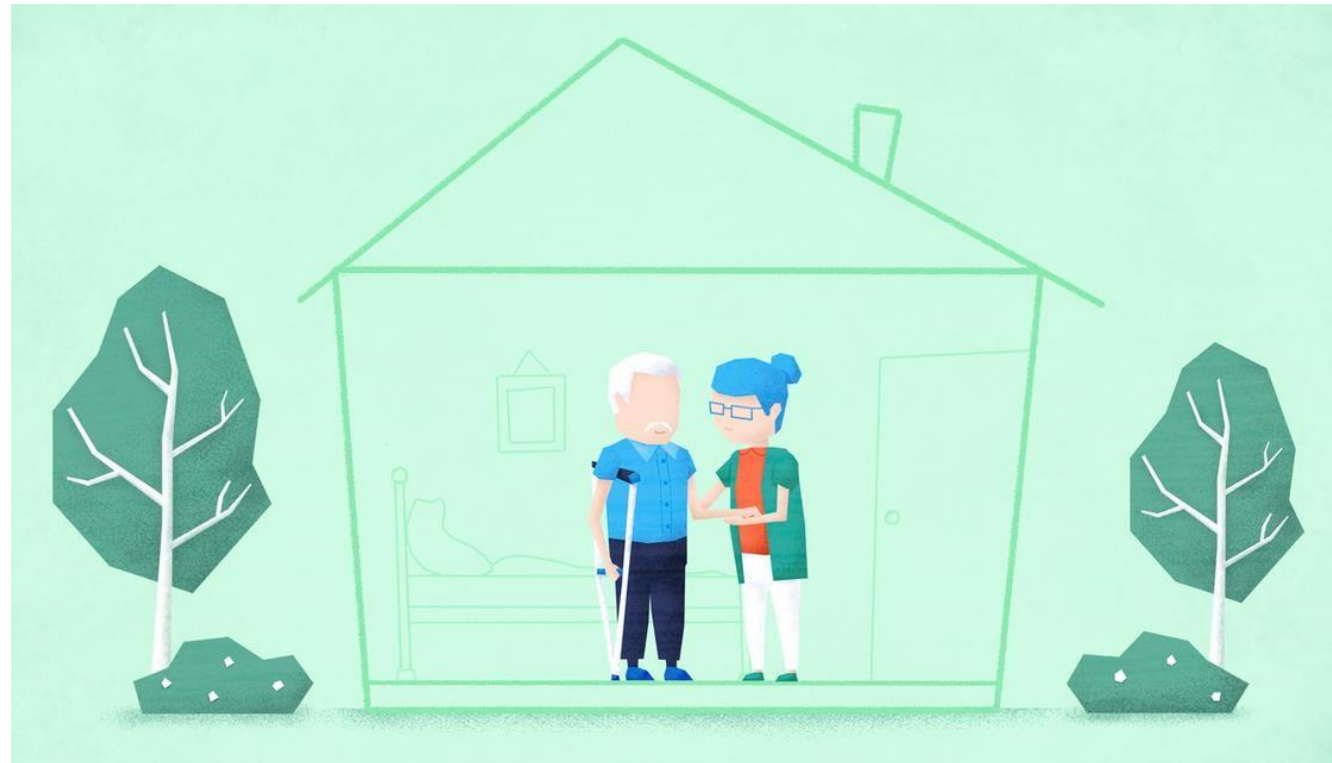


Annual report
regarding the projects
implemented
by AO "CASMED"
in the
Fălești district with
Red Cross support

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 Fălești district, the organization has been active since 2014, during which time, despite all the existing challenges, the CASMED team worked in partnership with the local public authorities and with the NGOs in the region to develop the socio-medical care service at home and to increase access to quality services for as many elderly people in the partner communities as possible. 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 Fălești district, which supports local public authorities so that communities become more elderly-friendly.

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 FĂLEȘTI DISTRICT (January - December 2021)



HOME CARE SERVICES PROVIDED

Beneficiaries served	Total: 330 people (261 women and 69 men)	Equipment and equipment: In order to improve the quality of home care 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 - single bikes - electric bicycles - washing machines - hygiene products - cotton gloves - rubber gloves, - masks - disinfectants
No. localities covered with home care services	19 localities –Albinețul Vechi, Bocani, Bocșa, Burghilea, Călinești, Chetriș, Doltu, Egorovca, Fălești, Fălești Noi, Glinjeni, Hitrești, Ișcălău, Logofteni, Marandeni, Pietrosul Nou, Risipeni, Sărata Veche, Catranic Station	
Home visits	15'172 (sociable- 6'433 ; medical - 8'739)	
staff	Total: 20 people (Social Workers (LS) – 6; Nurses (AM) – 8, Caregivers at home – 6) 1 mobile team –made up of 3 nurses, who provided medical services in the city during the year. Fălești, Sărata Veche village, Fălești Noi village, Mărândeni village and Glinjeni village. 1 mobile team -made up of 3 nurses, who during the year provided integrated services in Bocani village, Doltu village, Burghilea village, Ișcălău village, Stația Catranic village, Egorovca village, Călinești village, Chetriș village. In addition to providing medical services, the nurses from the mobile team coordinated the work of 6 caregivers at home.	
The most common types of services provided:	<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, AM and Caregivers 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 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 AM and 1 LS followed 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, MEDICAL AND INTEGRATED HOME CARE SERVICES

	MDI	% distribution a costs	Cost sharing:
APL level I contribution for home care social services	161,900 lei	14%	<ul style="list-style-type: none"> - 60% of the total costs – salary 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.
Contribution of beneficiaries for social and medical home care services	157,405 lei	14%	

CASMED's contribution to social and medical home care services	816,723 lei	72%	-10% – expenses for stationery, bank expenses, transport, travel of employees to trainings, etc.
Total	1,136,028 lei	100%	



DEVELOPING AGE-FRIENDLY COMMUNITIES

During 2021, CASMED continued to provide assistance in the development of age-friendly communities in 4 communities in Fălești district: Sărata Veche commune, Risipeni commune, Horești commune and Fălești city. Also, at the beginning of the year, AO "CASMED" initiated and supported the development process of age-friendly communities in 6 other communities in the district: Albinețul Vechi commune, Ciolacu Nou commune, Făleștii Noi commune, Izvoare village, Navîrneț village and Taxobeni commune . At the same time, following the analysis of the implementation process of the concept of Age-Friendly Community (CPV) in the district, the members of the Fălești District Coordinating Committee (CCR) noticed a positive dynamic in changing the mentality of the citizens. The people in the communities became more active, more interested, there was a desire to change things for the better, and that's why CCR Fălești came up with the proposal to implement the CPV concept in all 33 localities in Fălești district. Following this proposal, in the fourth quarter of this year, AO "CASMED" supported the initiation of the development process of age-friendly communities in 14 more communities in Fălești district: Hiliuți, Natalievca, Logofteni, Ișcalău, Ilenuta, Călugăr, Chetriș, Hîncești, Bocani , Marăndeni, Musteata, Pietrosu, Obreja Veche, Pompa.

The public authorities in the targeted 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:

- Were created **20** Local Coordinating Committees (**CCL**)–1 CCL was created in each new community. Thus, in total, at district level, 24 CCLs and 1 District Coordinating Committee are active, with representative members of different ages and genders, from key institutions, responsible for developing the concept in the community, identifying the needs of the elderly, developing, implementing and monitoring action plans on the Age Friendly Community component.
- During 2021, those **215 members** from those **20 Committees** we were trained during **a 38 sessions** by the "Aging and Health" project team and local facilitators regarding the "Age Friendly Community" Concept; "Leadership and Communication", "Risks and needs of the elderly"; "Methods for identifying problems faced by the elderly". As a result of the trainings, CCL members became more sensitive to the needs and risks that the elderly may be subject to, they learned to identify the specific problems that elderly people may face, they strengthened their teamwork skills, communication skills friendly community and using tools to identify the needs of the elderly in the community.
- Following the trainings, the CCL members conducted among the people in the community **1 survey** to assess citizens' perception of the concept of "Age Friendly Community". They participated in the survey **2'061 respondents** from the 20 communities (61.2% – women and 38.8% – men).
- With the support of CCL they were made **80 focus groups** in the 20 localities (**MANY 4 focus groups** in each community) to identify the problems of the elderly in the targeted communities, with the participation of approx **1'125 citizens**, elderly and other age groups, APL representatives and representatives of public and private service providers in the community.

- In each community, the opinion of the citizens was consulted regarding the identified problems and needs, being organized **20 public hearings** with the prioritization of the identified problems, in which they participated around **680 people**.
- As a result of the process of identifying and prioritizing the problems and needs of the elderly, in the 20 communities the process of developing Action Plans on the Age-Friendly Community component and their inclusion in the Socio-Economic Development Strategy of the communities was started. Seven communities: Albinețul Vechi commune, Ciolacu Nou commune, Fălești Noi commune, Izvoare village, Horești commune, Năvîrneț village and Taxobeni commune developed and approved the "Age-friendly Community" Strategy, the other localities are to be completed in 2022.
- 3 communities benefited from a mini-grant from AO "CASMED", in the amount of up to 50,000 lei: or. Fălești, Sărata Veche commune and Risipeni commune. Through mini-grants, the realization of some projects (actions from the CPV Strategies of the targeted communities) were supported, with several needs of the elderly being solved: the installation of rest benches in the villages of Risipeni and Bocșa, the repair, equipping and appropriate arrangement of the space intended for meetings to the elderly in the village of Sărata Veche and or. You do. The total budget of the implemented projects was **211,800 lei**, of which non-refundable funding from the "Aging and Health" project is **147'000 lei** or 70%, part of the budget - 64,800 lei or 30% being provided by the contribution of local communities.
- 14 representatives from Albinețul Vechi commune, Ciolacu Nou commune, Fălești Noi commune, Izvoare village, Năvîrneț village, Horești commune and Taxobeni commune were trained in writing projects/funding applications.
- Organization of the Training for 22 local facilitators "Facilitation of activities in community development"
- Organization of Training for CCL members from 20 local and district Coordinating Committees "Facilitating the exchange of experience and interaction between CCL and CCR members. Motivating and maintaining volunteering".
- Organization of the Information Session "Implementation of the CPV concept in Fălești r. Results and challenges in piloting the home care service."
- Organization of Training for CCR members, Fălești "Assessment of the needs of the elderly. Realization of the CPV perception survey" Organization
- of the information meeting "Implementation of the project Aging and health in Fălești r., Results obtained and future plans" Organization of the
- planning meeting "Implementation of the project Aging and health in the new localities of Fălești r."
- Organization of the round table within the CCR Fălești "Good practices for a beautiful old age"
- Organization of the information meeting of the mayors "Implementation of the CPV concept in Fălești"
- Organization of the training for CCL and GI members "Communication tools in the CPV" Organization of
- the work session with the members CCR Fălești "Definition of the action plan of the CCR"
- A benefit of the implementation of the Age Friendly Community concept is that in this process the elderly people in the community can be involved, but also other active citizens of different ages, who care about the elderly, about their community and who want to be useful and supports changing things for the better. For these people, support has been given to the creation of local initiative groups (LIGs), a framework in which the people in the group can organize their time together, use their knowledge and talents and come up with community initiatives.
- Thus, during 2021, CASMED supported the creation of initiative groups in Albinețul Vechi commune, Ciolacu Nou commune, Fălești Noi commune, Năvîrneț village and Taxobeni commune. At the same time, CASMED supported the consolidation of existing initiative groups in the city. Fălești, Risipeni commune, Horești commune, Izvoare village and Sărata Veche commune, which gather 157 people.

- Also, the initiative groups from Făleşti and Sărata Veche commune are members of the National Network of Active Seniors from Moldova and promote active and positive aging at the level of the district.


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

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:75 people The social canteen service was implemented in Ciolacul Nou commune and Risipeni commune for 4 months, between January and May 2020.	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 diet for an elderly person. For some beneficiaries, this lunch was the only source of food for the day.
No. of hot meals delivered	Total:6'000 hot lunches	
No. of delivered food packages	Total:75 food packages worth approx. two hundred lei per package.	
Partners in the development and provision of the social canteen service	In the Ciolacu Nou commune, the social canteen service was organized together with the "Homemade" Social Enterprise and the City Hall, which provided a monthly co-financing of 5,000 MDL for 4 months of activity, a total of 30,000 lei, for 45 beneficiaries. In Risipeni commune, the social canteen service was organized together with the NGO "Cuget" and the City Hall, which provided a monthly co-financing of 5,000 MDL for 4 months of activity, a total of 20,000 lei for 30 beneficiaries.	

	AO "CASMED" co-financed the Social Canteen service with the amount of 212,601 lei.	
2% SUPPORT FOR VULNERABLE PERSONS (SOURCES OBTAINED by CASMED from the DESIGNATION of 2%)		
City: Hitresti, com. Sarata Veche	The value of the support 5,012 lei	
Beneficiaries supported Total: 8 people	Eight elderly people benefited from free adult diapers and wet wipes for personal hygiene.	
SUPPORT FOR PEOPLE WITH DISABILITIES		
Beneficiaries supported Total: 1 person	1 disabled person from Hitresti village, Făleşti district benefited from an electric wheelchair. The value of the support 25,965 lei.	

Challenges in implementing 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.

A substantial challenge relates to nursing staff, namely the lack of nurses. Făleşti district is one of the districts where there is a large shortage of average medical personnel.

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.

Another challenge in 2021 was the continuation of the lawsuits, generated by the legal challenge by the Territorial Office in Balti municipality of the State Chancellery of the decisions of the local councils regarding the co-financing of the social services of home care developed by AO "CASMED" in partnership with the LPAs from the city. Făleşti and Risipeni com. The magistrates won the case for the local councils and rejected the requests of the Territorial Office from Balti municipality of the State Chancellery.

We thank all the beneficiaries and partners, especially the Directorate of Social Assistance and Family Protection, APLs, Family Doctors, Social Workers, Coordinating Committees and Initiative Groups, media representatives for their support and trust.

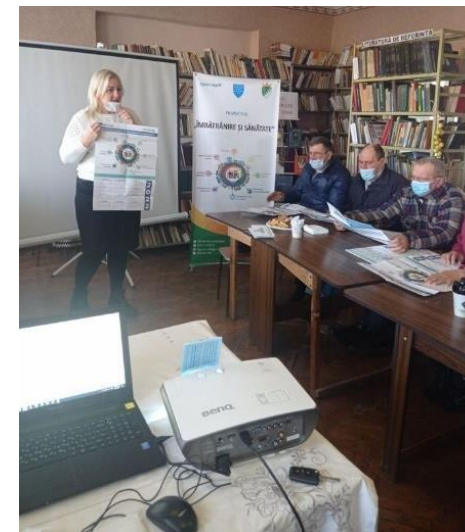
Training with the subject "Facilitation of exchange of experience and interaction between CCL members and districts from Edineț and Falești r.



Project writing training.



Holding a focus group in the village of Hîncești



Medical services in Falești r



Social services in Fălești r



Joint mini-grant

installation of 20 rest benches.



Mini-grant in Sărata Veche commune – "Giving a ray of hope together" – setting up and equipping a Socialization Center for people in ages and those with special needs.



Mini grant in the city Făleşti – "Life is beautiful even after 60+" – ensuring optimal conditions for people to meet and get involved in community life in old age

