DONORS:



Swiss Red Cross



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