

*NGO Centre for Social and Medical
Home Assistance
“CASMED”*

2016

Annual Activity Report



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ABOUT US

MISSION

CASMED works to improve health and wellbeing through increasing access to quality services and promotes community development.

VISION

An active community with equal access to qualitative social and community care services. CASMED NGO is a center of excellence in the 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 does not 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 make choices.

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.

Areas of activity:

The home care assistance for the elderly is the most important aspect of organization's work, trying to cover a broad range of needs, from socialization to assistance in the terminal stages of the disease. The main purpose of these interventions focuses on avoiding and / or overcoming situations of difficulty, vulnerability, preservation of autonomy, prevention of marginalization and social exclusion of the elderly.

Another direction of CASMED activity is to support the development of non - governmental organizations, providing social care services at home, by offering them information, counseling and training services, grants and technical assistance.

CASMED NGO also cooperates with local public authorities on partnership principles, providing support and assistance to communities wishing to become age-friendly.



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

Martin Buxbaum

MEDICAL AND SOCIAL HOME CARE SERVICES

2016 was a special and productive year thanks to the efforts of CASMED team in collaboration with the local partners, in order to facilitate the access to medical care and social services at home for the elderly and disabled people.

Our area of activity included 30 communities, mostly rural, where with the involvement of local NGOs, local public authorities, family doctors, social and medical workers, we have tried to improve the quality of life and prevent the social marginalization of the elderly by offering them home care services in accordance with the minimum quality standards.

During the year, a total of **3.119** elderly benefited from CASMED support (**1.403** social beneficiaries and **1.093** medical beneficiaries). Working side by side with our local partners, our team offered a total of **63.287** home care visits (**42.919** social visits and **20.368** medical visits), visits during which we tried to make older people's life easier.

CASMED was been also contracted by the National Health Insurance Company, who has financed 804 home medical visits in Bălți.

As in previous years, our intervention was expressed through social services provided to beneficiaries in the form of home care support (housekeeping, supplying with water, cooking, doing laundry), basic body care, socializing and support in solving administrative and community issues.

Medical services were focused on the prophylaxis and treatment of diseases caused by diabetes, hypertension, bedsores, strokes, osteoarthritis and other common diseases elderly face.

Throughout the year, our organization has consistently worked on implementing the Kinaesthetics concept in the home medical care it provides. This innovative practice taken from Caritas Alba Iulia and applied in the process of caring the people with mobility problems has helped us to put many of our beneficiaries back on their feet for they be able to enjoy their lives.



THANKS

“I live in village Cușmirca in the Șoldănești district and I am 83 years old. For many years I have been suffering with high blood pressure, headaches and leg pains. However, since I became a beneficiary of the community care and active aging project, carried out by CASMED, my health has improved a bit. Thanks wholeheartedly for the whole team. May God keep you all healthy.

Maria MACOVEI, Cușmirca village, Șoldănești district.

My name is Augustina Ursachi, and I have the second degree of disability. I wish through the publication “Community Care” to say thank you to the nurse Mariana Covalciuc.

Her soul is pure, full of kindness and she is full of wisdom, patience and compassion for us, those who need help and moral support. I believe and hope that there are more people as Mariana Covalciuc in CASMED.

Old age is a heavy burden, but also it is full of life experience. Having suffered from many diseases and being in a great difficulty, I asked for help to CASMED nurse, Mariana Covalciuc. She helped me with moral support and medical treatment; we did together various physical exercises, so I started feel better.

I wish God give her much health wisdom and spiritual purity in everything she does.

**Dearfully, Augustina URSACHI,
Izvoare village, Fălești district.**

I live in Bocani village, Fălești district and I am 69 years old. In 2010 my right foot was amputated and this is why I cannot move.

Since I has been registered as a beneficiary of a community care project carried out by CASMED, my life has become easier.

Thanks to the social worker from CASMED, Veronica Scripnic, today I have much hope and confidence in the tomorrow days. I realize that it’s not all lost. There are still people with great souls in this world, who do not pass by the gate of those who are helpless.

