



ANNUAL REPPORT

2024



MESSAGE FROM THE EXECUTIVE DIRECTOR



As we reflect on the past year, it is clear that 2024 was a period of remarkable achievements and meaningful impact for CASMED. Amid evolving challenges and growing demands, our organization remained steadfast in its mission to support the most vulnerable, ensuring that every initiative we undertook contributed to enhancing the well-being of the communities we serve.

Throughout the year, we reinforced our commitment to healthcare and social services, expanding access to home-based care and rehabilitation programs, strengthening patient engagement, and advocating for more inclusive, transparent healthcare practices. The CASMED Rehabilitation Center continued to be a vital resource, offering innovative therapeutic solutions that improved mobility and quality of life for those in need.

Our dedication to social accountability and humanitarian support remained unwavering. By fostering collaboration with local and international partners, we provided critical assistance to refugees, promoted active aging initiatives, and championed community-driven projects that empowered individuals to lead independent and dignified lives.

Education and capacity-building were central to our efforts, as we equipped professionals, caregivers, and community members with the knowledge and skills necessary to drive lasting change. Through accredited vocational programs, digital literacy training, and leadership development sessions, we helped strengthen the foundation for a more resilient and engaged society.

Looking ahead, we remain committed to innovation, inclusivity, and sustainability in all our initiatives. None of this would have been possible without the dedication of our team, the generosity of our partners, and the trust of our beneficiaries. To all those who have contributed to our mission—our staff, volunteers, donors, and stakeholders—I extend my deepest gratitude. Your unwavering support continues to inspire and propel us forward.

Together, we will build on these achievements and work towards a future where every individual, regardless of age or circumstance, has access to the care, support, and opportunities they deserve.

NATALIA POSTOLACHI
EXECUTIVE DIRECTOR

GET TO KNOW US

+++ WHO WE ARE

"CASMED" NGO is a non-governmental, independent, non-profit organization that was registered in December 2010, with the purpose of supporting the elderly and other disadvantaged individuals through the development and implementation of social, educational, and health projects.

+++ VISION

"CASMED" NGO aspires to create a community. In this community, all people, regardless of age or situation, have access to quality health and care services. They lead an active, healthy, and dignified life. The association aims to be a center of excellence and a reliable support for professionals. These professionals provide care in the community, contributing to a life based on understanding and harmony.

+++ MISSION

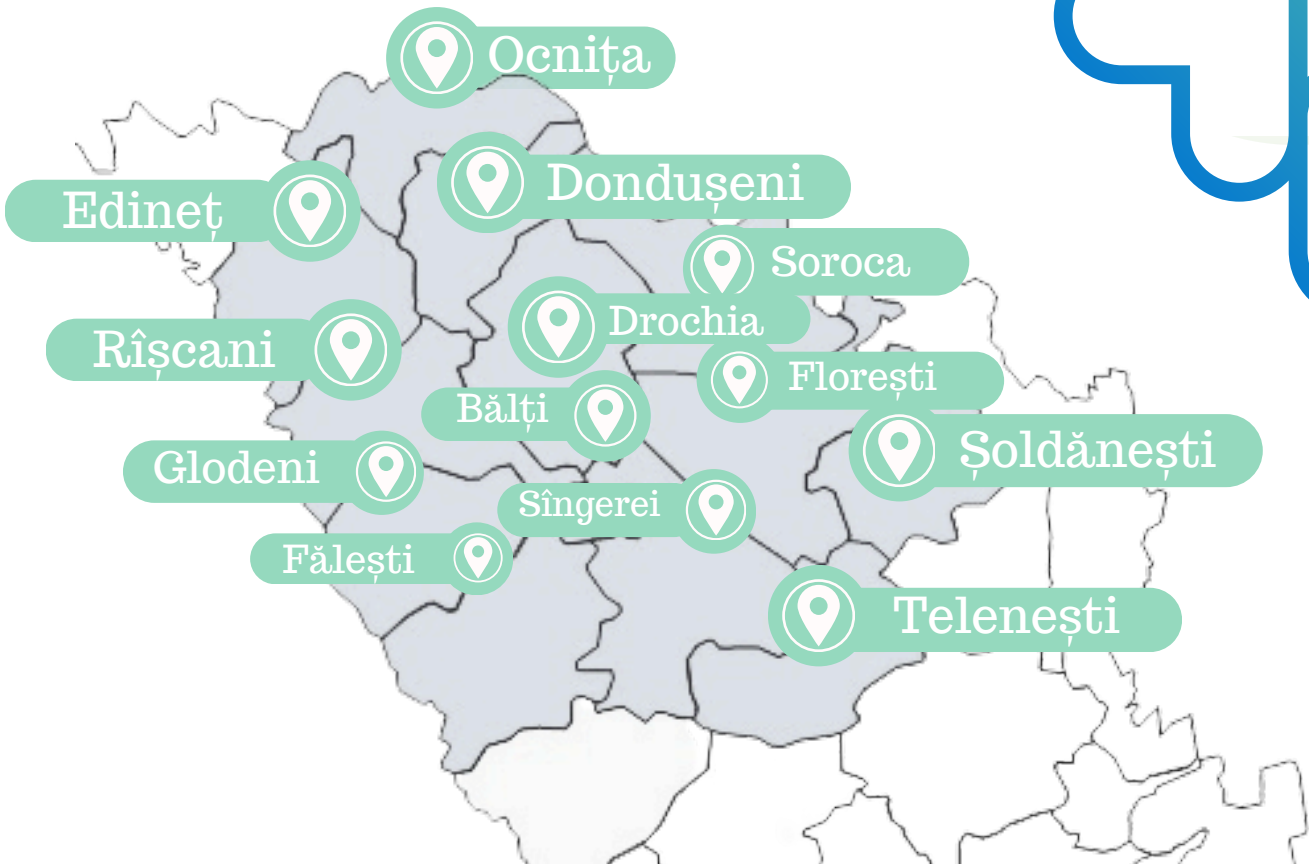
"CASMED" NGO supports the elderly and disadvantaged groups. It helps them to be healthier and lead a better life. It offers accessible social, medical, educational, and humanitarian services to all. It desires that seniors age actively, and that all people feel they belong and are supported where they live. It works together with local and international authorities and partners. This collaboration improves the quality of life in the region's communities.

