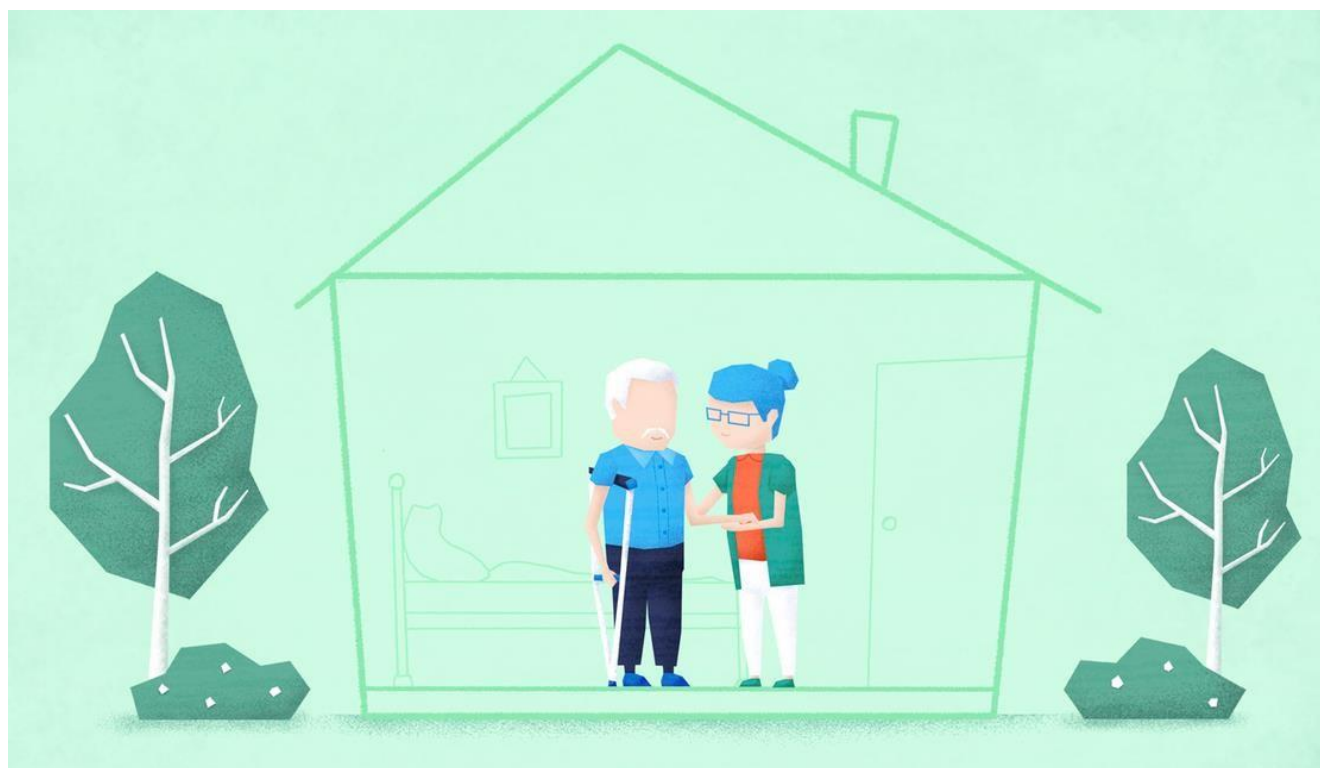


Annual report
regarding the projects
implemented
by AO "CASMED"
in the
Edineț district with
Red Cross support

from Switzerland

2021



i. GENERAL DATA ABOUT CASMED

"CASMED" Public Association is a grassroots organization for more than 11 years, paying attention to people's needs, contributing to improving the health and quality of life of vulnerable groups.

Mission of the Organization: Improving health and well-being for different categories of beneficiaries by increasing access to quality services and facilitating community development and empowering beneficiaries to claim their rights to quality services.

Area of intervention:AO "CASMED" operates in the north and center of the Republic of Moldova, in the municipality of Balti and in rural and urban communities in the districts of Râșcani, Fălești, Sângerei, Florești, Drochia, Rezina, Șoldănești, Soroca, Edineț and Glodeni.

Experience and innovation:For more than ten years AO "CASMED" has developed models of care and support services based on the needs of the elderly or people with disabilities (integrated socio-medical care services, mobile medical care at home, mobile team service, social canteen and delivery of hot lunches) together with the Swiss partners, who have supported the organization's activity since its foundation and later with the support of various donors and partners in the country and abroad. AO „CASMED" annually serves around 1'000 beneficiaries through teams of professionals (medical assistants, social workers, caregivers, social worker, psychologists, etc.).

Over the years, the AO "CASMED" team has learned what professionalism means, respect for beneficiaries and quality of services. As a recognition of the quality of the services provided, the team of nurses won the trophy "The best team of nurses", offered during the "2018 Health Awards Gala" by the Ministry of Health of the Republic of Moldova.

AO "CASMED" is among the first home care providers in the Republic of Moldova, which applies the conceptual system "Kinaesthetics" in the care process of the beneficiaries, to reduce muscle tension and back pain in the care staff and to find new possibilities to support mobility and independence in beneficiaries.

In addition to the provision of services, AO "CASMED" pays particular attention to the concept of "Active and positive ageing", stimulating the participation of older people in social, civic and cultural life, thus more than 30 community groups of the elderly/local initiative groups have and capacity have been created so that they can demand change for the better for their communities.

In order to promote active and positive aging and strengthen the connection between generations, AO "CASMED" organized four editions of the "Bunica și Bunelul Fest" festival, in partnership with the "Vasile Alecsandri" National Theater from Balti municipality and the National Network of Active Seniors from Moldova, which brought together participants of all ages.

For more than five years, AO "CASMED" has honed its practice of participatory assessment of the needs of the elderly and the development of elderly-friendly communities, based on the methodology promoted by the World Health Organization. Since 2017, the Public Association "CASMED" has been promoting the concept of "Age-friendly Community", helping local public authorities to become more age-friendly, offering mini-grants and support for the development of local strategic plans.

For two years AO "CASMED" supports medical institutions in the implementation of an innovative participative evaluation tool, intended to help these institutions in identifying the needs of patients, analyzing the medical services offered and improving their quality by involving different key actors in this process.

In the Edineț district, the organization has been active since 2017, during which, despite all the existing challenges, the AO "CASMED" team worked in partnership with the local public authorities in the region to develop the socio-medical care service at home and to increase access to quality services for as many elderly people as possible in the partner communities. At the same time, the organization supported the empowerment of citizens for civic involvement and the creation of self-support groups for the elderly in the district. Starting from 2020 and until 2023, the "Aging and Health" Project is being implemented in the Edineț district, which supports local public authorities to make communities more friendly to the elderly.

II. SUMMARY OF THE AGING AND HEALTH PROJECT

term: January 2020 – December 2023 **Implementer:** AO "CASMED" **Funder:** Swiss Red Cross **Budget:** 1'430'901 Euros **Implementation partners:** Ministry of Health, Labor and Social Protection, Union of the Network of Non-Commercial Organizations Providing Community Care, District Councils, Directorates of Social Assistance and Family Protection, LPAs, medical institutions, Libraries and other local actors.

The purpose of the project: Improving the health and social integration of vulnerable people.

The target group of the project: 4'000 people, mainly: (i) elderly people; (ii) persons with disabilities; (iii) chronic patients who, because of the disease, are not able to carry out their daily activities (food, personal hygiene, etc.); (iv) convalescents after strokes, femoral neck fractures, paralysis.

Description: Based on a public competition, at least 35 localities from 2 target districts (Făleşti and Edineț, optionally Glodeni) will be selected, which will benefit from support in identifying the problems faced by the elderly, in the development of action plans and the implementation of age-friendly initiatives aimed at to help communities meet the needs of aging. In partnership with the LPAs, integrated medical and social care services at home will be developed to meet the needs identified in the target localities. Local initiative groups, of community ambassadors, will be created and/or strengthened, which will identify local problems and subsequently mobilize citizens for their solution. Public consultations, focus groups will be organized, local development strategies will be developed, grants will be offered for local initiatives, which will contribute to making communities more friendly to the elderly.