Visiting me twice a week, Mrs Veronica helps me with the necessary, encourages me and when is needed, she gives me some useful advice.

I want to thank a lot NGO CASMED and I pray God to guard and keep all employees healthy.

**Dumitru PASCAL, Bocani village,
Fălești district**



*„ You cannot avoid aging, but you do not
have to be old”*

George Burns

PARTNERSHIPS AND COOPERATION

The partnership is the key to success in the accomplishments achieved by NGO CASMED. In order to maintain the access to home care services, CASMED continued to keep and develop collaboration relations with 18 local NGOs and 25 partner mayoralties. Cooperation with the LPAs in partner localities in 2016 has been materialized in financial support for home care services, premises for NGOs to implement project activities, involvement in organizing events, open communication and dialogue.

In the context of the partnership between the community actors, round tables and meetings with the representatives of local authorities were organized. During them, the process and ways for mayoralties to contract social services from NGOs, as well as the advantages of this kind of cooperation were discussed.

At national level, CASMED continued its Lobby and Advocacy activities with the members of the National Network of Home Care Providers. Regular meetings of the Network with the representatives of relevant ministries served as a productive framework for discussing existing difficulties in providing home care and identifying potential solutions.

CASMED has been side by side with partner NGOs, providing them with technical support and advice. All organizations were assisted in setting up working procedures, improving the quality of home social care services and developing the necessary documentation.

With the support of CASMED and FHI360 Moldova, 6 partner NGOs have benefited of free support in developing organization's strategic plan.



EVENTS

The **International Conference “Home Care Services – Needs and Perspectives”**, organized by CASMED in partnership with “HOMECARE” on the 2nd of December, was an important step in promoting the importance of home care and facilitating dialogue between community actors of different levels.



The event brought together over 120 participants – experts from Caritas Alba Iulia and Community Support Foundation from Bacău (Romania), representatives of the Ministry of Health, Ministry of Labor, Social Protection and Family of the Republic of Moldova, District departments for Social Care and Family Protection, LPA, donor’s representatives and NGOs active in community care from Moldova.



During the conference, issues related to the regulation and functioning of the home care system in the perspective of the line ministries, cooperation between NGO and LPA in developing home care services and best practices in the field of home care in Romania have been discussed. Other key issues, focused on the current state, needs and sustainability of home care services have been addressed in a panel discussion with members of the National Network of Home Care Providers in the Republic of Moldova.

Study visits to Romania and Czech Republic were organized for representatives of partner local NGOs and for the members of the National Network of Home Care Providers. The development of home care services, collaboration between the associative sector and local authorities as well as examples of NGO social entrepreneurship have been among the most important topics on the visits’ agenda.



During October, NGO CASMED, in partnership with the Balti Municipality, carried out the **Campaign “Active and Positive Aging”** dedicated to elderly people. The campaign included a series of events aimed to sensitize citizens to old people’ situation, promote volunteering and civic activism among seniors and facilitate the intergenerational dialogue.

The exhibition *“Rich of years and memories”* organized during the campaign gathered the stories of 30 elderly people from Moldova and over 100 visitors. The works, signed by the young photographer Valentin Balan reflected on joys and worries people of the third age face day by day.



The workshop entitled *“Cake for granny”* brought together 16 kids aged between 5 and 10, who baked lot of sweets for their grandparents. Young and senior CASMED volunteers came to help the small chefs. The workshop aimed at sensitizing and educating small citizens about the situation of the elderly, promoting intergenerational dialogue and creativity.



Another event organized in the context of **Campaign “Active and Positive Aging”** was the *Chess and Checkers Contest*, held on 23rd of October. The contest was attended by participants of different ages, whose age did not represent a barrier to succeed in a party. The most strategic and attentive players were awarded, however the most important reward being the opportunity of experience exchange. The event was organized by CASMED in partnership with the Specialized Sports School No. 2 from Bălți.



TRAININGS AND CAPACITY BUILDING

Taking into account the fact that the basics of the home care activity are the human resources, NGO CASMED pays a great importance to the systematic improvement of the personnel, involving national and international experts.