+++ AREA OF ACTIVITY

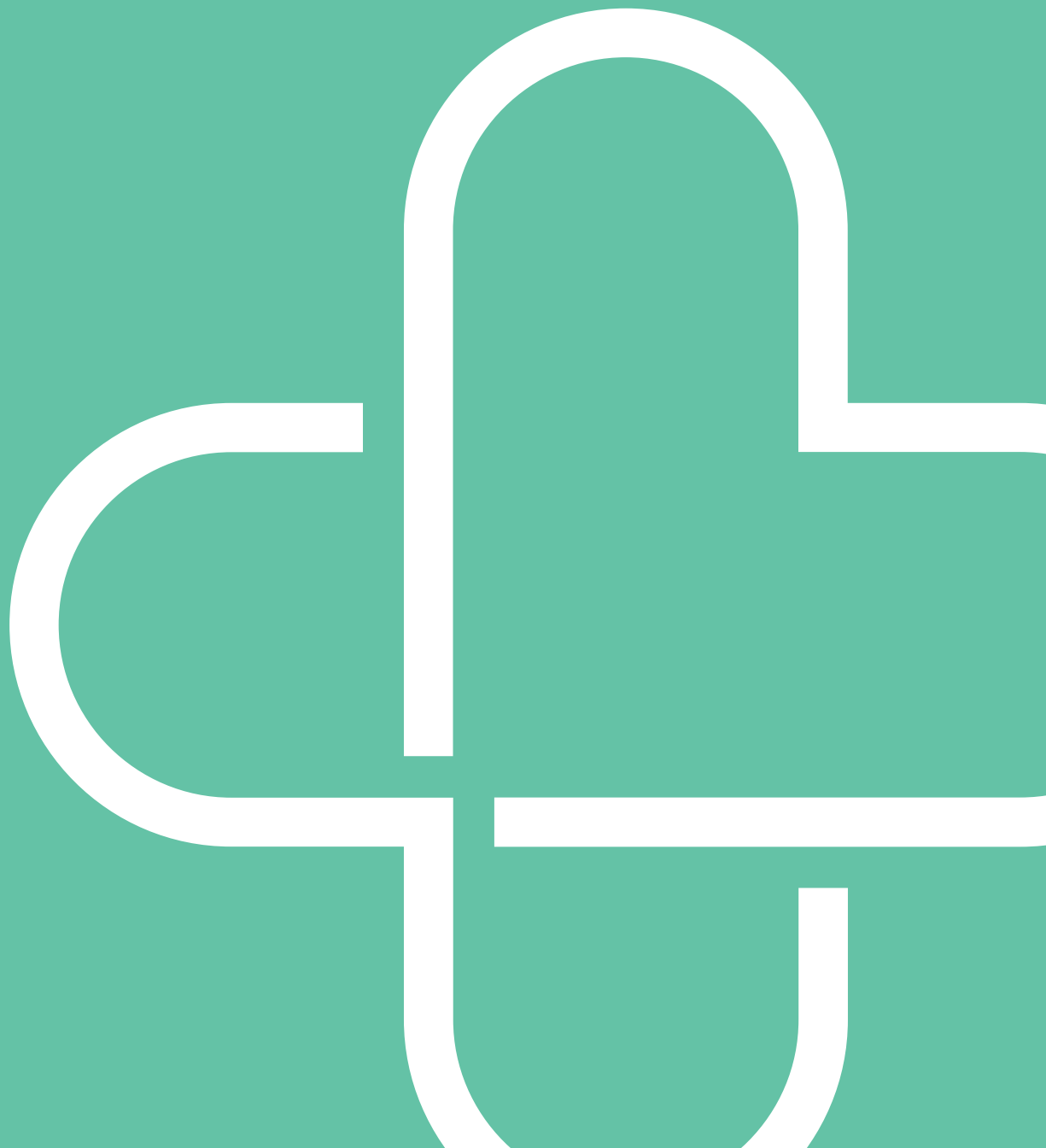
Health
Social services
Education
Development



AREA OF INTERVENTION



HEALTH



SOCIAL ACCOUNTABILITY IN HEALTHCARE



In 2024, "CASMED" NGO focused on enhancing patient engagement to improve healthcare services. This was achieved through participatory evaluation tools, patient forums, and public awareness campaigns, establishing a framework for integrating patient feedback into healthcare decision-making.



The satisfaction evaluation involving approximately 1,500 patients across five districts (Bălți, Drochia, Edineț, Soroca, and Florești) revealed a high level of patient satisfaction. Specifically, **86% of the participants reported being very satisfied with the quality of medical services** provided in the six pilot medical institutions. This indicates a strong positive perception of the healthcare services within these institutions among the evaluated patient population.



Patient feedback directly facilitated **tangible improvements within the medical institutions**. These enhancements encompassed the renovation of patient wards, the modernization of patient feedback collection protocols, the procurement of contemporary medical equipment, and the expansion of service offerings. Furthermore, the implementation of video surveillance systems, the optimization of telephonic appointment scheduling, and the installation of informational television displays were undertaken to enhance patient experience and institutional efficiency.



As a result of the positive outcomes, the Ministry of Health approved, through **Order No. 380 of April 16, 2024**, the extension of this evaluation instrument to all public medical institutions in the country.



5 patient groups from Drochia, Soroca, Florești, Edineț, and the village of Elizaveta (municipality of Bălți) continued to advocate for patient voices and needs through informational and awareness-raising activities, including roundtables, flash mobs, petitions, workshops, and bicycle tours. These initiatives drew attention to critical issues such as access to medical services covered by mandatory health insurance, challenges faced by visually impaired patients and families with children with disabilities, access to primary healthcare services, and the prevention and promotion of healthy lifestyles.



The online platform **www.tratatbine.md** served to educate 2,100 citizens on their healthcare rights.

Forumul Pacienților

Ascultă, alătură-te, acționează!



The 2nd edition of the Patients' Forum gathered 100 participants, including patients, patient organizations, authorities, and experts. This highlighted the importance of patient involvement in health decision-making for a more equitable and transparent system. The Forum's resolution, developed within the Forum, includes recommendations addressed to health authorities and medical service providers, focused on supporting patient and patient association involvement in decision-making processes, organizing information and awareness campaigns regarding patient rights and responsibilities, and digitizing patient feedback tools.

specific emphasis on the younger demographic. The campaign's initiatives, which engaged 15 educational institutions and 10 medical facilities, extended to approximately 80,000 people.



The "My Health - My Responsibility" campaign, implemented from February to April 2024, promoted responsible health practices among citizens, with a



HOME-BASED MEDICAL AND SOCIAL CARE



In 2024, "CASMED" NGO expanded its home care services, recognizing the critical role they play in preserving the well-being of vulnerable populations. Through personalized visits and consistent support, the organization ensured that beneficiaries received necessary care within the comfort of their own homes.