Expected results of the project: (i) social inclusion/integration of elderly people in at least 35 target communities, reducing cases of discrimination and abuse of elderly people, reducing the level of loneliness and marginalization by implementing the Age-Friendly Community Concept (creating/consolidating local initiative groups, of community ambassadors) and the promotion of the National Network of Active Seniors; (ii) Communities prepared to respond to the needs related to aging, by developing local strategies, developing the skills of community actors to assess and address the needs of the elderly. The socio-economic development strategy of the pilot districts adjusted with elements of an age-friendly Community based on the assessment of the needs of the elderly; (iii) Increased cohesion within the target communities and a better distribution of resources through community mobilization, the development of civic engagement skills for citizens and the implementation of mini-grants worth over 1,000,000 lei in at least 20 communities; (iv) Elderly, vulnerable and disabled people from at least 35 localities in at least 2 pilot districts cared for at home within the Integrated Home Care Service, aimed at comprehensively addressing individual care needs, supporting personal autonomy and improving their condition of health; (v) Care personnel in the target localities prepared to provide integrated services, trained in accordance with international examples and practices in the field of integrated care services at home; (vi) Reducing the costs of recording and monitoring home care services, reducing the time and expenses related to data collection and management, ensuring the veracity of current and periodic statistical reports, etc. by using the automated information system; (vii) The existence of the occupational standard for the profession of caregiver and the professional training of caregivers at home will fill the gap of health personnel in the health system, especially for community services, increasing the access of people in need to care services at home.

III. ACHIEVEMENTS OF THE "AGING AND HEALTH" PROJECT IN THE EDINET DISTRICT (January - December 2021)



HOME CARE SERVICES PROVIDED

Beneficiaries served	Total: 263 people (200 women and 63 men)	Equipment and equipment: In order to improve home care quality services and to prevent infection with COVID-19, employees were provided with the necessary equipment, work and protective materials: - aprons/gowns - winter shorts - hoodies - T-shirts - boots - bag - Medical equipment - electric bicycles - 1 electric scooter (in Viișoara) - washing machines - hygiene products - cotton gloves - rubber gloves - masks - disinfectants
No. localities covered with home care services	10 localities –villages: Cepeleuți, Corpaci, Gordinești, Lopatnic, Parcovă, Târnova, Trinca, Viișoara, Edineț (town of Edineț and s. Gordineștii Noi).	
Home visits	12'366 (sociable-7'085; medical - 5'281)	
staff	Total: 14 people from Edineț district (Social Workers - 8 ; Nurses - 6) they were provided with jobs.	
The most frequent types of services delivered:	<ul style="list-style-type: none"> - Medical assistants (MA) provided medical services: measurement of physiological parameters, care of bedsores and wounds, rehabilitation gymnastics, physiological procedures, etc. - Social workers (LS) supported beneficiaries in daily activities: personal hygiene, housekeeping, maintaining a safe environment, laundry, food preparation, shopping, etc. - Every day, LS and AM worked with beneficiaries and their families to achieve the best possible health and quality of life. The more emotionally vulnerable beneficiaries benefited from psycho-emotional support from the employees. Thanks to the quality of the services provided, the professionalism and dedication of the field workers, the lives of the beneficiaries have become easier and more meaningful. 	



CONTINUING EDUCATION FOR SOCIAL WORKERS AND MEDICAL ASSISTANTS

Since caring for the elderly requires not only competence, but also a caring attitude and motivation of the staff, for AO "CASMED" it was and is vital to strengthen the competences and develop new skills of the care staff. Thus a training program was applied, based on the staff training curriculum, to meet the needs of each patient and to maintain the highest level of field skills and practices. LS and AM were trained on the following aspects:

- Diseases of the Central Nervous System in the elderly;
- Communication with beneficiaries;
- The rights and obligations of the beneficiary;

- Rights and Responsibilities of the Home Care Employee; Infection prevention and control measures;
- Specific prophylaxis of seasonal flu, prevention of IACRS and SARS; Care of the patient immobilized in bed;
- Active aging;
- Identifying the needs of the beneficiaries;
- Mobilization of the cared-for person according to the Kinaesthetics concept; Time management at work;
- Communication management in crisis situations.

2 LS attended the initiation course in Kinaesthetics, lasting 24 hours, delivered by CARITAS Alba Iulia. At the same time, LS and AM had the opportunity to benefit from free psychological services.

COSTS FOR THE ORGANIZATION OF SOCIAL AND MEDICAL HOME CARE SERVICES

	MDI	% cost distribution	Cost sharing:
APL level I contribution for home care social services	207,820 lei	21%	<ul style="list-style-type: none"> - 60% of the total costs – wages of AM and LS - 20% – materials used in the provision of social and medical services (detergents, disinfectants, pampers, etc.). - 10% – equipping AM and LS with work and protective equipment. - 10% – expenses for stationery, bank expenses, transport, travel of employees to trainings, etc.
Contribution of beneficiaries for social and medical home care services	149,147 lei	15%	
CASMED's contribution to social and medical home care services	653,379 lei	64%	
Total	1,010,346 lei	100%	

DEVELOPING AGE-FRIENDLY COMMUNITIES

During 2021, AO "CASMED" supported the development process of age-friendly communities in 10 communities in Edineț district: Corpaci village, Viișoara village, Tîrnova village, Fetești village, Brânzeni village, Parcova commune, Rotunda, Cuconestii Noi commune, Cepeleuți commune and Burlănești commune. The public authorities in the selected communities have undertaken to support, until December 2023, the sustainable and healthy development of their communities, from which all citizens can benefit. For this purpose, in partnership with the LPAs, the Coordinating Committees and the Initiative Groups, a series of actions were undertaken:

- Elaboration at **10 Annual activity plans of the Local Coordinating Committees (CCL)**.
- Facilitating the exchange of experience and interaction between the members of the CCL and the District Coordinating Committee (RCC) and training on the topic "Motivating and maintaining volunteering" for the members of the Coordinating Committees. As a result, the members of the local and district coordinating committees, following the trainings they took part in, learned to work as a team, to distribute tasks, to act as a leader, to come up with proposals and make unsustainable decisions, not to hesitate but to ask for help when they cannot find the solution independently, to consult with the CCL/CCR president and other community actors, to participate in information campaigns regarding the implementation of the CPV concept, to be aware of his role within the CCL/CCR team and the idea that change starts with each of us.
- Organization **The meeting to establish the District Coordinating Committee (CCR)** Edineț r. and a working meeting: "Implementation of the project Aging and health in Edineț r. Results obtained and action planning".
- Approval of the Partnership Agreement between AO "CASMED" and the Edineț District Council regarding **the piloting of the "Integrated home care service" in the Edineț district** supported by the Swiss Red Cross within the "Aging and Health" Project.
- In the localities of Parcova, Fetești, Cuconestii Noi, Corpaci, Brânzeni, Cepeleuți and Rotunda, citizens' opinions were consulted on the existing problems and needs, being organized **7 public hearings** for prioritizing the identified problems, in which they participated **350 people**.
- **10 Strategies** of the development of Age-Friendly Communities (CPV) were finalized and approved by the local councils, as annexes to the Socio-Economic Development Strategies of the communities. The strategies were designed based on the Action Plans for the Age-Friendly Community component, developed as a result of an extensive analysis process of existing needs, which took place during 2020 in the 10 communities.
- 7 communities (Fetesti, Burlanesti, Tîrnova, Viisoara, Brinzeni, Corpaci and Parcova) each benefited from a mini grant from AO "CASMED", in the amount of up to 50,000 lei. Through mini-grants, the implementation of some projects (actions from the CPV Strategies of the targeted communities) were supported, solving several needs of the elderly: the development of playgrounds and sports fields in the village of Corpaci, the villages of Tîrnova and Viișoara, the development of public stations new waiting areas for passengers in Parcova and Burlănești c., the repair, equipping and appropriate arrangement of the space for the meetings of the elderly in the village of Fetești, the installation of benches in the park of the village of Brînzei. The total budget of the implemented projects was 722,158.7 lei, of which the non-refundable funding from the "Aging and Health" project is 348,515 lei or 48%, a part of the budget - 331,711.30 lei or 46% being ensured from the contribution of local communities and, at the same time, the amount of 41,932.38 lei or 6% represents the amount attracted by the communities through donations. Through projects
- 6 representatives from Cuconestii Noi, Cepeleuți and Rotunda communes were trained in writing projects/funding applications.
- 11 initiative groups, with a number of 156 active members, were supported with training and exchange of experience, including opportunities were created where the elderly organized their time together and carried out various community initiatives.


