

**Report**  
regarding the projects  
**implemented**  
by AO "CASMED"  
in the  
**Falesti district**  
**2020**



## i. GENERAL DATA ABOUT CASMED

The Public Association "CASMED" is an organization that has been working at the grassroots for more than 10 years, being attentive to people's needs, contributing to improving the health and quality of life of vulnerable groups: (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, etc.

**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. For this purpose, the organization ensures: (i) the provision of medical and social care services at home; (ii) development of the Mobile Team social service; (iii) empowering citizens for civic engagement; creating self-support groups for the elderly and supporting localities to become more age-friendly; (iv) supporting social canteens during the cold period of the year; (v) supporting public health and social service providers by providing consulting, training and technical assistance services.

CASMED serves around 1,500 beneficiaries annually through teams of professionals (medical assistants, social workers, caregivers, social worker, psychologists, etc.). In 2018, the CASMED team of nurses was recognized as the best and received the trophy offered by the Ministry of Health, Labor and Social Protection during the Health Awards Gala. AO "CASMED" is accredited in the provision of medical and social care services at home, being an important provider in the northern and central regions of the country.

**Main local partners:** (i) the LPAs, which co-finance the developed services and the organization's initiatives; (ii) DASPF and family doctors, who refer beneficiaries; (iii) CNAM, which contacts the organization for the provision of home care medical services; (iv) NGOs, with whom CASMED develops joint activities or supports their activity through grants.

In addition to providing home care services, CASMED pays special attention to the concept of "Active and Positive Aging", which is implemented by supporting and promoting the concept of "Age Friendly Community", providing mini-grants and developing Local Strategic Plans, offering support for community development. CASMED focuses on stimulating the participation of older people in social, civic and cultural life, as well as on strengthening the partnership between community actors in solving local age-related problems. In order to promote active and positive aging and strengthen the bond between generations, CASMED organized three editions of the "Bunica și Bunelul Fest" festival, in partnership with the "Vasile Alecsandri" National Theater from Bălți municipality, which brought together over 1000 participants from all ages. At the same time, CASMED also carries out lobbying and advocacy activities, being one of the founders of the Union of Public Associations "Network of Non-Commercial Organizations Providing Community Care" (URONPÎC), which has 42 member organizations (national and local), and a member of the Board of Administration of Networks.

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 will support local public authorities and communities to become more age-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:** MSMPS, URONPIC, District Councils, DASPF, APLs, 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 2020)

 <b>HOME CARE SERVICES PROVIDED</b>		
Beneficiaries served	Total: <b>281 people</b> (216 women and 65 men)	<b>Equipment and equipment:</b> 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 - autumn shorts - winter shorts - hoodies - T-shirts - summer footwear - bag - Medical equipment - bicycles - 1 electric scooter (in Risipeni) - washing machines - hygiene products - cotton gloves - rubber gloves, - masks - disinfectants
No. localities covered with home care services	<b>12 localities</b> -Mărăndeni, Bocșa, Risipeni, Sărata Veche, Hitrești, Logofteni, Glinjeni, Făleștii Noi, Pietrosu Nou, or. Fălești, Albinețul Vechi, Rediul de Jos.	
Home visits	<b>12'018</b> (sociable-7'541; medical - 4,477)	
staff	Total: <b>16</b> people (Social Workers <b>-8</b> ; Nurses <b>-4</b> ) <b>1 mobile team</b> -consisting of 2nurses, who provided medical services in the city during the year. Fălești, Albinețul Vechi village, Rediul de Jos village, Marăndeni village and Sărata Veche commune.	
The most frequent types of services delivered:	<p>Nurses provided basic health services such as measurement of physiological parameters, care of bedsores and wounds, rehabilitation gymnastics, physiological procedures, etc.</p> <p>The social workers supported the beneficiaries in their daily activities: personal hygiene, housekeeping, maintaining a safe environment, laundry, food preparation, shopping, etc.</p> <p>Every day, LS and AM worked with beneficiaries and their families to achieve the best possible health and quality of life. 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.</p> <p>At the same time, each service beneficiary was informed about the COVID-19 virus, how it is transmitted, what are the methods of protection, and the more emotionally vulnerable beneficiaries benefited from support from the employees.</p>	
<b>CONTINUING EDUCATION FOR SOCIAL WORKERS AND MEDICAL ASSISTANTS</b>		



- X With the support of CCL in each community they were realized **16 focus groups** to identify the problems of the elderly in the 4 localities (4 in each locality), with the participation of **162 citizens**, representatives from the youth and elderly groups, representatives from the local public authority and community service providers (both public and private providers).
- X In each community, the opinion of local citizens was consulted regarding the identified problems and needs, being organized **4 public hearings** with the prioritization of the identified problems, in which they participated around **180 people**.
- X As a result of the process of identifying and prioritizing the problems and needs of the elderly, in the 4 communities the process of developing Action Plans on the Age-Friendly Community component, their approval and inclusion in the Socio-Economic Development Strategy of the communities has started. In 2020, 2 communities developed the Action Plan and Strategy for CPV: Risipeni commune and Or. You do. They are to be approved at the local council meetings. In the towns of Sărata Veche and Horești, this process is to be initiated at the beginning of 2021.
- X 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 was given regarding the creation of local initiative groups, 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.
- X Thus, during 2020, CASMED supported the creation of initiative groups in Risipeni commune, Horești commune and You do. At the same time, CASMED supported the consolidation of existing initiative groups in the city. Fălești and Sărata Veche commune, groups that are members of the National Network of Active Seniors from Moldova and promote active and positive aging in an age-friendly community. At the end of 2020, the number of active members in the initiative groups is 63 people.



### COSTS FOR THE ORGANIZATION OF SOCIAL AND MEDICAL HOME CARE SERVICES

	MDI	% cost distribution	<b>Cost sharing:</b>
APL level I contribution for home care social services	182,888 lei	20.43%	x60% of total costs – payroll AM and LS x20% – materials used in the performance social and medical services (detergents, disinfectants, pampers, etc.). x10% – equipping AM and LS with equipment work and protection. x10% – expenses for articles of stationery, bank expenses, transport, travel of employees to trainings, etc.
Beneficiaries' contribution for social and medical home care services	108,875 lei	12.16%	
CASMED's contribution to social and medical home care services	603,261 lei	67.41%	
<b>Total</b>	<b>895,024 lei</b>		


#### 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:** 1,080,968 lei, of which 203,304 is the APL contribution.

**Project description:** During the project, more than 300 vulnerable people from 10 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, for each month of the project; 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

 <b>SOCIAL CANTEEN SERVICE</b>		
Beneficiaries served	Total: <b>31</b> of people The social canteen service was implemented in Ciolacul Nou commune during January - May 2020.	<b>The specifics of hot meals:</b> 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: <b>2'514</b> hot lunches	
No. of delivered food packages	Total: <b>30</b> food packages worth <b>265</b> lei per package.	
Partners in the development and provision of the social canteen service	The social canteen service was developed by the NGO "Pro Dezvoltare Comunitara" from the locality. The town hall of the commune offered adapted space for the canteen, covered the utility costs (electricity, gas, water) and ensured a monthly co-financing of 5,000 MDL for 4 months of activity, a total of 20,000 lei. The local community, helped by fellow citizens from the diaspora, co-financed the Canteen with the amount of 9160 lei. CASMED co-financed the Social Canteen service with the amount of 82307 lei.	

## VI. PROJECT SUMMARY "EMERGENCY RESPONSE TO COVID-19"

The project focuses on the Northern Region of Moldova, mainly in 2 districts, Fălești and Edineț, where the "Aging and Health" project is implemented. **The purpose of the project:** Strengthening the response efforts to COVID-19. **Total budget:** 25,000 Swiss Francs, approximately 417,500 lei.

Thus, in order to overcome the difficulties generated by the COVID-19 pandemic, to help minimize these effects and to reduce the risk of contamination, the following interventions will be carried out: (i) Development and distribution of leaflets to prevent the spread of the virus, with an emphasis on proper hygiene, hand washing, as a result; (ii) psychological assistance by telephone; (iii) distribution of food and hygiene packages; (iv) Carrying out a study to assess the level of knowledge, attitude and perception among vulnerable people in relation to the COVID-19 pandemic.

 <b>HELP PROVIDED BY THE SWISS RED CROSS (SRC) DURING THE COVID-19 PANDEMIC</b>		
Beneficiaries supported <b>Total: 466 people</b>	Each of the 466 people received 1 parcel containing food products, hygiene materials to face the challenges caused by the pandemic.  The lists of beneficiaries were drawn up by the local authority together with community social workers from each locality, being approved by the mayor's order. The lists included socially vulnerable families, families with many children, children with a degree of disability, the elderly, immobilized persons.	 <p><b>Package Contents:</b> gloves – 5 pairs; mask – 4 pieces; disinfectant – 1 piece of liquid soap – 1 bottle; refined oil – 2 bottles natural sardinella – 2 boxes; green peas – 1 jar; barley chives – 2 packages wheat groats – 1 package; wheat flour – 1 package; crushed peas – 2 packages extra sorghum – 2 packages; rice – 2 packets sugar – 2 packets; pasta – 2 packages</p>
No. localities: <b>6</b>	The parcels offered as aid from the SRC were distributed in <b>6 localities</b> from the district: Sărata Veche commune, Făleștii Noi commune, Risipeni commune, town Fălești, Horești village and Marăndeni village.  The procurement, packaging and free transportation of parcels in the beneficiary localities was carried out by the branch in You belong to SRL "Gembird". Local public authorities, with the voluntary support of community members, distributed the parcels to the beneficiaries' homes.	
The total value of support– <b>178,144.48 lei</b>	Sărata Veche – 44,726.76 lei      Marandeni – 37,081.16 lei Fălești Noi – 17,967.16 lei      Or. Fălești – 38,228 lei Risipeni – 22,936.8 lei      Horești – 17,204.6 lei	
Information and prevention of infection with COVID-19	With the aim of informing and preventing the infection with COVID-19, 716 leaflets were developed and distributed, which include information about the symptoms of COVID-19, protective measures and the use of protective masks. Leaflets were distributed in each of the 6 communities as follows: 466 beneficiaries of parcels and 250 beneficiaries of socio-medical care at home provided by AO "CASMED".	



**2%****SUPPORT FOR VULNERABLE PERSONS**(SOURCES OBTAINED by CASMED from the DESIGNATION of 2%)

Town: Marandeni	The value of the support <b>1'389lei</b>	<b>Contents of the food package:</b> Refined oil – 1 bottle; wheat flour – 1 package (2 kg); wheat groats – 1 package; barley chives – 1 package; extra sorghum – 2 packages; buckwheat – 2 packages; sugar – 1 package; flour pasta – 1 package; green peas – 1 jar
Beneficiaries supported <b>Total:13 people</b>	At the request of AO "Armonie" from the village of Marăndeni to provide support for vulnerable elderly people in the community, AO "CASMED" procured 13 packages of food products that were donated to the community and were distributed to the beneficiaries by members of AO "Armonie" on the Day of the Elderly. The list of beneficiaries was developed by the NGO "Armonie" and consulted with APL.	

### Challenges in implementing activities

2020 was a year with many challenges. Like the rest of the world and the whole country, we first had to face the challenges brought by the COVID-19 pandemic. The organization had to review its way of working, develop new procedures and take all necessary measures to ensure the protection and prevention of contamination with COVID-19 among employees and beneficiaries.

Another challenge concerns the care staff. The lack of medical staff makes it almost impossible to hire nurses to provide home care services. Făleşti district is one of the districts where there is a large shortage of average medical personnel. Practically, it would have been possible to provide many more health care visits if enough nurses were recruited and employed.

Another challenge in 2020 was generated by the appeal in court by the territorial office in the municipality of Balti 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 APLs from the city. Făleşti, Risipeni commune and the co-financing of the Social Canteen in Ciolacul Nou commune, arguing that it is not mandatory for APL to financially support the activity of NGOs, although the existing laws do not prohibit this. In the case of the city of Făleşti, the judge of the first instance rejected the request of the State Chancellery, considering it irrelevant. For Risipeni, the court hearing was planned for next year.

Such attacks disrupt the development of civil society partnerships with LPAs and discourage local councils from supporting projects, for fear of losing money and time to claim their right to local autonomy in court.

Annex 1 – Photos from the activity

Presentation of the "Aging and Health" Project, Făleşti District Council



Establishment of the Făleşti District Coordinating Committee and approval of the work regulations – 15.05.2020



Establishment of the Risipeni Local Coordinating Committee and approval of the work regulations



Support in solving administrative problems, social worker Liudmila Rotari, Făleştii Noi commune



Emilia Belousov, social worker in the city of Făleşti provides social counseling to the beneficiary



Mobility recovery exercises Făleştii Noi commune, Făleşti r



Blood pressure measurement, Marăndeni village,  
nurse – Doinita Iacob



Wound treatment, Logofteni village,  
nurse – Nelea Ursu



Distribution of hot lunch from the social canteen, Ciolacu  
Nou village, Făleşti district



Training with the group of seniors regarding the  
assessment of predisposition to health problems and the  
risk of social isolation among the elderly, c. Sărata Veche



Training "Realization of the identification survey a  
the needs of the elderly in the community"  
CCL Horeşti commune



Training "Methods to identify needs  
the elderly" – CCL from the city of Făleşti

