

# 2011 ANNUAL REPORT

## Cesta domů, a hospice civic association

### Introduction

Cesta domů completed its eleventh year. From our point of view it has been a good year – at its end there was a team of people who respect and esteem each other and work well together; it has also been the second year in a row that we ended in black numbers. The missing 5 millions from European and other subsidies were supplied by generous donors. Their support constitutes a binding act for us.

A small progress has been achieved on the political field and after forty years a new Health Services Act which at long last takes into account the term “palliative care” saw the light of day. We have also participated in writing the strategy for Palliative Care Development in the Czech Republic which has been ratified by the Government Council for Human Rights and we have prepared a large-scale campaign. We have been busy completing the project of the hospice care home Pod střechou (Under the Roof) which was opened ceremoniously in April 2012.

The fact that Cesta domů exists and does its work is not a matter of course: it is a collective endeavour of almost thirty employees, dozens of co-workers, dozens of co-operating firms and more than a thousand donors. Each of them has their unique role. I therefore thank the employees and volunteers for an admirable everyday work, the donors for their generosity and the patients’ families for their co-operation and courage. I thank Cesta domů’s co-workers for their different forms of help and support and the foundations and donors for their financial gifts. The co-operation of all the above mentioned enabled Cesta domů to help those who needed it and to enter its twelfth year.

### HOSPICE CIVIC ASSOCIATION CESTA DOMŮ

The Hospice civic association Cesta domů was founded in 2001. By the end of 2010 the association had 76 members. Its mission is the promotion and development of palliative care in the Czech Republic. The association has established and runs the Home hospice Cesta domů in Prague that assists families who look after their dying members at home. Other services are connected to the hospice.

### ACTIVITIES OF CESTA DOMŮ IN 2011

#### Home Care Hospice

The Home Care Hospice continues under the leadership of Jana Valjentová. As opposed to the traditional approach we struggle to provide a service that enables a terminally ill person to live with dignity without unnecessary pain and misery among his friends and if possible at home. In 2011 the multidisciplinary team consisted of five nurses, five emergency and volunteer doctors, a psychotherapist and a coordinator of volunteers. At the end of the year one doctor left and one new arrived and the team was joined by a chaplain and a psycho-social worker. We were trying to find a new nurse for almost the whole year. At last in spring of 2012 we found a suitable one. In 2011, the Home Care Hospice provided 112 patients with intensive palliative care 24 hours a day 7 days a week. 10 patients received one-time consultation visits. 89% of our patients had oncologic diagnoses. On the average the Home Care Hospice provided treatment for 11 patients a day. 25% of our patients belonged to the economically active group. The average length of treatment for a patient was 29 days, the median being 15 days. Despite the fact that there were patients with very complex diagnoses and difficult symptoms, 83% of them remained in home care until their last day. Doctors and nurses performed 2,583 visits (one quarter being visits by doctors) 18% of which were emergency calls during nights and weekends. In 2011 as in other years, the wages and the running of the Home Care Hospice were financed solely through grants, donations and payments by which clients participate on their treatment.

Unfortunately, the consultation helpline for doctors that we launched in January 2011 met with almost no reaction. We thought it would be welcomed and used by many doctors but almost none called. We therefore cancelled the helpline and replaced it with the possibility to consult by e-mail on [lekar@cestadomu.cz](mailto:lekar@cestadomu.cz).

#### Medical Equipment Rental

The broad choice of medical and care aids facilitates the provision of quality care at home, thus making the care easier for family members. The Rental provides for example electric adjustable beds, various types of wheelchairs, active and passive antidecubitis mattresses, oxygen concentrators, infusion pumps, pulse oximeters, linear medicine dispensers, aspirators, inflatable tubs, electric tub hoists, toilet chairs, walkers, specialized antidecubitis aids and other minor aids. 237 loans of these aids were completed and coordinated by Bára Slavíčková in 2011.

We also launched a Public Equipment Rental this year. It is managed by Petra Husáková and was of service in 181 cases, i.e. excluding Cesta domů clients.

### Professional Social Consulting

The Cesta domů advisory centre, managed by Jindřiška Prokopová and since the end of the year by the new Services manager Kateřina Hřebcová, 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 want to learn about the topic. The centre employees assist the inquirers in their new situation, they help them to choose an appropriate service or facility, to obtain necessary contact information and to learn the basic nursing procedures needed when taking care of a seriously ill person. The centre employees also explain the principles of home care hospice services and mediate the first contact before starting hospice care. The personal and phone consulting centre offers immediate assistance and support to those taking care of a seriously ill family member.

In 2011 the centre employed 6 consultants who completed 1761 interviews. Social consultants also worked with families in their homes – they visited clients 243 times. A psychotherapist visited clients 71 times and spent 173 hours with them.

The internet consulting centre answered 298 questions from people all around the Czech Republic. In 2011 the Internet Advisory Centre was again the most frequently visited web page on [www.umirani.cz](http://www.umirani.cz)

We believe that our consulting services as well as the portal contribute to the spreading of knowledge among the interested public of the possible ways of helping dying people and the bereaved.

### Cesta domů Websites

Vojtěch Kozlík is responsible for all Cesta domů's websites. Through these we do not only provide information but also offer consultation services and strive to connect our visitors by creating a virtual meeting-point where they can share their experiences. This has been the seventh year of the distribution of our monthly Bulletin of the portal Dying.cz. The contact database now comprises about 700 addresses. The website cestadomu.cz also distributes an e-mail newsletter - Kaleidoscope. We have implemented a banner system. The web pages were very useful for promoting the Art Auction. The auction catalogue was published here and the after-auction sale was organised on-line as well.

The daily average rate of visits in 2011 was over 1000 individual visits. The Internet Advisory Centre on the portal umirani.cz registered over two million viewings. Half a million visitors have read some of the articles published on the site.

The website Memories – a virtual cemetery and memory sharing site on [vzpominky.nezavirejteoci.cz](http://vzpominky.nezavirejteoci.cz). lived an active and independent life throughout the whole year. The charity shop Krámek na cestě domů received its own independent site [eshop.cestadomu.cz](http://eshop.cestadomu.cz). Our Facebook page had over 1500 active users by the end of the year. We have also begun actively using our own channel on YouTube.

### Respite Services

Several ladies joined the group of assistants working in our Respite Services and managed by Karolína Pochmanová. In 2011 they visited 25 clients during 824 visits, which adds up to 1644 hours. The most usual duties our respite services assistants performed were helping the clients to dress, eat, wash etc. Their presence often supplemented the absence of close family members. The clients therefore needed not to go to the hospital 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 loved ones. In 2011 the club manager Olga Cordiner introduced a new form of gathering as the former self-help groups have not been much frequented. The ergo-therapeutic workshops continue however to be the favorite activities as well as the meeting of

our bereaved, our employees and our volunteers in the Sue Ryder Home the second Thursday after Halloween.

### Library

The library run by Cesta domů is the only public library Czech Republic specialized in palliative care. It is a unique collection of books dealing with the care for dying patients and other related issues. In 2010 the library continued to help professional and lay circles and students of various courses to find their bearings in palliative issues. The library offers and uses inter-library lending system, thus serving the readers all over the country (we lent 105 titles to other libraries). We use the Clavius library software. The entries are catalogued in the Union Catalogue of the Czech Republic and the library is a member of the Medical Libraries Club. The library is run by Ludmila Nohýnková under whose care it slowly increases its volume.

The most distinctive change in 2011 has been the extent to which the catalogue is used: 58 415 queries for publications in 2011 as opposed to 20 220 in 2010. The library contains over 2714 titles, including 155 audio books, 50 electronic documents and 8 different magazines. In 2011 the total of 1147 readers visited our library and borrowed 4221 books.