IV. SUMMARY OF PROJECT "SUPPORT FOR VULNERABLE PERSONS FROM THE REPUBLIC OF MOLDOVA"

The purpose of the project: Improving the health and nutritional status of the vulnerable blankets, increasing the social responsibility of the LPA and community members towards the vulnerable blankets and providing a hot lunch at home. **The total budget of the project:** 1,292,595 lei, of which 258,519 is the contribution of APL.

Project description: During the project, more than 450 vulnerable people from 12 communities in the Northern Region will receive a free hot lunch for 5 days a week, during 4 months. In order to achieve successful cooperation at the local level and to increase the sustainability and transparency of the project, a partnership will be established between AO "CASMED", LPAs and local NGOs, social enterprises. The LPAs will: ensure the co-financing of the project with the amount of 5,000 lei; will be responsible for identifying and approving the list of beneficiaries; they will provide free space for the Social Canteen, adapted for specific daily activities and will cover utility costs (electricity, water, gas). The implementer will manage and organize the entire process of social canteen activities at the local level, as appropriate, in partnership with the local NGO/social enterprise. In order to sensitize community members on the challenges and needs of vulnerable people, information and fundraising campaigns will be conducted. A plea will be made so that in the future the social canteen initiated by the project becomes integrated in the local budget and in the community's activity plan.

expected results: (I) improving the health and social status of the elderly; (II) improving the situation of families with low incomes; (III) reducing the financial burden for the elderly by saving money on food; (IV) reintegration into society of elderly people and children from vulnerable families; (V) cost sharing.

V. ACHIEVEMENTS OF THE "COOL PERIOD OF THE YEAR SUPPORT FOR VULNERABLE PERSONS" PROJECT

 SOCIAL CANTEEN SERVICE		
Beneficiaries served	Total: 405 of people Initially, the social canteen service was implemented for 4 months, between January and April 2021 – in the villages of Brînceni, Viișoara, Corpaci, Tîrnova and Parcova. Subsequent The social canteen service has been resumed, starting with December 2021.	The specifics of hot meals: The cost of lunch per day, per person, was 24 MDL. The daily menu included soup; potatoes/pasta; meat or fish; cookies and tea. The menu was balanced and included vitamins, proteins, fibers and minerals necessary for a healthy diets for an elderly person. For some beneficiaries, this lunch was the only source of food for the day.
No. of hot meals delivered	Total: 22'575 hot lunches	
No. of delivered food packages	Total: 240 food packages worth approx. two hundred lei per package.	
Partners in the development and provision of the social canteen service	The social canteen service was developed by the LPAs from Brînceni, Viișoara, Corpaci, Tîrnova and Parcova, in partnership with the NGOs from the targeted localities. Each City Hall offered adapted space for the canteen, covered utility costs (electricity, gas, water) and ensured a monthly co-financing of 5000 MDL for 4 months of activity, a total of 20,000 lei for canteens with 30 beneficiaries (Brînceni and Tîrnova) and a monthly co-financing of 7,500 MDL for 4 months of activity, a total of 30,000 lei for canteens with 45 beneficiaries (Viișoara, Corpaci and Parcova). The local community, helped by fellow citizens from the diaspora, co-financed the Canteens with the amount of 62,533 lei. CASMED co-financed the Social Canteen service with the amount of	

	682,471 lei.	
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VI. SUMMARY OF THE "HEALTH EQUITY THROUGH SOCIAL ACCOUNTABILITY" PROJECT

"Equity in health through social responsibility" project is implemented by the Swiss Red Cross in partnership with AO "CASMED" and AO "HOMECARE" between May 2019 and April 2023 with the support of the Swiss Agency for Development and Cooperation.

Total budget: About 8,000,000 lei. The project's intervention area includes 5 districts in the northern area – Balti municipality and Edineț, Drochia, Florești and Soroca districts.

The purpose of the project is to support the efforts of public medical and sanitary institutions in the pilot districts in providing quality health services, with adequate financial coverage, through the development and implementation of social accountability mechanisms.