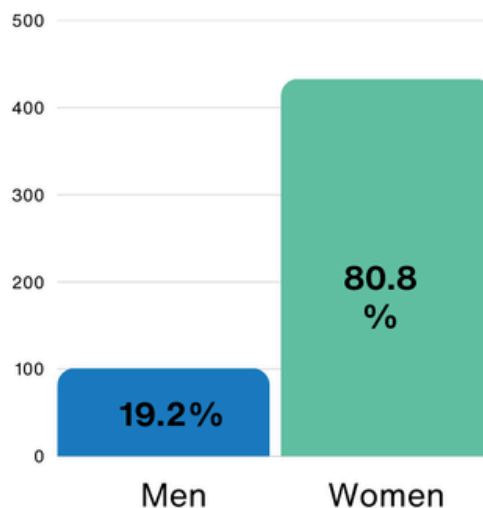
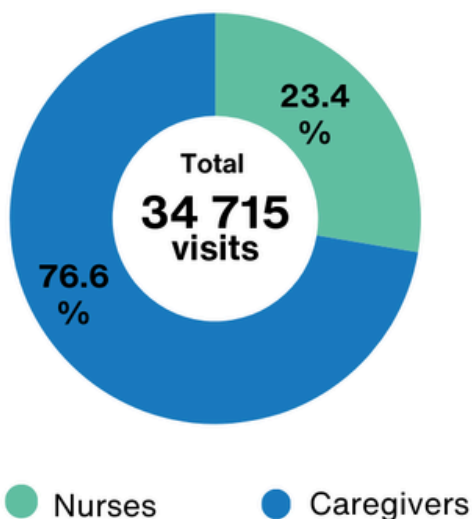


Fig. 1. The number of the HBC services delivered



The Home-Based Care (HBC) service was expanded to **33 communities**, resulting in significant operational efficiencies and improved patient outcomes. This expansion facilitated independent living, enhanced chronic disease management, and reduced hospitalizations for **563 vulnerable individuals**. These outcomes were achieved through the delivery of **34,715 home visits** by teams of nurses and caregivers. The high satisfaction rate of 98% among beneficiaries underscores the positive impact of these services on their quality of life.



9,108 medical visits were conducted by the nurses, playing an essential role in maintaining patient health. These visits included vital sign monitoring, medical treatment administration, wound care, and training relatives on home patient care, covering areas such as mobilization and proper nutrition.



25,607 home visits were completed by caregivers, making a substantial impact on the beneficiaries' quality of life. Services provided included assistance with personal hygiene, meal preparation, and other essential daily activities.



„In my darkest moments, when pain and doubt consumed me, the nurse reminded me that even the smallest progress is still progress”

Liudmila Botnari (Iliciovca, Florești)



„Winters were the hardest. Having to fetch wood for heating or go to the pharmacy for medicine was almost impossible. It’s wonderful to know that you’re not alone and that there are people who genuinely want to help. Without my caregiver, my life would have been much harder”

Valentina Osoianu (Risipeni, Fălești)



CASMED DAY CENTER



CASMED Rehabilitation Center reinforced its role as a vital community resource, offering premium rehabilitation services to a considerable population.



Over **665 patients**, including both refugees and residents, benefited from the center's services. These services, predominantly physiotherapy and occupational therapy, focused on alleviating chronic pain and mobility impairments, resulting in improved mobility and enhanced quality of life for the beneficiaries.



A significant aspect of the center's activity was the diversity of its beneficiaries. Refugee children with speech therapy needs and children with disabilities requiring sensory therapy received specialized treatments. Additionally, massage, psychotherapy, and kinesiotherapy services were essential in supporting these individuals, contributing to their physical and emotional development.



The Center implemented a flexible service delivery model to guarantee access for all socioeconomic groups, particularly vulnerable populations. This model incorporated free, subsidized, and full-fee services. The revenue generated from full-fee paying patients facilitated the provision of no-cost sessions to an increased number of vulnerable beneficiaries. Consequently, this system effectively delivered crucial treatments to those requiring assistance but lacking the financial means for full payment.





The center's modern facilities, including **cryotherapy**, **DEEP OSCILLATION**, **T-CARE**, and **BIOMAG** equipment, were utilized to personalize treatments and provide efficient and rapid recovery solutions for patients.



Furthermore, the introduction of **promotional packages** enhanced service accessibility, enabling patients to benefit from bundled services at a fixed price, which significantly streamlined the payment process.



Thus, the CASMED Rehabilitation Center continued to fulfill its mission of providing accessible and high-quality treatments, contributing to the recovery and social integration of individuals of all ages.

PSYCHOLOGICAL SUPPORT FOR REFUGEES AND LOCAL RESIDENTS



"CASMED" NGO provided essential psychological support services to refugees and residents, assisting them in coping with trauma and emotional challenges. Through individual and group sessions, the organization contributed to the enhancement of beneficiaries' well-being.



A total of **1,454 beneficiaries**, including adults and children, received psychosocial support services to address trauma, emotional challenges, and stress. Many beneficiaries overcame feelings of isolation, regained self-confidence, and improved their emotional balance. Interventions for beneficiaries with severe depression or anxiety symptoms helped identify triggers and develop practical coping strategies.