### Publishing

Besides smaller occasional brochures and reprints (the children's book When Dinosaurs Die is still sought after) we have published Malé dobré zprávy (Little Good News) in 2011. This is a collection of short stories of people we have met on our ways home as seen by Martina Špinková. The autumn paintings auction was inspired by a beautiful wall calendar Ways Home that we published for our tenth anniversary. We also published a memorial volume 10 years on ways home.

### Educational Activities

In 2011 the employees of Cesta domů presented lectures at seminars, conferences and training courses for specialists and the general public, but also in schools. The two usual all-day seminars for representatives of hospices from the whole republic also took place in Cesta domů.

### For the Public

Cesta domů tries to patiently communicate with the general public and to give people information about their rights so that they know to what type of medical treatment they are entitled at the end of their lives. By demanding such treatment the general public helps to promote it in the Czech Republic.

As every year the October World Hospice and Palliative Care Day has been a very important event. Thanks to the partnership of the Prague Municipality Cesta domů had organised a benefit concert of the medieval music group Ritornello and an Open Door Day. We have also addressed the public through dozens of articles in newspapers, magazines and on TV and radio programmes. The number of members of the Cesta domů Friends Club increases all the time.

The celebration of our tenth anniversary took place in April in La Fabrika, Prague 7 and was joined with several exhibitions. The shoppers who come for products to our Krámek na cestě domů also get to know what a hospice is and what purpose it serves.

In September we co-operated with the agency STEM/MARK on a public opinion research on the perception of dying and hospice care. This research brought many interesting data and has been largely quoted in the media. In November the volunteers again organised a benefit concert in the St. Margaret church in Břevnov. At the end of November Cesta domů organised its first ever Art Auction which was very successful. In December we organised the Advent gathering for our supporters, volunteers and sponsors. It always is a very warm and pleasant opportunity for many personal meetings.

### Volunteers

In the summer of 2011 the coordinator of volunteers and long-term Cesta domů employee Tereza Kaucká concluded her work for us and her post was taken by Tereza Bímová. As in the past years, volunteer activities are immensely important for all operations of the Cesta domů association. 35 volunteers donated their time and abilities to help with administrative and editorial work, organising cultural, educational and fund-raising events, and preparing the programme of the bereavement club as well as participating in its programme. Another 70 people helped with the organization of greater events. As in previous years volunteers also helped in clients' families or accompanied the bereaved. They completed the transport of aids to clients and carried out many other useful tasks.

In 2011 the volunteers worked 379 hours in the library and offices, 265 hours visiting the clients' homes, 674 hours during cultural, educational and benefit events and 246 hours times transporting of aids to and from our clients (transportation of electric adjustable beds was among the most common duties). The volunteers have worked for 184 hours in the charity shop Kráček na cestě domů. On the whole, they spent 1748 hours doing 550 different activities for Cesta domů in their free time and for free.

In April 2011 the total of 19 volunteers finished their preparatory course and received the certificate. In October the IX. cycle of volunteer training was launched with a total number of 23 applicants enrolled, 16 of whom completed the training successfully.

Two volunteer coordinators cooperated with other organisations that work with volunteers. They exchanged their experience especially in the field of hospice programmes. For the fifth time a Cesta domů volunteer was awarded the Volunteer of the Year award - Křesadlo by the National Volunteer Centre Hestia - her name is Kristýna Šnajdarová.

### Support and Inspiration

Cesta domů tries to find resources in many different ways. In 2011 the ranks of our supporters and donors as well as their variety increased substantially. The major ones include a generous sum from the Endowment Fund Avast, the STEM/MARK agency which not only sponsored the hospice but donated a public opinion research with large media impact, or the corporation Adastra that sponsored the campaign Nebojme se zbytečně (Let us not worry needlessly). Almost hundred artists have sponsored Cesta domů by donating their work which sponsors bought at the auction thus raising CZK 800.000 for the hospice. Some supporters invited our charity shop to participate at their events, some organised a concert. In some firms the employees collected money for Cesta domů at work; employee volunteers manufactured goods for the charity shop to sell. There were also those who, as is sometimes the custom abroad, bequeathed their possessions to Cesta domů. We thank all of them for their support and encouragement that such help brings.