Throughout 2016, our medical and social workers have benefited from training and exchange visits in important fields for their activity, developing new skills in home care and thus, contributing to the improvement of services' quality.

Topics such as *Kinaesthetics*, *Emergencies*, *Communication with people of third age* were discussed and analyzed within group activities, role-plays, case studies methods applied by the trainers.

Increased attention has been paid to developing and improving the skills of local partner NGOs. The capacity-building program included trainings, consultancy and guidance courses to support CASMED partner organizations in becoming accredited social service providers.

CASMED has shared its experience as an *accredited home service provider* within the seminar with the same generic. Partner organizations learned about the service accreditation procedure, legislative framework and national quality standards, as well as the opportunities they could enjoy by obtaining the accreditation.

The seminar on *“Public Relations and Media Communication”* organized by CASMED brought up issues such as developing a Communication Strategy, media resources and their specifics, as well as principles to be respected in addressing media institutions.

Another training was organized on *“Occupational Syndrome Symptoms and Solutions”* to make partner NGOs known with the symptoms of this common phenomenon among employees and identify solutions for avoiding and treating this disease.





*“There is nothing stronger than the heart of a
volunteer”*

Jimmy Doolittle

CHARITY ACTIVITIES AND VOLUNTEERING

The Volunteering Department within CASMED also played a significant role in achieving the goals set by the organization for 2016. This year, in addition to providing social and medical services, we drew a special interest to the concept of Active Aging, trying to implement ideas about making older people active and promoting healthy aging. For this purpose, CASMED set up a senior volunteering direction, recruiting lively retired people as volunteers who have desire to live their life in an active way.



On **World Health Day** (April 7th), CASMED young and senior volunteers organized the campaign **“Your health counts!”**. Our volunteers, supported by students from 4 schools in Bălți, showed that they do care for their health and promoted healthy lifestyle through a flash mob, conducted various sports games and sharing good mood.

On the eve of the Easter holidays, CASMED volunteers launched the create workshops for children called **“Let’s Create, Play and Help an old man on Easter”**. Our volunteers guided the kids aged between 5 and 10 to make holiday decorations. Resources gathered from their participation, made it possible to buy food for Easter meal for 17 vulnerable beneficiaries of CASMED.



Throughout 2016, CASMED volunteers have developed a series of workshops for children on different topics. The workshops made the communication and experience exchange between different generations possible, and served also an additional source of fundraising.



The “**Second Christmas**” project has been implemented by CASMED during April-June 2016 in partnership with local NGOs, LPAs and district Departments for Social Assistance. 700 vulnerable people from 7 localities in Rezina and Șoldănești districts, have received humanitarian aid in the form of food and personal hygiene products, clothing and accessories. The project aimed to reduce the risk of illness for the most vulnerable people in Moldova and was supported by Swiss Red Cross.



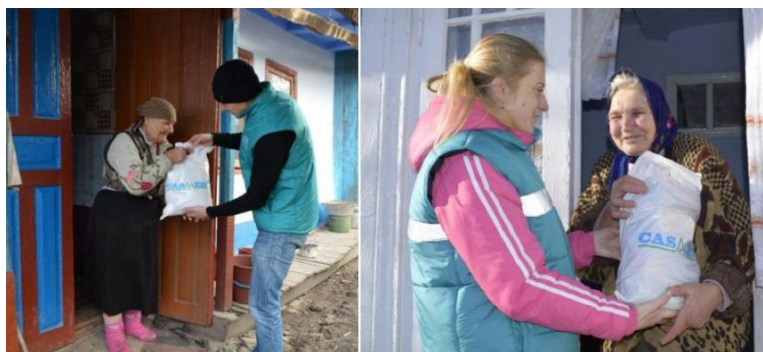
The social campaign “**From Heart for Grandparents**” has already become a tradition for CASMED.

This year, the campaign was carried out under topic “Elderly also wait for Christmas” and aimed at collecting food and personal hygiene products for elderly who have no one to help them.