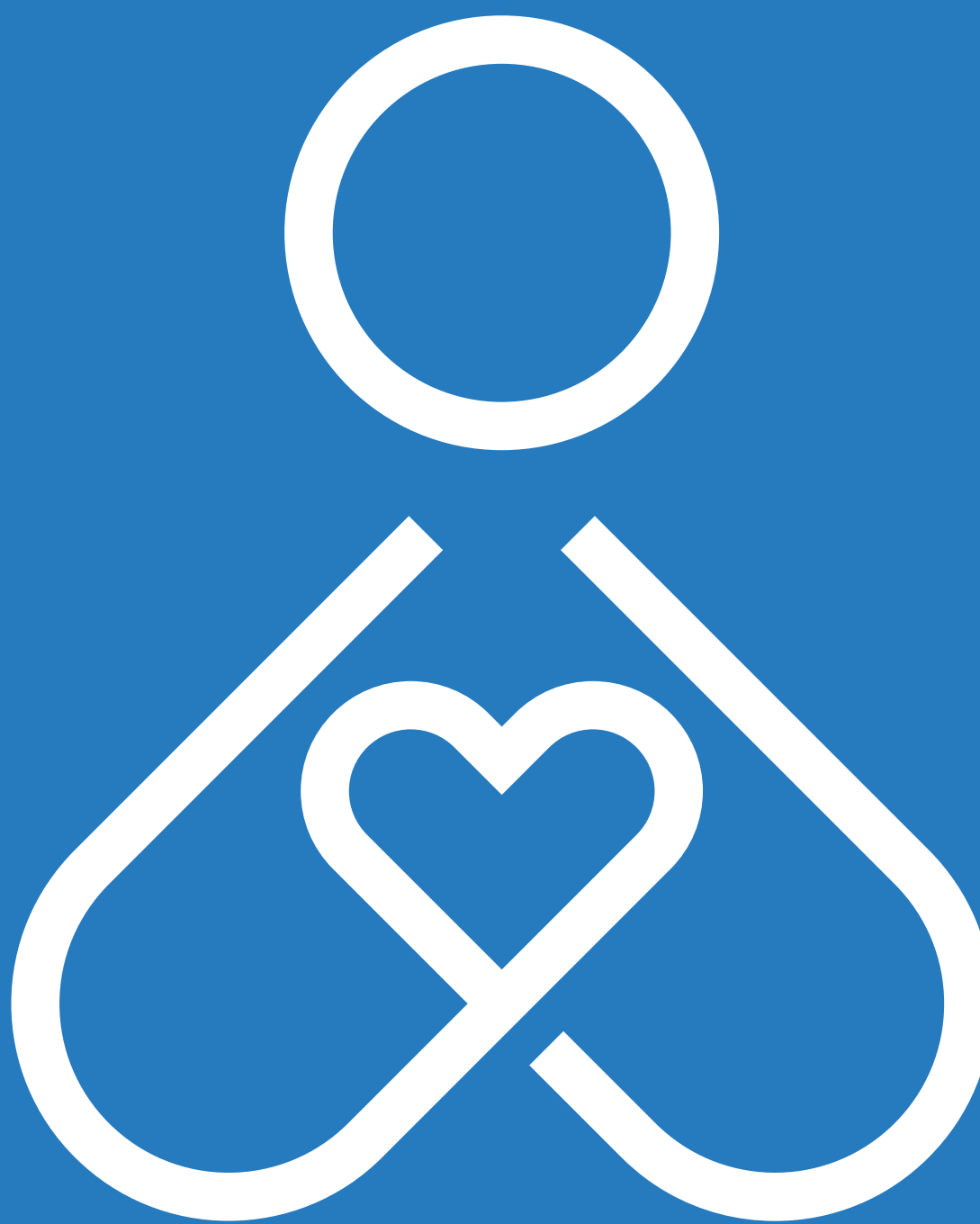
Specialized support was provided to adolescents, a group particularly vulnerable to uncertainty and major life changes. A group of **15 adolescents** received support in developing emotional resilience, self-confidence, and the ability to overcome insecurity. Through interactive activities and mentorship, they built new relationships and actively engaged in their community. Through interactive engagement and mentorship, they established new social connections and actively contributed to their

community, resulting in the successful execution of three impactful community projects: creative workshops for children, a seasonal holiday event for disadvantaged children, and the enhancement of a kindergarten's outdoor environment.



1,837 individual and group psychological sessions were conducted, assisting participants in managing anxiety and enhancing family relationships. These sessions incorporated emotion management exercises, relaxation techniques, and activities designed to improve communication and cooperation.

SOCIAL SERVICES



HUMANITARIAN SUPPORT AND SOCIAL INTEGRATION TO REFUGEES



"CASMED" NGO provided comprehensive support to refugees, addressing essential aspects such as education, economic and social integration, and material assistance. Through its programs and activities, the organization facilitated the integration and adaptation of refugees into local communities, contributing to the improvement of their quality of life.

Economic integration and labor market access

22 refugees received conditional grants to establish their own businesses. 4 of these individuals successfully launched small businesses in sectors such as massage therapy, photography, and pedicures.



2392 refugees benefited from legal consultations, gaining valuable information on social benefits, labor rights, and available job market opportunities.



54 refugees (44 women and 10 men) secured **stable employment**, ensuring a consistent income and improved social integration.

Access to education

125 children from Bălți, Dondușeni, Fălești, and Drochia benefited from online and offline mentoring sessions within **5 newly created learning spaces**, equipped with furniture and computers.



Social and community integration

1,694 individuals (533 Ukrainian refugees and 1,161 locals) participated in **43 intercultural events**, building lasting connections and strengthening community belonging.





 **Material Support**

43 tons of briquettes were distributed to **35 Ukrainian refugees** (29 women and 6 men), and **8 tons** to host families, ensuring warmth during the cold season.



1,495 refugees received **vouchers for food and non-food items**, providing essential resources during a difficult period.



210 refugee families with children received **vouchers for clothing and footwear**, addressing daily needs.

650 vulnerable people (70% refugees and 30% host community members) received **vouchers for dental services and medicines**, contributing to the improvement of their health.

200 refugees with chronic illnesses or disabilities received **medical vouchers** for medication and necessary equipment.



Through these actions, "CASMED" NGO provided concrete and sustainable support to refugees, aiding their economic, social, and community integration, and contributing to the improvement of their quality of life in their new environment.

 **Rental support**

154 refugee families (396 individuals) received **financial assistance for rent**, ensuring stable housing and reducing pressure on the housing market during the crisis.

PREVENTION AND COMBATING OF GENDER-BASED VIOLENCE



„CASMED” NGO demonstrated a strong commitment to the prevention and combating of gender-based violence, implementing impactful awareness initiatives and delivering essential support services. By conducting educational workshops and facilitating interactive engagements, the association played a pivotal role in fostering attitudinal change and promoting a secure environment for all community members.



disseminated key messages, promoting societal change and encouraging the use of safe reporting mechanisms.



549 individuals (469 women and 80 men) learned to identify and combat gender stereotypes, understand gender sensitivity, and prevent violence through **33 GBV awareness sessions**. **215 individuals** (183 women and 32 men) learned to prevent sexual exploitation and abuse through **23 PSEA activities**. Teachers integrated GBV-related lessons into schools. 124 individuals (10 men and 114 women) acquired trauma management, empathy-building, and resilience-focused intervention skills, significantly improving their ability to support vulnerable populations.



The 16 Days of Activism Campaign in 20 localities combined theatrical performances, educational film screenings, and art competitions, which raised awareness of GBV issues. Flash mobs and video messages further





45 individuals (4 men and 41 women) learned to recognize early signs of exhaustion and adopt effective self-care strategies through **2 burnout prevention workshops**.



33 individuals (3 men and 30 women) strengthened their skills in team building, recruitment strategies, and organizational culture through **HR training**.



20 representatives attended **media and advocacy training**, gaining skills to raise awareness and mobilize communities. These sessions improved inter-agency coordination and a shared understanding of community needs.



64 representatives from women-led organizations and local groups learned to provide **psychological support**, psycho-social education, and group activities through **training aligned with international standards**.



PROMOTING ACTIVE, POSITIVE, AND HEALTHY AGING



"CASMED" NGO continued to revolutionize the perception of aging, emphasizing an active, positive, and healthy lifestyle for seniors. Through a series of innovative initiatives and diversified programs, the organization created opportunities for seniors to maintain their vitality, develop skills, and remain actively engaged in community life.



cohesion. Activities included health workshops, dance, social theater, cultural activities (folk mask making), cognitive stimulation sessions, digital skills learning, and relaxation techniques through crocheting and weaving.



Opening of the **"Active and Healthy Aging" Park in Cajba** village, equipped with modern fitness equipment.



60 elderly people from Viișoara and Cobâlea **received smartphones**, facilitating their access to information and communication.



Over **1000 people** from three communities (Cajba, Viișoara, and Cobâlea) participated in **186 activities** promoting active aging and social





177 elderly beneficiaries from 15 communities in 8 districts enhanced their emotional well-being and resilience through **psycho-emotional support and cognitive stimulation services.**



For the first time, the **Seniors' Forum: Platform for Change** was organized, a significant event that brought together 160 participants from across the country. This was a pivotal moment for promoting active aging and identifying necessary measures to improve the quality of life for seniors. The forum concluded with the adoption of the **Seniors' Resolution**, a call for the protection and promotion of their rights, an essential step in the advocacy process for a more dignified life.

Through these initiatives, „CASMED” NGO fostered an active aging model that prioritized health, lifelong learning, and social engagement, thereby creating a positive, holistic impact on both seniors and the broader community.



The second edition of the **"People of Change" Gala** gathered over 200 guests, including donors, representatives from the public sector, business community, academia, civil society, and senior groups, to support initiatives that transform aging into a phase filled with opportunities. The gala paid tribute to those who contribute to improving the lives of seniors through dedicated projects and efforts. The event agenda included the promotion of best practices in active and healthy aging, expert panel discussions, presentations of successful initiatives, and recognition of the efforts of the most loyal partners from the business community and local public administration who supported initiatives or care services for seniors.



GRANDMA AND GRANDPA FEST: A KEY INITIATIVE FOR ACTIVE AGING



The "Grandma and Grandpa Fest" brought together over 8,000 participants, showcasing Moldova's rich cultural heritage and allowing seniors to celebrate and share their traditions on a large scale. The festival featured traditional performances, dances, and wellness activities, connecting generations and reinforcing seniors' pride in their cultural identity.

This event served as a unique platform where tradition met modernity, offering seniors the opportunity to share their stories, celebrate their cultural identity, and explore new horizons through digital technologies.

The festival was a true showcase of cultural diversity, featuring heartfelt competitions, impressive artistic performances, and interactive workshops that encouraged creativity and active engagement among seniors. From the traditional dances of the "Vântuleț" ensemble from Bălți, which captivated

the audience with their contagious energy, to the artistic interpretations of bands from Chișinău, each moment was a testament to Moldova's rich cultural heritage.

Another highlight of the event was the emphasis on health and well-being, with activities dedicated to promoting an active and balanced lifestyle. Seniors had the opportunity to participate in nutrition workshops, age-appropriate physical exercises, and health counseling, thus reinforcing awareness of the importance of active aging.





An innovative aspect of the festival was the integration of digital components. Seniors were able to exercise their digital skills, promoting the event on social media platforms and participating in online challenges. This initiative significantly contributed to reducing digital and social isolation among the elderly. The festival generated over 1.2 million views on social networks, demonstrating that technology can be a powerful tool for connection and inclusion.

Emilia Zănoaga, coordinator of the "Romantica" Initiative Group from Corpaci, Edineț, expressed heartfelt gratitude: "I want to sincerely thank the entire CASMED team for the hard work put into organizing the 'Bunica și Bunelul Fest' in 2024. It was truly wonderful. I enjoyed the artists from Chișinău and the dancers from the 'Vântuleț' ensemble from Bălți. Many businesses contributed with sponsorships, and the city's mayor, Mr. Petkov, was receptive to your requests. We want the festival to continue being held in Bălți!"

For Maria Vulpe, coordinator of the "Silver Age" Senior Club from Sadova, Călărași, the festival was a moment of pride and joy: "The 'Grandma and Grandpa Fest'... was a heartfelt celebration for everyone! This wonderful event brought together all the seniors who chose an active lifestyle. We were proud to participate in the online challenges as well as the parade of senior groups."

With a significant social impact and impressive media coverage, the festival has laid the foundation for future editions, which will continue to promote community and traditional values.



SOCIAL CANTEENS - SUPPORT DURING THE COLD SEASON



"CASMED" NGO provided essential support to vulnerable individuals during the cold season by ensuring daily hot lunches. This service significantly contributed to improving the beneficiaries' quality of life and combating social isolation.



"If it weren't for this hot lunch, I don't think I would have reached my age. I wait every day for the canteen worker to bring me the hot food, and the conversations with them give me a good mood and help me forget the hardships of old age. It is important for me to know that I am not forgotten by everyone."

Dropca Ana, Vișoara village, Edineț district.



