

ACTIVITY REPORT

NGO Centre for Social and Medical Home Assistance "CASMED"



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

TABLE OF CONTENTS

CASMED AT A GLANCE	3
MEDICAL AND SOCIAL HOME CARE SERVICES	5
PARTENERSHIPS AND COOPERATION	7
ADVOCACY AND POLICY DIALOGUE	8
TRAININGS AND CAPACITY BUILDING	9
EVENTS	11
STUDY VISITS	12
AGE-FRIENDLY COMMUNITY	13
ACTIVE AGING	15
CHARITY AND VOLUNTEERING ACTIONS	18
CASMED IN MASS-MEDIA	20
ECONOMIC ASPECTS	21
PARTNERS SPONSORS AND DONORS	22

CASMED AT A GLANCE

WHO WE ARE

The NGO Centre for Social and Medical Home Assistance "CASMED" was officially registered on the 13th of December 2010. The organization was created with the purpose to materialize the hopes of and support the people belonging to disadvantaged groups by running social, education and health projects.

MISION

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 persona lized 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.

TARGET PUBLIC AND BENEFICIARIES

- Elderly people; Adults with disabilities; Community members.
- Community actors professionals from the health and social services fields, LPAs, NGOs, schools and kindergartens, media representatives.

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 social exclusion of the elderly. Another direction of CASMED activity is to support the development of non - governmental organizations, provi ding social care services at home, by offering them information, counseling and training services, grants and technical assistance. CASMED also cooperates with local public authorities on partnership principles, offering support and assistance to communities wishing to become age-friendly.



Love begins by taking care of the closest ones—
the ones at home.

Mother Teresa

MEDICAL AND SOCIAL HOME CARE SERVICES

Coming to cover the needs of elderly for social and medical care at home remained the biggest of CASMED priorities for 2017. The year 2017 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.



CASMED staff together with the employees of the 16 partner organizations provided with services **1,776** vulnerable elderly and people with disabilities from 42 communities. Thanks to the responsible involvement of the local partners and field staff, the home based care services became more accessible and needs-oriented. This objective was reached through providing **67,899 home care visits** (23,044 medical and 44,855 social visits).



National Health Insurance Company has funded **722 medical home visits**, the others being co-financed by donors, LPAs and beneficiaries.







Taking into account the needs oriented approach applied by CASMED in home care provision, the offered services varied from one beneficiary to another. Nevertheless the most requested services during the year related to water supply, housekeeping, shopping, food preparation, assistance in solving administrative issues laundry services, works in the garden. Seasonal services such as wood cutting, stove heating, canning preparation for the cold season were also requested.

In order to support the beneficiary during the recovery period, the mostly provided medical services were monitoring of health parameters (blood pressure, sugar blood level), treatments of bedsores & bandaging, physiotherapy procedures, rehabilitation gymnastics and other.

Showing compassion and understanding while providing services at home helped establish a trusting relationship between the social or medical worker and the beneficiary.



PARTNERSHIPS AND COOPERATION

CASMED has strengthened its efforts to support people in need by professional social and health care services at home, with the support of HEKS / EPER Foundation and Swiss Red Cross. In response to requests from older people and local public authorities, the model of home care services developed by CASMED was extended to 42 communities. In 2017 the geographical area of the homecare services was extended in two new districts – Glodeni and Edineţ. CASMED developed strong connections with the local partners in order to achieve better outcomes for elderly people in their communities. Thus, partnerships were set with 16 local NGOs and 35 mayoralties in 11 northern districts. The local public authorities, except their financial contribution for the running of the home care services, came to support CASMED in identification of potential beneficiaries, premises for NGOs to implement project activities, involvement in organizing events, open communication and dialogue.



ADVOCACY AND POLICY DIALOGUE

Like many other countries, Moldova has a growing proportion of elderly people. Elderly care has therefore become increasingly important, and the decision makers need to take steps to meet future challenges in this area.

Throughout the year CASMED activity included also lobby and advocacy activities at local and national level. At community and district levels - the main goal of the conducted activities and Lobby days were to raise awareness among the local public authorities about the needs of the elderly and other vulnerable groups for home assistance, encourage the increase of community funds for social services and enhance the community members to support the elderly in the problems they face.