ACHIEVEMENTS OF THE "HEALTH EQUITY THROUGH SOCIAL ACCOUNTABILITY" PROJECT

- Between June and September 2021, the Edineț District Hospital was part of the process of participatory assessment of services through the application of the Community Score Card tool. Thus, during the evaluation, 5 discussions were organized – focus group in which 35 people – representatives of different community actors (LPA, NGO, patients, medical staff) participated.
- At the same time, 200 patients of the hospital were questioned in a survey and asked to evaluate the services and activity of the hospital through the lens of several key aspects: the quality of medical services, the rights and responsibilities of the patient, mechanisms of social responsibility, allocation of funds, transparency, etc. .
- Following the evaluation, the hospital received an evaluation report, based on which, with the support of AO "CASMED", it will develop an intervention plan to improve the quality of the medical assistance provided. 2 people, delegated as facilitators from the Edineț District Hospital, benefited from a training and mentoring program based on participative assessment and developed skills in planning, collecting and analyzing patient satisfaction data.
- 4 member organizations of the Platform for Regional Cooperation in Health (CORES) from the Edineț district participated in the workshop for the elaboration of the Edineț municipality's social-economic development strategy for the period 2021–2025. At the same time, under the auspices of the CORES Platform, a round table was organized on the Physical Accessibility of public institutions, at which the members of the platform, together with representatives of APL, medical institutions and civic activists, discussed and analyzed ways to improve access for people with needs special in service provider institutions.
- During 2021, in partnership with medical institutions and the CORES Platform, AO "CASMED" carried out 3 information and awareness campaigns for citizens regarding access to health services, the rights and responsibilities of a patient, antimicrobial resistance. More than 1000 citizens of Edineț received informative materials on the above-mentioned subjects.

- The Facebook group "Pacienti din raionul Edineț" was continuously updated with materials and information of interest to the citizens of the municipality, with the aim of ensuring their information and access to correct data.

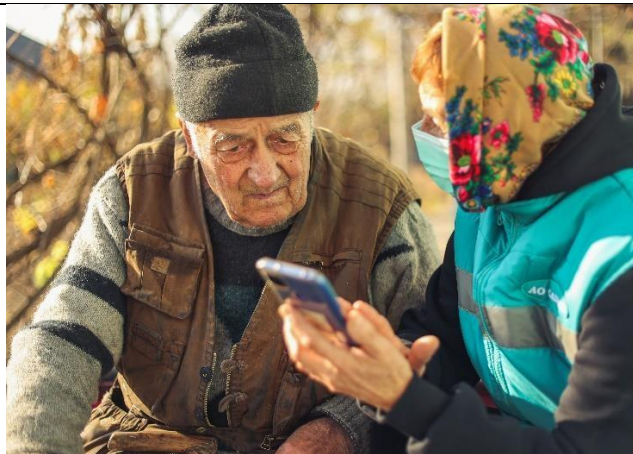
CHALLENGES IN THE IMPLEMENTATION OF ACTIVITIES

The year 2021, like the year 2020, was a year with many challenges. Due to the restrictions imposed by the COVID-19 pandemic, some activities have been cancelled, adjusted or delayed. It was often difficult to gather a larger number of citizens for public activities: focus groups, public hearings, community actions. Change happens over time, but many people have high expectations, are more skeptical and often reserved about getting involved in community life. One challenge relates to nursing staff, namely the lack of nurses. It would have been possible to provide many more health care visits if nurses were employed in the planned number. Another challenge is related to the weak sectoral collaboration between local actors, in order to implement common actions/ interventions, each of them being mainly focused on the activity of the system/sector of which they are a part, both at the community level and at the district level.

We thank all the beneficiaries and partners, especially the LPAs, Family doctors, social workers, committees Coordinators and Initiative Groups, media representatives, the Directorate of Social Assistance and Family Protection for their support and trust.

Annex 1 – Photos from the activity

Social and medical services in Edineț r



Training on the subject "Facility of exchange of experience between CCL and district members from Edineț r. and Fălești r.



Project writing training



Minigrant in Parcovă c. – "Creation of a space." age friendly waiting for shipping public"



Minigrant in the village of Brînzeni – "Place of rest and rest." for the village population"



Mini-grant in the village of Corpaci – "Development of a park." in the village of Corpaci, Edineț district".



Mini-grant in the village of Tîrnova – "A happy child – a fulfilled old man" – setting up a playground for the children.



Minigrant in the village of Viișoara – "Modernization of a sports field – the health of tomorrow's citizens" – setting up a sports field.

Mini-grant in Burlănești c. – "Planning of three". waiting stations".

Mini-grant in the village of Fetești – the development of a Center of socialization for the elderly.