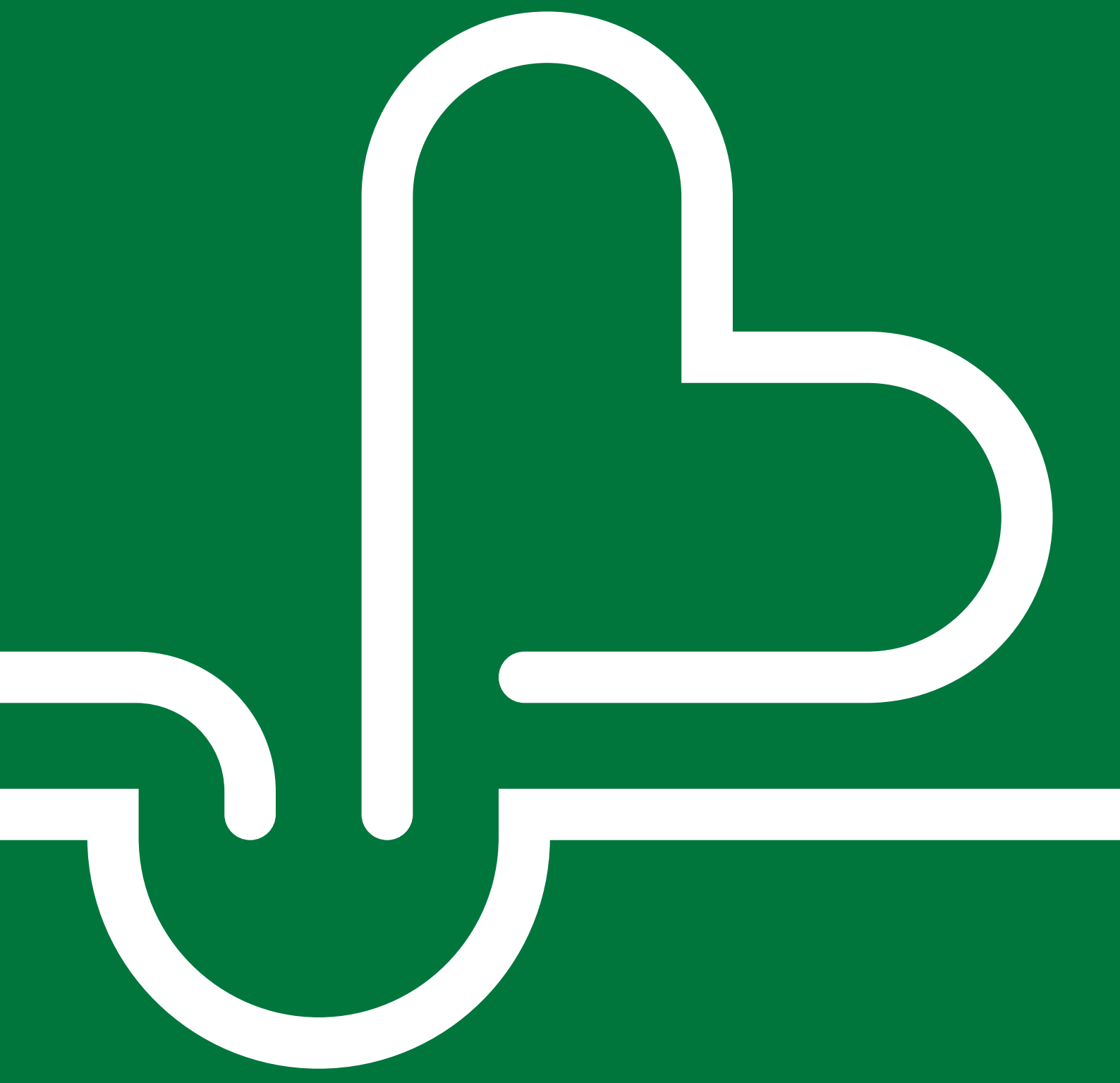
570 vulnerable individuals (72% women and 28% men) from 15 communities received a total of **46,214 hot lunches**, providing them with sustenance and emotional support.



"The hot food I receive energizes me. At our age, when physical activity is no longer intense, food becomes a joy. Since I have been benefiting from the social canteen services, I am convinced that this support has helped me reach the age of 100. Every morning, I eagerly await the delivery of my lunch."

Cucoară Milania, Parcova commune, Edineț district.

EDUCATION



PROMEDLINK – PROFESSIONAL DEVELOPMENT EDUCATIONAL SERVICES



„CASMED” NGO, through its subsidiary PROMEDLINK LLC, implemented adult vocational training programs tailored to community needs, aiming to develop professional competencies and enhance employment opportunities for participants.

The organization gained provisional authorization for these programs from the National Agency for Curriculum Evaluation and Accreditation (ANACEC) and the Ministry of Education and Research. Subsequently, due to educational quality and positive impact on beneficiaries, the programs were accredited for a period of five years, solidifying the organization's status as a trusted vocational training provider.

Implemented programs included:



Home Caregiver course

27 graduates, prepared to provide care for elderly or individuals with special needs in their home environment.



Child Caregiver course

14 professionals trained in childcare and education, supporting parents and families



Maintenance and Relaxation Masseur course

8 graduates, trained in massage techniques for health maintenance and relaxation.



TRAINING SESSIONS TAILORED TO COMMUNITY NEEDS



"CASMED" NGO continues to demonstrate its expertise in delivering impactful, community-driven training programs that promote social inclusion, digital empowerment, and lifelong learning. Through a diverse range of initiatives, the organization has strengthened the capacities of seniors, refugees, and vulnerable individuals, equipping them with essential skills for independent living, civic engagement, and workforce integration.



An intensive **60-hour training program** was implemented for **38 social workers, specialists, and volunteers**, equipping them with essential **skills in art therapy and cognitive stimulation**. This program empowered these professionals to effectively support 177 vulnerable elderly individuals across 15 communities in 8 districts. Through **2,481 individual counseling sessions**, these individuals received specialized support, significantly enhancing their emotional resilience and mitigating the risk of depression.



CASMED's **"Health Ambassadors"** program in Sofia village equipped 15 seniors with essential caregiving skills, including elderly care, chronic disease management, and cognitive stimulation. This initiative promoted lifelong learning and strengthened community support for the elderly.



Access to technology and digital skills were expanded for seniors through **digital**

literacy training sessions, provided by Moldcell Foundation and E-GOV. 168 seniors from 6 localities learned how to access online services, facilitating their integration into the digital society and improving their access to essential information and services.



658 senior group members from 37 localities enhanced their **project management, needs assessment, and communication skills** through **56 CASMED training sessions**. This directly supported the "Age-Friendly Community" initiative, fostering a more inclusive social environment.



The Civic Activism Camp empowered 42 seniors from 10 localities through comprehensive **training in democratic principles, human rights, and community mobilization**. This initiative significantly strengthened their capacity for active civic engagement, enabling them to serve as agents of change within their respective communities.



66 refugees (5 men and 61 women) received vocational training in diverse fields, including hairdressing, massage, and accounting, to enhance their labor market integration.



2,832 hours of homework assistance and mentoring sessions were provided for 135 refugee children (70 boys and 65 girls). These educational sessions led to improved academic performance and increased their confidence and integration into school activities.



54 refugees improved their communication skills and community integration through Romanian language courses.



369 refugees were informed about integration and employment options, and 24 refugees received assistance in preparing CVs, thus increasing their chances of finding employment.



13 vulnerable individuals (people with disabilities, elderly, orphans, homeless) improved their knowledge of the legal framework regarding the employment of vulnerable people, assisted employment stages, documents and specific activities related to the assisted employment service, remote work opportunities, CV and cover letter creation and how to find a job, thus increasing their chances of labor market integration.



Over 30 employers were contacted to identify vacancies compatible with the skills of the 13 beneficiaries of the assisted employment service. These efforts directly aimed to increase employment opportunities for vulnerable individuals.



12 job interviews were organized in the Glodeni, Fălești, and Bălți regions, directly connecting assisted employment service beneficiaries with potential employers.

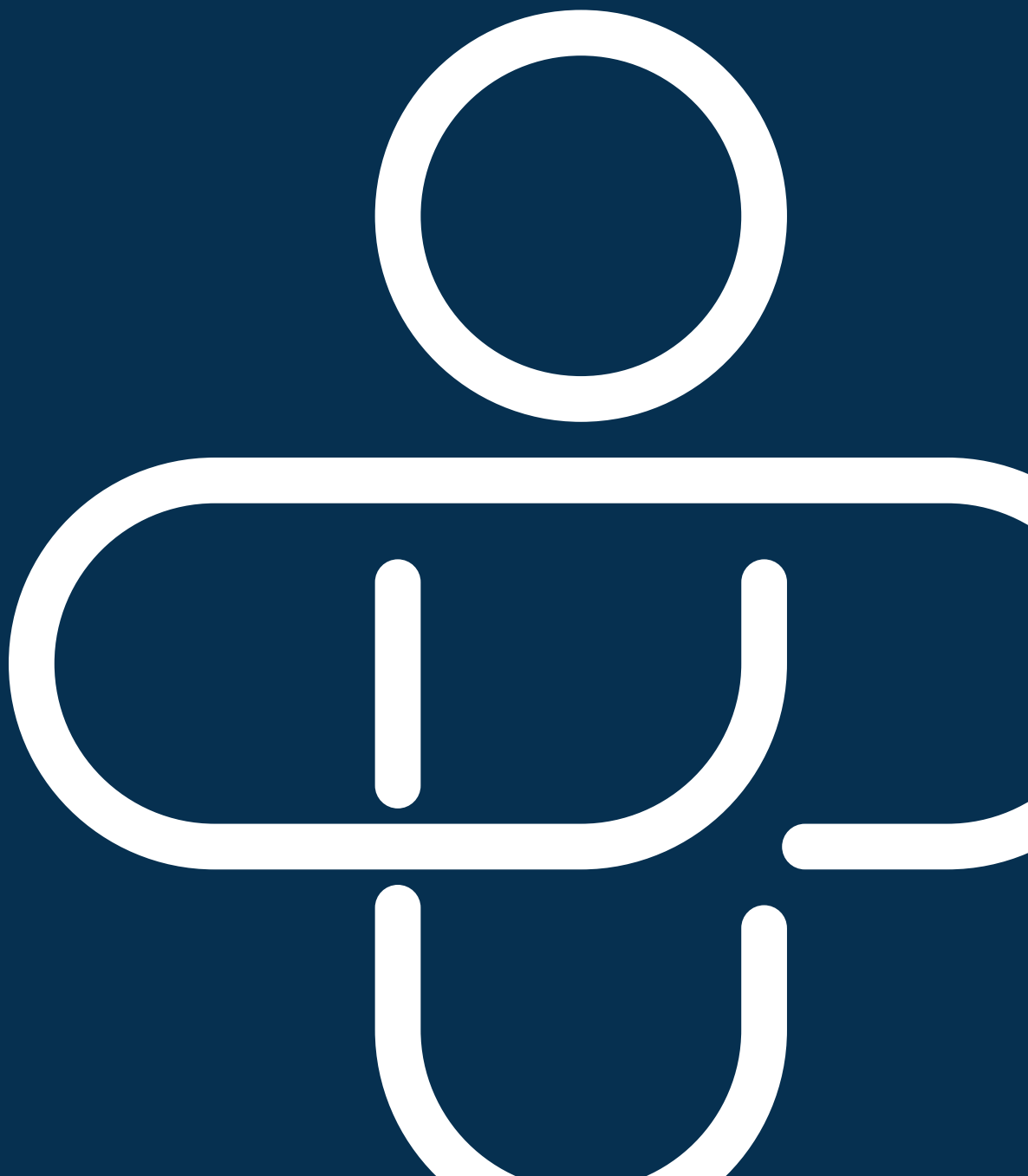


18 employed people with disabilities received constant workplace support, ensuring easier and sustainable integration into the workforce. This support contributed to maintaining jobs and increasing employee satisfaction.



Consistent monthly workplace visits facilitated proactive communication between beneficiaries and employers, ensuring seamless adaptation and mitigating potential conflicts. Furthermore, targeted employer consultancy on disability-specific considerations fostered harmonious collaboration and successful integration of vulnerable individuals within the workforce.

DEVELOPMENT



PARTNERSHIPS WITH LOCAL AUTHORITIES FOR AGE-FRIENDLY COMMUNITIES



In 2024, „CASMED” NGO continued to strengthen its strategic partnerships with local authorities, a collaboration essential for creating age-friendly communities. By supporting local initiatives, the organization committed to building a more inclusive environment for elderly individuals.



The Age-Friendly Communities (AFC) concept was implemented in **35 localities**, creating more inclusive environments where elderly people actively participate in decision-making and community life.



658 members of Initiative Groups (IGs) gained expertise in project management, elderly needs assessment, and communication through **56 training sessions**.



118 initiatives proposed by initiative groups, with 100 addressed by authorities.



12 groups ensured sustainability through income-generating activities such as sewing and weaving workshops.



20 Local Public Authorities (LPAs) received support to update their age-friendly community strategies for the next three years.



6 communities benefited from mini-grants totaling 694,451 MDL (~34,700 CHF) for improving public spaces and social centers.

Funded Project Examples:

Taxobeni: The "Gospodarii" initiative group renovated a meeting room, equipping it with new furniture, a laptop, and a printer, transforming it into a center for community initiatives.

Pruteni: Installation of 20 benches and trash cans throughout the commune to improve public spaces and encourage outdoor activities.

Navirnet: The "Activists" group rehabilitated a room, equipping it with new furniture and a heating system, creating a warm and functional meeting space.

Burlanesti: Creation of an outdoor social area with a stage and seating, facilitating cultural events and strengthening community bonds.

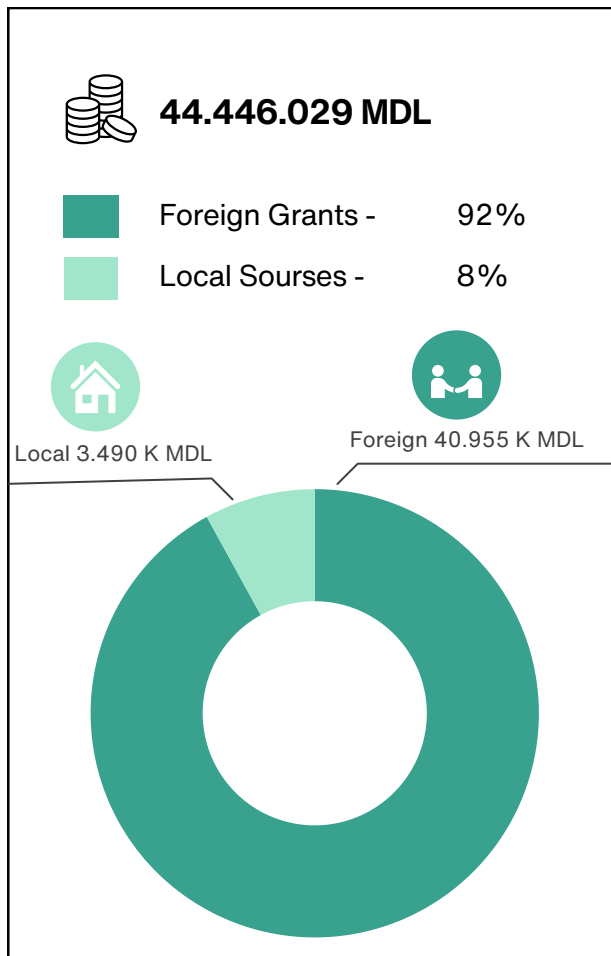
Calinesti: The community prioritized creating a socio-cultural space in the central park, including a stage, seating, and landscaping, revitalizing the park and providing a meeting place for seniors.

BUDGET

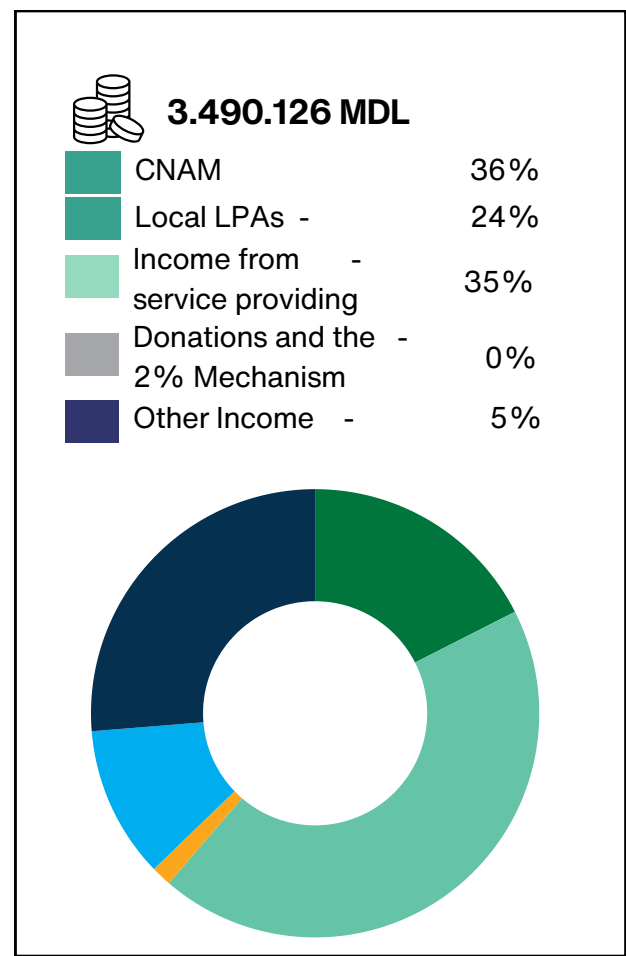


Funding sources

Total income structure:



Local income structure:



Total expense structure - 43 956 120 MDL

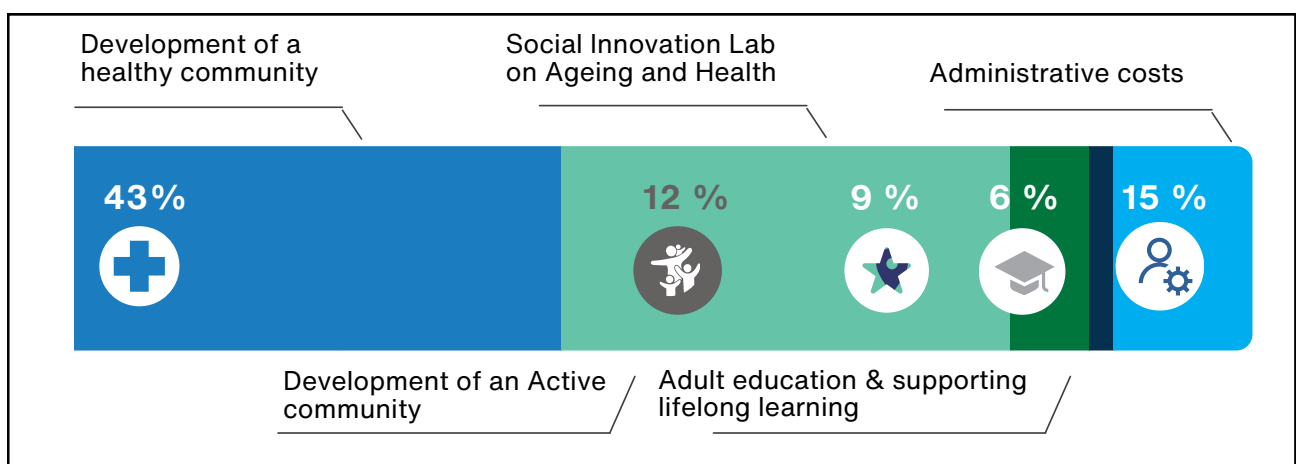
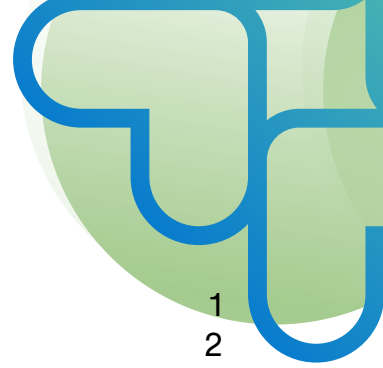


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