At national level, CASMED maintained a close collaboration with the National Network of Home Based Care Providers. A major advocacy outcome was achieved in 2017 in relation to network's work on improving the legal framework and the working tools related to the field of medico-social care at home. The regular meetings of the national network took place and as a result a Plan of Action for Lobby and Advocacy was elaborated together with the Strategic Plan and Communication Strategy. Following the Lobby and Advocacy work done by the members of the network, the Ministry of Health approved the 44% increase of a cost for a medical home visit from 91.4 to 131.59 MDL. Further, a Memorandum for Cooperation with Ministry of Health was signed. It has created a wider framework for dialogue and cooperation within the network members and the relevant ministries.



TRAININGS AND CAPACITY BUILDING

Strengthening and team development, as well as improving the staff's capacity are an important aspect in achieving the organization's goals. In order to increase the quality of the HBC services and seek that they are offered according to the beneficiaries' needs, a continuous training program for the field staff was put in practice throughout the year.

All new employees attended an induction training, in order to introduce them the specifics of the job and with the home based care standards. Besides, the field staff has developed their personal and professional skills by taking part in trainings relevant to their activity, on topics like *Communication*, *Selling of services*, *Medical emergencies*, *Care of patients with endocrine diseases*. A training in *Kinaestetics* was organized for the social workers and nurses subsequently they developed competences in care and self-care method, which has visibly improved the quality of the services provided to beneficiaries.

In response to requests coming from people and municipalities CASMED continued to organize health lessons on *Caretaking* for the beneficiaries' relatives and neighbors. The participants were trained how to cope with day-to-day challenges related to the nutrition, personal hygiene and mobilization of the people with mobility problems. The content of the health lessons included elements of Kinaestetics, practice taken by CASMED from Caritas Romania.



TRAININGS AND CAPACITY BUILDING

CASMED focused on supporting the local NGO partners by organizing trainings and coaching meetings. Thus there were conducted trainings in *Good Governance, Management of the NGO, Fun draising, PR&Marketing,* meant to improve the partners' skills in organizational development, communication and attracting funds from different sources and enhancing the NGO' financial viability and visibility. Coaching meetings in *Accreditation of social services* provided by CASMED admin staff focused on the fix-upping documentation according to the legislative framework. All of the mentioned interventions were intended to improve the partner NGOs' competencies and support them to become reliable service providers and active actors in their communities.



Another focus for 2017 was on enhancing LPAs' skills in addressing the community problems and resource mobilization for creating age-friendly environments. Thus, a series of training sessions on *Community Development, Fundraising* and *Writing a funding application* were organized by CASMED for a total of 173 LPAs representatives, partners in the "Ageing and Health" project, implemented by CASMED with the Swiss Red Cross support. The training provided the attendees with the ne cessary knowledge and skills needed in mobilization of the community members, attracting funds for solving the problems in their localities and came to emphasize once again the important role the local authorities play in meeting the needs of the getting old population.



EVENTS

Simultaneously to these efforts our organization has been active in promoting and emphasizing the importance of home care at national level. In this context CASMED was the partner of "Homecare" NGO in organizing the national conference "Community Care - Social Involvement and Responsibility" on the 3rd of November in Chisinau. The activity gathered specialists in the field from Moldova, Czech Republic and Romania (in total 173 participants) and made possible that the subject of HBC services be analyzed in details both during the plenary sessions and 4 workshops. There have been discussed and proposed ways to develop and ensure the sustainability of community care services, in the context of raising interest from the state institutions to contract HBC services. The event was another opportunity to promote the work of the national network and service providers at home.





On the 15th of December CASMED organized the GALA CASMED "People of Change". Having the motto "The Attitude Makes the Difference", the event aimed to identify and promote models of good practice in community care, appreciate the efforts and the support offered to the community by public and private providers, NGOs, LPAs and individuals. Within an open and public competition, all those interested had the possibility to nominate any private or public institution, individual or nominate themselves to one of the 12 proposed categories. In result, CASMED received a total of 54 submissions. The event represented a significant step in gathering together and facilitating the dialogue among different actors involved in providing or financing the community care services.