The activity also intended to raise awareness in the community on the need to take care, help and discuss with old people, because this is what they need most of all.

The Greenhills, Fidesco, Linella and Fourchette markets from Bălți, were receptive to our requests and hosted our cheerful and optimistic volunteers, who tried to convince the city’s inhabitants and guests to donate the little they have to the old people who cannot afford the holiday meal.



Thus, products of an approximate value of 16600 lei were collected: pasta, oil, buckwheat, rice, sugar, canned food, sweets, vegetables and hygiene products. They later came on the holiday table of 100 elderly people from Balti and a village.

So far, thanks to the social campaign “**From Heart for Grandparents**” more than 300 elderly people in need have been given the chance to have an assured feast.

ECONOMIC ASPECTS

Sources of income	Monetary value (MDL)	In kind (MDL)	Total	Percentage %
1. Grants/International Donors	8,960,022	1,213,429	10,173,450	95
1.1 HEKS	4,660,889		<i>4,660,889</i>	<i>43</i>
1.2 Swiss Red Cross	3,346,393	1,213,429	<i>4,559,822</i>	<i>43</i>
1.3 FHI 360	144,294		<i>144,294</i>	<i>1</i>
1.4 Diaconia	808,446		<i>808,446</i>	<i>8</i>
2. Local Donors	165,412	0	165,412	2
2.1 National Health Insurance Company	73,518		<i>73,518</i>	<i>1</i>
2.2 Contributions to LPA	91,894		<i>91,894</i>	<i>1</i>
3. Self-financing	367,311	16,616	383,927	4
3.1 Membership fees	500		<i>500</i>	<i>0</i>
3.2 Services provided	323,448		<i>323,448</i>	<i>3</i>
3.3 Fundraising campaigns and donations	43,363	16,616	<i>59,979</i>	<i>1</i>
TOTAL	9,429,745	1,230,045	10,722,789	100

PARTNERS, SPONSORS AND DONORS

LOCAL PARTNERS: Ministry of Labor, Social Protection and Family; Ministry of Health; National Health Insurance Company; Bălți Mayorality; NGO “HOMECARE”; Religious Mission “CARITAS MOLDOVA”; Help Age International, NGO “NEOUMANIST”; Newspaper “CII”, Bălți; Bălți Municipal Art Gallery “Antioh Cantemir”; 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; NGO „Asociația Locală Comunitară Pelinia” and Mayorality of Pelinia, Drochia; NGO „Pomul Verde” and Mayorality of communa Pietrosu, Fălești; Mayorality of village Răuțel, Fălești; Mayorality of Năvîrneț, Fălești; Mayorality of Fălești town; Mayorality of communa Făleștii Noi, Fălești; Mayorality of village Izvoare, Fălești; Mayorality of village Bocani, 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” and Mayorality of village Băhrinești, Florești; NGO „Favorit” and Mayorality of village Prajila, Florești; NGO „Asociația Părinților și Pedagogilor Sârcoveanul” Mayorality of communa Sîrcova, Rezina; NGO „Asociația Părinților și Pedagogilor „Țahnăuți” and Mayorality of village Țareuca, Rezina; NGO „Caritate Echimăuți” and Mayorality of village Echimăuți, Rezina; NGO „Speranța” and Mayorality of village Cinișeuți, Rezina; NGO „Sfîntul Dumitru” and Mayorality of communa Saharna Nouă, Rezina; NGO „Gutta” and Mayorality of village Cușmirca, Șoldănești; NGO „RENAȘTEREA-C” and Mayorality of Șoldănești town; NGO „Prudens” and Mayorality of village Răspopeni, Șoldănești.

SPONSORS: Advertising agency „Creativ Media”, Bălți; „Fidesco” market, Bălți; „Linella” market, Bălți; „Green hills” market, Bălți; „Fourchette” market, Bălți; JSC „Floarea Soarelui”, Bălți; Ltd „Gelibert”, Bălți; JSC „Nefis”, Bălți; CS „Beatrice-Com”, village Răuțel Fălești.

DONORS:

