

## 2009 ANNUAL REPORT

Cesta domů, a hospice civic association

Annual reports usually focus on figures and other facts which prove the usefulness of the organisation in question. Even we follow this custom and bring you interesting facts and information. We are going to inform you how many patients we have helped, how many people have visited our websites, how many volunteers we have trained, how many materials and books we have published, and how many lectures we have organised. We would therefore first of all like to express deep gratitude and admiration to those who contributed to these events.

But there are many other things: brief moments of harmony and relief, of closeness and reconciliation, of all those little private joys, gratitude for life and for its conclusion. I cannot even dare to map the intricate web which binds the team, friends and family who make these things possible. It is impossible to measure the patience and selflessness of our employees, the bravery and devotedness of those who look after the dying, the peace and gratefulness of patients. I could go on for many pages but I will not. We may also say that in many places in Prague and other places in the Czech Republic the Cesta domů hospice helped people to do what is right and just: to be close to each other when hard times prevail and to help each other when necessary. For that I am very grateful.

Thanks to a very generous offer in June 2009 of the vicarage in the Prague 7 district we managed to move our medical team from the Municipal District of Prague 4 to the Municipal District of Prague 7 close to our office. The teams of our doctors and social consultants are now in one place. We have also reconstructed the consultancy rooms so as to serve our clients better. The financial loss of 2009 was caused by several circumstances. Save the recurring problems (services of our hospice association are not covered by health insurance, effects of the global financial crisis), the financing of the reconstruction has also contributed to the budget deficit. Thanks to donations and savings from the past years we were not forced to dismiss our employees. Nevertheless, we had to adopt several economising measures. We blocked all bonuses, we did not hire new employees in place of the ones who decided to leave, we lowered the limit for luncheon vouchers, limited expenses on education etc. We also tried to expand the income of our hospice association. We founded a charity shop (Krámek na cestě domů) and also the "Klub přátel cesty domů" (Club of the friends of Cesta domů). These and other steps taken enabled us to pay our employees and continue with our work.

I would like to thank the Board and both chairmen who have managed to ensure that our association could go on in spite of all economic difficulties. I would also like to thank Petr Goldmann, our recently resigned chairman, for his years of loyal and devoted work. Together with his wife MUDr. Marie Goldmannová he had been with us from the beginning of our association as one of its founders. I want to thank all employees for their excellent work. I thank the volunteers for their time and energy which they donated at times and on places where it was very much needed. I thank the families of our patients for their loving attention. All our friends and colleagues I thank for their wisdom and support. And last but not least I thank all those organisations and donor who have financially contributed to Cesta domů. Their decision substantially helped us to continue with our work.

I am looking forward to the next year with great expectations and hope as it is going to crown the first decade of the existence of Cesta domů.

## REGISTERED OFFICE AND CONTACT INFORMATION

**Cesta domů, a hospice citizens association**

Bubenská 3, 170 00 Praha 7 / Tel. + Fax: 266 712 610  
[info@cestadomu.cz](mailto:info@cestadomu.cz) / [www.cestadomu.cz](http://www.cestadomu.cz) / Incorporation ID: 265 28 843

### **Home hospice and advisory centre of Cesta domů**

Dukelských hrdinů 54, Praha 7 / Tel.: 283 850 949 / Mobile: 775 166 863 / Fax: 220 876 638

### **Bank affiliation**

Account number: 116936353/0300, CČSOB Praha 7, Kamenická 26

Fund raising account: 196750216/0300

Certificate of organizing public fund raising that started in December 2008: S-MHMP/771111/2008

### **Web pages operated by Homecoming**

[www.cestadomu.cz](http://www.cestadomu.cz) – association's presentation

[www.umirani.cz](http://www.umirani.cz) – information, blog and advice portal

[www.nezavirejteoci.cz](http://www.nezavirejteoci.cz) – palliative care support campaign

<http://knihovna.cestadomu.cz/> - library of the Homecoming association

## **ASSOCIATION BODIES**

### **Association Board (2009)**

PhDr. Petr Goldmann

*Association Chairman till May 2009*

RNDr. Josef Basík;

*Association Chairman since June 2009*

Mgr. Václava Bratinková

*Association Vice Chairman*

Prof. RNDr. Milan Kodíček, CSc.

*Association Vice Chairman*

Mgr. Václava Bratinková

*Association Vice Chairman*

Mgr. Tomáš Holub, ThD. (till May 2009);

Ing. Richard Kaucký;

Ing. Karel Sedláček;

JUDr. Rostislav Silný

*Association Board members*

### **Association Audit Commission:**

RNDr. Jiří Černý

*Chairman till May 2009*

Ing. Martin Bělohradský, CSc.

*Chairman since June 2009*

Doc. Filip Karfík, PhD.

*(since May 2009)*

Jakub Waldmann (since June 2009)

Mgr. Tomáš Holub, ThD. (since June 2009)

Members of the association bodies do not receive any reward for their work and all their activities are voluntary.

## **EMPLOYEES IN 2009**

As of December 31, 2009 the staff (including those with the contract “agreement to complete a job”) consists of 48 members, the average recalculated number of full time jobs being 27,4. The backbone departments of Homecoming are run by the following employees:

### **Management**

Academic painter Martina Špinková, *General director*  
MUDr. Jana Valjentová, *Home care hospice general manager*  
Ing. Jindřiška Prokopová, *Social services manager*  
DiS. Tomáš Matocha, *Financial manager*  
Tereza Kaucká, *Volunteer coordinator*  
Vojtěch Kozlík, *PR and fundraising manager*  
Mgr. Ondřej Krása, *Project manager*  
DiS. Anna Krutská, *Head nurse*  
Ludmila Nohýnková, *Head Librarian*  
Alice Bílková, *Relief services manager*

### **CO-OPERATION**

#### **Institutions**

Prague City Hall; European Union – OPPA project; Ministry of Labour and Social Affairs of the Czech Republic; Ministry of Health of the Czech Republic; Ministry of Culture of the Czech Republic; Municipal Districts of Prague 1, 2, 3, 4, 6, 8, 9, 11, 13 and 14; National Library of the Czech Republic; Municipal Library in Prague

#### **Foundations**

Amgen Foundation, Open Society Fund Prague foundation, Výbor dobré vůle – Olga Havlova foundation, Nadace Liga proti rakovině (League against Cancer foundation), GlaxoSmithKline, Diplomatic Spouses Association, RWE, Fórum dárců – DMS, Pfizer, Nadace Divoké Husy foundation

#### **Corporate partners**

ABC MAGNET s. r. o., Agentura Sarah, AKRONYM s. r. o., ALFA stavební spol., Arcibiskupství pražské, ATELIER ZAVADIL s. r. o., AUDIT SER- VIS, spol. s r.o., AUTO STYL, a. s., Belmond Group s. r. o., CAPRICORN PROMOTION s. r. o., CK Teplická rekrea, s. r. o., COLSYS s. r. o., ComAp spol. s r.o., Divadlo v Dlouhé, DMA Praha s. r. o., Druhý sbor ČCE v Praze 3 – Žižkově, e4you spol. s r.o., Farnost sv. Antonína, FBE Praha, s. r. o., Hes- tia, o. s., HVT interiéry kuchyně s. r. o., JUDr. Martin Korbař, Karmelitánské nakladatelství, K.I.K. s. r. o., Knihkupectví Kosmas, Knihovna a tiskárna pro nevidomé K. E. Macana, KP Troja, s. r. o., Lábus Ladislav, AA – Architektonický ateliér, LEKIN, s.r.o., LOGITRON, s. r. o., Lundbeck Česká republika s. r. o., MAG INVESTMENT, s. r. o., MEDAC, spol. s r.o., MEDESA s. r. o., Městská knihovna v Praze, MEYRA ČR s.r.o., MILCOM a.s., Mujsport s.r.o, Nakladatelství Grada Publishing, Nakladatelství Galén, Nakladatelství GEUM, Nakladatelství PORTÁL, Národní knihovna Praha, ORP CENTRUM s.r.o, Petr Doležal – ProdejAlkoholu.cz, Rádio Proglas, Římskokatolická akademická farnost U Nejsv. Salvátora, SOFIM s. r. o., Software602, Švandovo divadlo, TNS AISA s.r.o., TEST, spol. s r.o., The Prague Concert Co., s. r. o., Tiskárna Flora s. r. o., TV Noe, Veolia Voda, VIZUS.CZ s. r. o.

### **HEMECOMING AND ITS ACTIVITIES IN 2009**

#### **Home care hospice**

The employees of the Homecoming home care hospice try to make sure that a terminally ill patient who is approaching his dying day can live the autumn of his life in dignity, without unnecessary pain and hardships, with his family and friends, and if possible in his home. This quite simple idea has been made an everyday practice by the multidisciplinary team of the home care hospice for several years. The Homecoming home care hospice provides services to the irreversibly ill of all age categories within the capital city of Prague.

In 2009, the home care hospice ensured intensive palliative care to 131 patients 24 hours a day 7 days a week. 22 patients were provided with a single-time consultation visits. 90% of our patients were diagnosed with some form of cancer, the lung, the prostate and the large intestine carcinoma being the most common. On the average the home care hospice provided treatment for 15 patients a day. 26% of our patients belonged to the economically active group. The average length of treatment per patient was 40 days, the median being 16 days.

There were patients with rather complex diagnoses and difficult symptoms. Despite these difficulties 80 % remained in home care until their last day. Doctors and nurses conducted 3,128 visits, 20% being emergency calls during nights and at weekends.

The home care hospice worked without any recompense from the insurance companies. In this sense the year 2009 was no exception from the previous years. All efforts to include the services of the home care hospice in the insurance coverage have so far been in vain. All expenses were covered from grants, donations and payments through which clients participate on their treatment.

### **Medical equipment rental**

A rental providing specialized aids is an integral part of Homecoming and its services. The broad choice of aids and preparations facilitates the provision of quality care at home, thus making the care easier for family members. The rental lends for home use, among others, electric adjustable beds, various types of wheelchairs, active and passive antidecubitis mattresses, oxygen concentrators, pulse oximeters, linear medicine dispensers, aspirators, inflatable tubs, electric tub hoists, toilet chairs, walkers, specialized antidecubitis aids and the like. A portable EKG and infusion pumps are also available. The rental registered 251 aids. In the year 2009 these objects were rented 309 times.

### **Professional social consulting**

The Homecoming advisory center provides comprehensive professional personal, phone and online consulting services to dying people, to caregivers attending to the terminally ill, to the bereaved and to all other people who would like to learn about the topic. The center employees help the inquirers in their new situation, they help them to choose an appropriate service or facility, to obtain necessary contact information and to learn basic nursing procedures needed when taking care of a seriously ill person. The center employees also explain the principle of home care hospice services and mediate the first contact before starting hospice care.

The personal and phone consulting center offers immediate assistance and support to those taking care of a seriously ill family member. Because of financial difficulties we were forced to limit the extent of consultation hours so as to be able to maintain the number of hours reserved by the social consultants for visits in clients' homes. In 2009 the center employed 6 consultants who completed 1231 interviews. Social consultants also worked with families in their homes – they visited 103 clients with whom they spent 262 hours. A psychotherapist visited 139 clients and spent 408 hours with them.

The internet consulting center offers medical, social and psychological consulting to patients, the bereaved, family caregivers and other parties interested, including doctors and other professionals in the field of medicine and social services active in the Czech Republic. The internet consulting center had 9 professional employees who answered 376

inquiries. In the year 2009 the consulting center was the most frequently visited web page on the [www.umirani.cz](http://www.umirani.cz) portal.