STUDY VISITS

A total of 24 participants representing the LPAs from Rezina, Sângerei and Şoldăneşti districts took part in a **study visit** organized by CASMED in Romania. The visit was hosted by Caritas Alba Iulia, one of CASMED partners, experienced as well in providing of home based care services. The agenda of the visit included meetings with LPAs' representatives of 13 communities were Caritas implements HBC services, visiting the EU projects implemented, one visit to a social affair developed by Caritas and discussions regarding the twinning procedure. During the visit, the mayors visited some Local action groups, where they learned about the LEADER program, a program that could be implemented in Moldova in the coming years through the Ministry of Agriculture. The visit represented a good opportunity for the knowledge exchange first of all between representatives of LPAs from Moldova. An added value of this visit was the consolidation of the relations with the mayoralties from Romania, where there already exists a huge expertise in the field of community development.

A cross-communities exchange visit was organized in June in Colibasi, Manta and Văleni, 3 of the most developed villages from Cahul district. This event was attended by 14 people, representing mayors, local councillors and civil servants. The village Colibasi is one of the biggest and most prosper community, which succeeded to attract additional financial resources and implemented more than 40 projects. Within the meetings a special attention was given to the discussions about the partnership between the civil society organizations and the local authorities, this being, according to the host mayors, one of the key in achieving the success. The participants learned about methods for a more effective citizens' mobilization. They mentioned that a lot beautiful and useful things can be done in the community with little or without money, only good attitude and a little involvement are needed.



AGE-FRIENDLY COMMUNITY

A total of 339 people from 13 communities (Rezina and Soldanesti raions) increased their awareness about the concept of Age friendly community, focusing to empower elderly and enhance the partnership between different community actors in solving elderly's needs. Further, 10 communities were subjected to an age-friendly vulnerability and capacity assessment (VCA). The assessment was conducted in form of focus – group discussions, by 4 meetings per locality and had as target public elderly, NGOs and IG representatives, public/private institutions and local authorities, as suggested by the WHO guide. The VCA sessions gathered a total of 327 participants - 76 men and 251 women. The participants were stimulated to share opinions and analyze together with CASMED facilitators their community from the perspective of 8 aspects contributing to the existence of an age-friendly community: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, Community and Health Services.



Later, the problems and the proposed suggestions were included in an age-friendly strategy / action plan. For the elaboration, implementation and monitoring of these AFC strategies, in 9 out of 10 evaluated communities from Rezina and Soldanesti raions there was created an Age-friendly Steering Committee.

The Steering Committee is a consultative body having the role to develop a coordinated collaboration between LPAs, citizens and other community actors (school, kindergarten, library, house of culture, initiative groups, businesses, NGOs) for the development of project's communities as age-friendly environments and elaboration of the AFC strategy. Thanks to the active intervention of the Steering Committees from Cobilea and Pripiceni-Răzeși villages, the age-friendly strategies elaborated for 2017-2019 years were already approved by the local council. The other 7 Steering Committees are at the stage of finalizing the age-friendly action plans.



"Aging is not lost youth, but a new stage of opportunity and strength"

Betty Friedan

ACTIVE AGING

The physical activity and social involvement are important at each period of life, no matter of the age. In this context, in 2017 CASMED focused on a wider promotion of the Active Aging concept in the areas it has interventions. This was possible through creation of 7 Community Groups of Seniors. The main aim of establishing these groups was to increase the chances of the elderly to actively participate in the social life of the community and to influence public decisions. The members of the CGSs received throughout the year trainings in Leadership, Participatory approach, Community mobilization and other useful topics meant to develop them skills that will help them to get more involved in identifying the issues of old people and cooperate with key local stakeholders for solving them. Besides, the seniors received support from CASMED's part in developing an action plan for 2017 and putting it in place. During the year the groups of seniors organized and took part in various health, sport and raising awareness events.