### Perspectives

The first months of 2012 were in the name of the campaign Let us not worry needlessly. Through it we managed (together with all those who took part in the campaign) to get the public to think and talk a little about our mortality. The campaign was made possible by the Czech Television, the corporation Adastra and the Endowment Fund Vodafone through its project Krok jinak. Several other subjects also joined the cooperation and it has been a happy one. Our websites have played a most important part in the campaign. All of them had their homepage changed radically so as to highlight the more important things and connections between them. This we achieved through picture navigation which also made the websites more user-friendly.

The opening of the new home with hospice care Pod střechou (Under the Roof) on April 13 has been very important since it was the result of several years of Cesta domů's cooperation with the Prague 2 Municipality. This is the first time in history that Cesta domů has the opportunity to provide care for those who do not have relatives or friends who can look after them 24/7. A week after the gala opening the traditional Thanks-giving evening for employees, volunteers, sponsors and supporters of Cesta domů took place. In May Cesta domů welcomed a delegation from a Swedish hospice in Helsingborg and the exchange of experience has been very beneficial for us.

The tender for Cesta domů's new director must be considered a very important event of this year – as of September the new director of Cesta domů will be Marek Uhlíř. Martina Špinková, the present director and founder, will then be on the association board. We trust that the first ever change on the director post will bring new inspiration while concurring with all that has been created so far.

## ASSOCIATION BODIES

### Association board in 2011

RNDr. Josef Basík  
Association Chair

Mgr. Václava Bratinková  
Association Vice Chair  
Prof. RNDr. Milan Kodíček, CSc.  
Association Vice Chair  
Doc. MUDr. Štěpán Špinka, PhD.  
Association Vice Chair  
Ing. Richard Kaucký  
Mons. ThLic. Tomáš Holub, ThD.  
JUDr. Rostislav Silný  
Association Board members

#### Association Audit Commission

Ing. Martin Bělohradský, CSc.  
Chair  
Mgr. Jakub Waldmann  
RNDr. Michal Ryšavý  
Audit Commission members

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

#### EMPLOYEES IN 2011

Number of employees on December 31 : 27 people  
Average recalculated : 25,5 full-time jobs

#### Management

Academic painter Martina Špinková  
General director  
MUDr. Jana Valjentová  
Home care hospice general manager  
Bc. Kateřina Hřebcová  
Services manager  
DiS. Tomáš Matocha  
Finance director  
Vojtěch Kozlík  
PR and fundraising manager  
Mgr. Ondřej Krása  
Fundraising manager

#### Proficiency Guarantor

MUDr. Ondřej Sláma, Ph.D.

#### Co-operation

#### Institutions

Hlavní město Praha; Ministerstvo práce a sociálních věcí ČR; Ministerstvo zdravotnictví ČR; Ministerstvo kultury ČR; Městské části Praha 1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13 a 14; Městská knihovna v Praze

#### Nadations and non-profit organisations

Nadační fond AVAST, Diplomatic Spouses Association, Nadační Fond J & T, Dlaň o. s., Elfun o. s., Fórum dárců – DMS, Nadace Open Society Fund Praha, Výbor dobré vůle – Nadace Olgy Havlové, Nadace Dětský mozek, Nadace Taťány Kuchařové – Krása pomoci, Nadace Dobré dílo, Nadace Charty 77 – Konto Bariéry, Nadace OKD, Nadační fond Veolia, Laděk o. s., Lanové centrum Proud o. s., Nadace ČEZ, Nadace Vodafone ČR, Nadační fond Veselý senior, Občanské sdružení Dlaň, Prostor pro rodinu o. s.