We believe that our consulting services have contributed to spreading the knowledge among the interested public of the possible ways of helping dying people and the bereaved as well. From the growing number of our web page visitors and from our clients' feedback, we see that our consulting services have been sought by a growing number of users every month. Our site is also consulted by people from small towns and communities that are far from any in-patient hospice, that do not have any field hospice services available and where reliable professional information is not easy to get.

### **Our web pages**

After six years of existence our webpages were thoroughly reorganised. A modern editing software enables our editors to organise information more efficiently. The gradually growing amount of information available at our websites is now much easier to browse through, sort and recommend. On our webpages not only do we provide information but we also offer consultation services and strive to connect our visitors by creating a virtual meeting-point where they can share their experiences. We continue with the distribution of our regular Bulletin on a monthly basis. The contact database now comprises about 630 addresses.

In 2009 the portal was managed by an editor-in-chief and two editors who distributed 12 volumes of the Bulletin and who posted hundreds of contributions. At the end of 2009 the daily average rate of visits, calculated according to newly set statistic methods, was more than 600 individual visits. About 255 thousand people have visited our websites so far. They viewed more than 1,200,000 pages. Articles have been read 100,000 times.

### **Respite services**

The respite services assistants provided help not only to clients of the home care hospice but also to others outside of this programme. They visited 25 clients during 687 visits, which adds up to 1069 hours of respite services. The most common needs with which our respite services assistants helped were helping the clients to dress, eat, wash. Their presence often supplemented the absence of close family members. The clients therefore needed not seek hospital help and could stay at home.

### ***Podvečer (Late Afternoon)- bereavement club***

Late Afternoon club is a direct follow-up of the home care hospice services and gives time and space to the bereaved who are coping with the loss of their dear ones. The club's program reflects the need for comprehensive palliative care and endeavors to respond to this need flexibly. The bereaved attend self-support groups or discussions with interesting people where they can meet with people with similar life experience.

New therapeutic workshops proved very successful. Products made by their attendants sold well in Homecoming charity shop "Krámek na cestě domů" (Shop On the Way Home). The late afternoon meetings gave the bereaved a chance to meet the volunteers and employees of Homecoming with whom they were in frequent contact when attending to their beloved ones. Second Thursday following Halloween we organised an already traditional commemorative gathering of the bereaved of previous years with the employees and volunteers.

### **Library**

The library run by Homecoming is the only public library specialized in palliative care in the Czech Republic. It administers a unique volume of books dealing with the care of dying patients and other related issues. The library helps professional and lay circles and students of various courses to find their bearings in palliative issues. The library also

provides a survey of individual volumes in the form of annotations. The library offers and uses inter-library lending system, thus serving the readers all over the country (we lent 87 titles to other libraries, our readers requested 11 books from other institutions). Our librarians work with the Clavius library software. The entries are catalogued in the Union Catalogue of the Czech Republic.

Our library makes available a unique collection of books many of which are foreign professional publications not available anywhere else in the Czech Republic. The library has over 2400 titles, including 140 audio books, 57 electronic documents and 12 thousand magazines. In 2009 we spent over 128 thousand CZK on new acquisitions. 222 registered readers visited our library 1451 times and borrowed 2594 books. The library internet catalogue was browsed more than 25 thousand times. The library also offers two study places, a reader laptop and internet connection.

The library successfully cooperates with the Municipal Library in Prague with which it exchanges titles on a regular basis. Our second partner is the K. E. Macan library and printing house for the blind, which lent us a set of audio books (428 titles in total).

### **Publishing**

We published re-worked versions of five of our most popular leaflets and of two of our brochures for clients, patients and the general public. We also published a 2010 calendar "Jako doma" (Feels Like Home) combined with a cookbook. The content was based on the best recipes collected from our volunteers.

### **Educational activities**

In 2009 the employees of Homecoming presented about 40 professional and public awareness lectures at seminars, conferences and training courses held at high schools and colleges as well as other institutions. During 2009, the Homecoming hosted various interesting lectures and discussions addressed to our employees, volunteers and to the public.

The Municipal Library of Prague played host to a series of lectures organised by the Homecoming called "Smrt a umírání v náboženských tradicích současnosti" ("Death and Dying in Contemporary Religious Systems") intended for the general public and delivered by prominent religious studies scholars. This was made possible thanks to the European OPFA project. The lectures had a very positive response.

Homecoming also organised two seminars on mobile palliative care. The seminars were designed for the organizers and managers of mobile hospices, including those who are in the process of establishing similar facilities. The seminars were very well received by professional circles.

In May 2009, three employees attended the European Palliative Care Congress in Vienna (Austria) with our presentation.

### **For the general public**

One of our aims is to communicate with the general public and give information about their rights so that people are aware to what type of medical treatment they are entitled to at the end of their lives. By subsequent demanding of such treatment the general public helps with promoting it in the Czech Republic. The event of the year 2009 was the World Hospice and Palliative Care Day which takes place in October. On this occasion we managed to organise in co-operation with the Prague City Hall a fund-raising concert of the Čechomor music group in the Municipal Library of Prague and also Doors Open Days. We also tried to address the public through tens of articles in the newspapers, magazines and through interviews on the radio and TV channels. In 2009 we also founded the "Klub přátel Cesty domů" ("Club of the friends of Cesta domů"). Members of this club are not only willing to financially help our cause but are also interested in our activities and are

willing to lend a hand. We have also established a tradition of a Spring Cymbalo Ball. It is intended as an expression of gratitude to our donors and benefactors. In September we opened a charity shop – Kráček na cestě domů (“Shop On the Way Home”). It serves as a means of income and also as a way how to inform the customers about hospice and palliative care in a non obtrusive way. Most people who come to buy interesting and mainly hand-made products are introduced to the function of a hospice and its significance.

## Volunteers

Just as in the past years, volunteer activities are immensely important for all operations of the Homecoming association. 34 volunteers donated their time and abilities helping with administrative and editorial work, organising cultural, educational and benefit events, and preparing the programme of the Podvečer (Late Aftrenoon) bereavement club. Volunteers also helped in clients’ families or accompanied the bereaved. They ensured the transport of aids to clients and carried out many other useful tasks. Our volunteers regularly participated in supervision meetings where they reflected their activities under expert guidance. They also took part in specialized lectures intended for our employees which focused on further education and development of personal abilities when working in a mobile hospice.

In 2009 volunteers took part in 219 events in the library and offices, 180 involved visits to clients’ homes, 70 included assistance during cultural, educational and benefit events and 75 times they secured transport of aids to and from our clients (transportation of electric adjustable beds was among the most common duties). On the whole, they spent 1902 hours working for Homecoming in their free time and free of charge.

15 volunteers finished their preparatory course and received the certificate in April 2009. In October the 7th cycle of volunteer training was launched with a total number of 25 applicants enrolled.

Two volunteer coordinators cooperated with other organisations which work with volunteers. They exchanged their experience especially in the field of hospice programmes. Our volunteers are regularly awarded the Volunteer of the Year award by the Prague mayor.

## 2009 ECONOMIC PERFORMANCE

Revenues	
Services sold	346 000 Kč
Bank interest	36 000 Kč
Used means from public collection	1 574 000 Kč
Gifts	3 416 000 Kč
Subsidies	8 535 000 Kč
Other revenues	232 000 Kč
<b>Total</b>	<b>14 139 000 Kč</b>

<b>Costs</b>	
Materials	1 491 000 Kč
Power and utilities	72 000 Kč
Repair and maintenance	303 000 Kč
Travel expenses	63 000 Kč
Services	1 633 000 Kč
Labour costs	11 337 000 Kč
Other costs	327 000 Kč
<b>Total</b>	<b>15 226 000 Kč</b>

Detail final account conclusions and an auditor report are posted on the web pages of Homecoming. The 2009 auditor reports were compiled for Homecoming by Auditservis, Ing. Květoslava Vyleťalová. The auditor's statement is "without reservations".

**We are thankful for the last year and we thank everyone who is on the way with us.**

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