Thus, in order to promote the healthy lifestyle and active aging, in April and September the members of the seniors' groups took part in sport and wellness activities. Here they practiced different physical exercises, communicated with their fellows and spent the time usefully. The most active participants were mentioned with prizes and diplomas.

For experience exchange CASMED organized a visit to the seniors from the NGO "Neoumanist" in Strășeni town. The visit included discussions, games and ended with a handicraft wokshop provided by the host seniors. All these activities contributed to reducing elderly loneliness, depression and increasing their sense of being valued and useful.



ACTIVE AGING

The largest manifest of solidarity with people of third age — "BUNICAFEST"



With the aim to celebrate the International Day of Older People, CASMED organized in Balti, on the 1st of October, the festival entitled "BunicaFest". The festival had as purpose honoring the life experience of seniors and promoting a healthy lifestyle and an adequate social environment for seniors, facilitating at the same time the intergenerational communication. BunicaFest gathered elderly, including CASMED beneficiaries, from about 20 communities where HBC are provided. The participants had the possibility to present their local culture through songs, dance and handicrafts. By organizing the festival, CASMED intended to make the voice of elderly heard by the younger generation, as nowadays, at community level, there are very limited opportunities for social engagement of elderly, for they remain active and have social contact with their peers. In their turn, the elderly participants proved that for them the age is not a burden, but a style of life.





Volunteers do not necessarily have the time; they just have the heart.

Marjorie Moore

CHARITY AND VOLUNTEERING ACTIONS

In 2017 CASMED Volunteering Department proved once agaiN that motivated and altruist people can change the world for better.

During the year a series of activities were organized, coming to raise awareness in the society about the need to be be more solidar and understanding with the less fortunate people.

Thus, **creative workshops** with specific topics were organized for children starting with March month. Thanks to the funds collected as fee for entrance, and with the support of several economic agents, it was possible to purchase food items and distribute to 25 social-vulnerable elderly in the Eve of Easter holidays.

In August the senior volunteers from CASMED visited 2 kindergartens from Bălți and presented to the kids **sketch of theatre** on the necessity to eat healthy food and respect the personal hygiene.

Already for the 4 year, CASMED organizes the social campaign "From Heart for Grandparents". As in the previous years, CASMED volunteers approached several supermarkets in Balti and during 2 days collected food and hygiene items. The products were distributed to 134 vulnerable elderly in 6 communities.









CHARITY AND VOLUNTEERING ACTIONS

The project "Twice Christmas" was implemented in the period May - July 2017 by CASMED NGO in partnership with local partner NGOs, LPAs, Local Departments of Social Assistance and Family Protection. 740 socially vulnerable people from 14 rural and urban localities in Rezina, Soldanesti and Sângerei districts received humanitarian aid in form of food products, clothes, shoes, bed linen, dishes, hygiene items, candles, school supplies and schoolbags.

Objective of the project: To reduce the risk of diseases of the most vulnerable people in Moldova caused by malnutrition and inadequate living conditions.

Target groups: Persons living in poverty: socially marginalized elderly, multi-member families with children living in extreme poverty; persons who are unable to work or prevented from exercising the right to work and having no family members obliged by law to support them or having family members but not capable of fulfilling this obligation; people with disabilities.

The area of implementation. The beneficiaries of the project were 740 people in need from 14 localities as following:

- 1. Rezina District Echimauti, Ciniseuti, Tareuca, Sircova, Cuizauca, Pripiceni-Razesi villages and Rezina town.
- 2. *Soldanesti District* Cusmirca, Raspopeni, Cobilea, Cotiujenii Mari villages, Samascani and Soldanesti town.







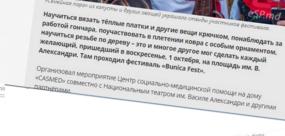
3. Sângerei town.