#### Corporate partners

ABC MAGNET s. r. o., AC Sparta Praha fotbal, a. s., ACTIVA s. r. o., Adastra s. r. o., Agentura Sarah s. r. o., ALFIX ČR s. r. o., ALS s. r. o., Alza.cz, a. s., Anect, a. s., Arcibiskupství pražské, ATELIER ZAVADIL s. r. o., AUDIT SERVIS, spol. s r. o., Auto Components International s. r. o., AUTO STYL, a. s., Belmond Group s. r. o., BH SAFE, Blanka Lednická – FamilyResearch.cz, BlueOceanSolutions s. r. o., Centrum dohody s. r. o., Citibank Europe plc, organizační složka, Coca-Cola HBC Česká republika, s. r. o., ComAp spol. s r. o., ČEPS, a. s., Česká spořitelna, a. s., Česká televize, Československá obchodní banka, a. s., DATART International, a. s., Digital Resources, a. s., Dignita s. r. o., Divadlo v Dlouhé, DMA Praha s. r. o., Druhý sbor ČCE v Praze 3 – Žižkově, Farnost sv. Antonína, FBE Praha s. r. o., Galerie Orly Art Auction, Galerie Pecka, GE Money Bank, a. s., Green Excellence GMBH, HEMAX, s. r. o., HewlettPackard s. r. o., HVT interiéry kuchyně s. r. o., Hypnosis s. r. o., Immunia s. r. o., JAVLIN, a. s., JUDr. Martin Korbař, Kajima Czech Design and construction s. r. o., Karmelitánské nakladatelství, K.I.K. s. r. o., Kapitula sv. Petra a Pavla na Vyšehradě, Karmel sv. Josefa, Knihkupectví Kosmas, Knihovna a tiskárna pro nevidomé K. E. Macana, KPMG Česká republika s. r. o., KP Troja, s. r. o., Ladislav Lábus, AA – Architektonický ateliér, LCA s. r. o., LEKIN, s. r. o., Masážní studio Zdraví, MEDESA s. r. o., Megabooks cz s. r. o., Městská knihovna v Praze, MEYRA ČR s. r. o., Milan Škoda – Foto, MS TRADE s. r. o., Mujsport s. r. o., Nakladatelství DharmaGaia, Nakladatelství Grada Publishing, Nakladatelství GEUM, Nakladatelství PORTÁL, Národní divadlo, Neubauer a syn s. r. o., NET4GAS s. r. o., NEWTON Media, a. s., Nycomed s. r. o., Palladium Praha s. r. o., Petr Doležal, Pivovar Herold Březnice a. s., Pokladnice vín, Potten & Pannen – Staněk group s. r. o., Prokurista – DMD, v.o. s., Rámy pasparty, Radio Proglas, Radioservis a. s., Restituční s. r. o., Římskokatolická farnost Čestlice, Salans, Software602, a. s., Solara s. r. o., Stará lékárna, s. r. o., Starman Bohemia s. r. o., Stem/Mark a. s., Sugar cube s. r. o., Syxt 4 s. r. o., Transfinance, a. s., Švandovo divadlo, TNS AISA s. r. o., The Prague Concert Co., s. r. o., Tiskárna Flora s. r. o., TV Noe, Veolia Voda, Česká republika, a. s., Vetnemo s. r. o., VIZUS.CZ s. r. o., Vladimír Münz – KODAVA, Waxoyl s. r. o., Yves Rocher s. r. o., Zahradnické centrum Kočí

#### Economic performance in 2011

REVENUES	
Services and goods sold	CZK 1 587 000
Auction	CZK 784 000
Donations	CZK 10 150 000
Subsidies	CZK 4 479 000
Foreign sources	CZK 377 000
Other revenues	CZK 85 000
<b>Total</b>	<b>CZK 17 462 000</b>

COSTS	
Materials	CZK 1 543 000

Maintenance, gas, electricity etc.	CZK 1 980 000
Labour costs náklady	CZK 11 332 000
Other costs	CZK 1 705 000
Total	CZK 16 560 000

Detail final account conclusions and an auditor report are posted on the web pages of Cesta domů. The 20010 auditor reports were compiled for Cesta domů by Auditservis, Ing. Radovan Khol. The auditor's statement is "without reservations".