CASMED IN MASS-MEDIA









GALA CASMED "Oamenii Schimbării" și-a desemnat cei 12 câștigători în domeniul îngrijirilor comunitare





ECONOMIC ASPECTS

Surse de venit	MDL	Procent
Finanțari Externe Nerambursabile	10 818 621	84,38%
HEKS	6 483 055	50,57%
SRC	3 942 317	30,75%
FHI 360	393 249	3,07%
Fonduri Locale	808 154	6,30%
Resurse CNAM	95 008	0,74%
APL-uri	300 940	2,35%
Beneficiari/Prestări servicii medicale și		
sociale	412 206	3,22%
Alte surse	171 009	1,33%
Campanii de colectare	57 96 1	0,45%
Legea privind 2%	7 343	0,06%
Altele (vînzări de mijloace fixe, servicii de		
instruire, chirie echipament, cotizații de		
membru etc.)	105 705	0,82%
Donații în bunuri	1 023 304	7,98%
Total venituri	12 821 088	100,00%

PARTNERS, SPONSORS AND DONORS

LOCAL PARTNERS: Ministry of Labor, Social Protection and Family; Ministry of Health; National Health Insurance Company; Bălți Mayoralty; NGO "HOMECARE"; Religious Mission "CARITAS MOLDOVA"; Help Age International, NGO "NEOUMANIST"; Newspaper "CΠ", Bălți; Bălți Municipal Art Gallery "Antioh Cantemir"; TV station "BTV"; NGO "Pro Asistență și Dezvoltare Comunitară"; NGO "Sat Modern" and Mayoralty of village Glinjeni, Fălești; NGO "Viitorul" and Mayoralty of communa Sărata Veche, Fălești; NGO "Cuget" and Mayoralty of village Izvoare, Fălești; Mayoralty of Fălești town; Mayoralty of communa Făleștii Noi, Fălești; Mayoralty of village Pîrlița, Fălești; Mayoralty of communa Logofteni, Fălești; Mayoralty of village Mărăndeni, Fălești; NGO "Asociația Locală Comunitară Pelinia" and Mayoralty of Pelinia, Drochia; Mayoralty of Sofia village, Drochia; Mayoralty of Gribova village, Drochia; Mayoralty of village Mihăileni, Rîșcani; NGO "Vatra Străbună" and Mayoralty of village Prepelița, Sîngerei; Mayoralty of Sîngerei town; NGO "Asociația Părinților și Pedagogilor Băhrinești" and Mayoralty of village Băhrinești, Florești; NGO "Favorit" and Mayoralty of village Prajila, Florești; NGO "Asociația Părinților și Pedagogilor Sârcoveanul" and Mayoralty of communa Sîrcova, Rezina; NGO "Andromeda" and Mayoralty of village Țareuca, Rezina; NGO "Caritate Echimăuți" and Mayoralty of village Echimăuți, Rezina; NGO "Speranța" and Mayoralty of village Cinișeuți, Rezina; Mayoralty of Rezina town; Mayoralty of Cuizăuca village, Rezina; Mayoralty of communa Pripiceni-Răzeși, Rezina; NGO "Gutta" and Mayoralty of village Cuşmirca, Şoldăneşti; NGO "Renașterea-C" and Mayoralty of Şoldăneşti town; NGO "Prudens" and Mayoralty of village Răspopeni, Şoldănești; NGO "Bellagetica" and Mayoralty of village Cobîlea, Şoldăneşti; Mayoralty of Sămăşcani village, Şoldăneşti; Mayoralty of Ciuciulea village, Glodeni; Mayoralty of communa Balatina, Glodeni; Mayoralty of communa Fundurii Vechi, Glodeni; Mayoralty of Corpaci village, Edinet; Mayoralty of Viișoara village, Edinet; Mayoralty of communa Dărcăuți, Soroca; Mayoralty of Băxani village, Soroca; Mayoralty of Verejeni village, Teleneşti.

SPONSORS: Advertising agency "Creativ Media", Bălţi; "Fidesco" market, Bălţi; "Linella" market, Bălţi; "Green hills" market, Bălţi; "Fourchette" market, Bălţi; Ltd "Beermaster", JSC "Floarea Soarelui", Bălţi; Ltd "Gelibert", Bălţi; JSC "Nefis", Bălţi; CS "Beatrice-Com", village Răuţel, Făleşti.

DONORS:









