ANNUAL REVIEW
2016 / 2017

www.belhospice.org

Making every day count for terminally ill patients and their families in Serbia
patients and family members received BELhospice’s services in the year November 2016 to November 2017

BELhospice AT A GLANCE

BELhospice was founded in 2004 as the first organisation in Serbia dedicated to palliative care. BELhospice’s mission is to protect the rights and dignity of cancer patients and their family members in Serbia through providing free of charge palliative care services in accordance with the international standards and hospice concept.

The few palliative care units within State hospitals around Serbia do not have sufficient capacity to provide services to all in need or deliver multidisciplinary holistic care to patients and their family members.

The facts speak for themselves: each year in Serbia 20,000 patients die from cancer (6,000 in Belgrade alone) and 30,000 new cases are diagnosed annually. This shows the need for a serious intervention. With a population of 2 million in Belgrade, there is a requirement for around 200 in-patient hospice beds.

At present, BELhospice provides home care services to patients and their family members in Belgrade. The programme of activities related to pain alleviation, symptom control, psycho-social and spiritual services to both patients and family members are provided by BELhospice patient care team composed of two doctors, three nurses, a social worker, volunteer coordinator, psychologist and a spiritual coordinator.

We also provide palliative care training to a broader community and advocate for the hospice concept to be recognised within the legal system in Serbia.

Our current development activities are focused on implementing a new Day Care Service in our new Hospice centre in Mali Mokri Lug. In parallel, the members of our fundraising team are actively raising funds to establish an in-patient unit.

All these actions are realised in a strong partnership with Hospices of Hope UK and with the extraordinary support of the Honorary Patrons Board, volunteers and business community.
BELhospice is part of the Hospices of Hope network, which also has members in Romania and Moldova.

Hospices of Hope is a UK charity dedicated to supporting the development of hospice / palliative care services in Eastern Europe by providing technical expertise, advocacy, training and funding. Together we are striving to promote hospice and palliative care in the region and working with governments to improve legislation, widen access to services and increase the resources available to help all those suffering from a terminal or life-limiting illness.

KEY ACHIEVEMENTS

In our mission to enable better care for cancer patients and their family members, BELhospice team has accomplished significant results related to the programme activities and organizational growth in the period from November 2016 to November 2017.

Through the home care service:

<table>
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<tr>
<th>Service</th>
<th>Quantity</th>
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<tr>
<td>Consultations</td>
<td>3,697</td>
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<tr>
<td>Visits made to the patients at home</td>
<td>1,767</td>
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<tr>
<td>Visits made by our volunteers to the patients</td>
<td>140</td>
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</tbody>
</table>

We built on existing good practice by introducing a new volunteering programme. By following international practices and standardised procedures, a new home care programme was developed which resulted in the licencing of the home care service and recognition from the government in October 2017.

This will open the possibility for BELhospice to apply for the local government funds aimed at the provision of home care services and will enable sustainability in the future BELhospice programme operations.

The value of the grant is 329,590 EUR, out of which 197,048 EUR is the European Union’s contribution and 132,542 EUR is that of BELhospice. Within this project, BELhospice will improve quality of the processes and ensure increased absorption capacities relative to the possibility to apply for future EU funding opportunities.

43% of costs for home care services were covered through the Norwegian grant and support from Hospices of Hope, whereby the capacity of the organisation was increased.

We improved our processes, project management and quality of our services, trained staff in the context of international hospice care models supported mainly through the Norwegian grant, Hospices of Hope and technical support from KPMG.

The loan of 340,000 EUR, taken in 2015 for the purpose of purchasing the Hospice centre in Mali Mokri Lug, has been repaid thanks to a generous donation from a British donor and other fundraising efforts.

BELhospice's project "Day Care Centre of the First Hospice in Serbia" has been supported through the grant scheme “Development of Effective Community Services in the Area of Education and Social Welfare at the Local Level” (EuropeAid/138126/IH/ACT/RS), which is implemented in partnership with the Ministry of Finance of the Republic of Serbia, Ministry of Labour, Employment, Veteran and Social Affairs and the European Union.

The technical design for the day care centre was completed thanks to the architect company Arhipro. Location conditions and building permit are expected to be attained soon and the works will commence immediately.

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The public campaign “Right to Dignity” aimed at raising awareness of palliative care was initiated in cooperation with the McCANN company and the SMS campaign phone number 8200 was launched and is ongoing.

The campaign was realised through the sponsorship of McCANN and partial costs were covered through the Norwegian grant scheme.

Mirabank has launched a campaign ‘Through Savings We Donate’ to support the work of BELhospice.

Starting from October 23rd, out of all savings that have been deposited until December 31st 2017 and from the amount of interest earned on the term deposit, Mirabank will donate 10% of its funds to BELhospice in order to help its work in providing free palliative care to cancer patients and their families.

We established a new Board of governance and worked on improving our processes and service quality.

In 2018, we plan to finalise the renovation works on the Hospice Centre which is being converted for the purpose of offering a wider range of hospice Services.

In parallel, we will work to model and innovate day care services and obtain respective licences from the Government.

We also aim to increase the number of free-of-charge home care patient visits by 30% and implement over 2,500 visits in the Day Care Centre.

Advocacy for the hospice in-patient unit will be intensified in order to foster transition from institutional to community care and achieve recognition by respective institutions and the Serbian legal system.

We will also improve the referral process and coordination with the health sector and enhance cross sectorial collaboration at local level.

BELhospice will extensively work on building relationships with local government and community actors and on creating strategic partnerships with the government institutions and business community.

In addition, we will enhance the relationships with diaspora and international organisations working closely with our strategic partner Hospices of Hope and Honorary Patrons Board.

BELhospice GOALS

IN 2018 BELhospice NEEDS

270,000 € to provide free home care and day care services and current operational costs

450,000 € towards the construction of the first hospice centre in Serbia

30,000 € towards a new quality management system, IT and finance programmes
At present, Serbia has the highest cancer mortality rate in Europe. We will continue to provide crucial care programmes to give hope and strength to cancer patients and their loved ones.

I’ve been working for BELhospice for 11 years. When I recall my beginnings, I could say that it wasn’t easy for me at all, neither as a professional nor as a young person who works with terminally ill patients who have cancer and whose only prognosis is death.

That was when I realised what palliative care means and that it doesn’t have an impact on the disease. It cannot cure, but it can take care of and ease one’s pain and suffering and offer dignity. By understanding this, I managed to overcome all the difficulties of this job, so that I could be able to help the patients, as well as their whole family, who also try hard to cope with all the problems brought by a malignant disease.

By visiting the homes of patients, day by day, I began to understand that every person is unique and no matter how much I thought that I hadn’t done enough for the patient and the family, I always bore in mind that in palliative medicine, one cannot say that “there is nothing else to be done”, because we always keep asking ourselves “what else can we do for this patient and their family”. To a patient, eye contact, a gesture followed by words or just a touch of affection, are often vital. I realised that the most important thing is to build strong trust between us, the patients and their family. In the end, I can only say that I am proud of myself, of my role in the BELhospice team and that working with these people has made me a better person who values life more.

Bojana Vučković, Nurse

It all began in one apparently ordinary afternoon, when, in the middle of the conversation, my mum lost the ability for speech and orientation.

When we heard from the doctor that the only therapy was actually symptomatic, we immediately decided to take her home. At that moment, mum’s condition was so bad that the doctors advised us to leave her in the hospital. However, we decided to take her home and give her something that no hospital in the world is equipped with and that is love and closeness of the family.

Despite having a huge desire to take care of mum on our own, the fear of not giving her adequate care appeared even before we arrived home. We had countless questions and doubts. We were fighting for the days and the hours of her life and we went into that battle completely unprepared.

BELhospice staff were there to lead us, encourage us, give us advice and support us, from the very beginning.

Almost every day they would call to ask about mum’s condition and offer help and every few days, they would come for a visit. We were getting therapy recommendations, advice on how to take care of her, how to prevent bedsores from long lying in bed...
But, what was most important to me was their moral support, which they gave unconditionally.

For the first time, we were going through what they were going through with their patients on a daily basis. We had our questions and they gave us answers. They helped us prepare for the inevitable with a lot of patience and love.

I am endlessly grateful to them for being there for us in some of the most difficult days of our lives and for being the biggest support in our time of need, with their advice, care and understanding.

Ana Grastić, Daughter of BELhospice patient

VOLUNTEERING PROGRAMME

Being motivated to make a difference and become an active part of the community: 41 new volunteers, people of all ages and from a variety of different backgrounds were recruited and trained in this period.

They made 140 patient visits and provided transportation services and accompaniment to hospital check-ups as well as help with purchasing food and medicines.

They participated in new nursing support programme activities, by organising the creative workshops, bringing pets to the patients, knitting etc.

Additionally, extensive support was provided to BELhospice team in organising various successful fundraising events, including sport tournaments, especially by being extensively engaged in preparation of the two big events - Belgrade marathon and BELhospice Charity Ball. In addition, significant support of our volunteers was provided by monitoring of collecting box placements and money collection, translation services and raising awareness of palliative care and the importance of implementing hospice in Serbia, as well as promoting the work of BELhospice.

One of our volunteers on a home visit
BECOMING A BETTER PERSON

Dear Katarina,

I apologise for writing to you so late at night, but I can’t stop thinking about this so I decided to write.

At the moment, I am studying abroad and presently, the only way for me to help BELhospice is by sending my positive energy and having you in my thoughts, as I very often do. I would like to thank your/our organisation for giving me a year of a pure enrichment of the soul by helping the ones in need. I am very grateful for the opportunity to help one extraordinary human being such as Strahinja, who taught me and inspired me so much. Because of him, I became stronger, more mature and more able to handle my own problems. Because of him, my wish to help others, even if it’s just a mere smile, became much bigger and still grows. I am still in touch with his mum Goca and I am planning to visit her when I come to Belgrade. Thank you for giving me a chance to be a member of your organisation which is truly purposeful and noble and is providing so many services and every service is coloured by the beauty of living. Thank you for believing in life and its lustre until the last moment. Thank you for celebrating life with Strahinja in the times when he was not able even to hear us anymore. Thank you for all your work, I am really sad for not being able to help you more from where I am now.

Please be aware that I am willing to contribute in any possible way that you can think of at this moment. I am just a passive player for the time being, but as soon as I have some regular earnings, I would be glad to contribute continuously to your organization. I am feeling overwhelmed these days so I needed to send you this note. I’m really thankful to all of you, from Mijodrag and Dubravka to all other wonderful volunteers and other people that I have met. Thank you for all your work. I will always be proud of being a part of such an organisation and I hope that I will be more active in the future. Thank you from the bottom of my heart!

Sofija Nikolić
BELhospice volunteer

FUNDRAISING EVENTS

One of the main sources of income for BELhospice are the donations we receive from individuals and companies that support our campaigns and events.

BELhospice Charity Ball

Was organised in November 2016 with the support of Viva Vox and Una Saga Serbica. With 340 donors present at the Ball and thanks to companies that supported the event, 117,000 EUR were raised during the evening.
5-a-side football tournament BELhospice 2017 powered by Bambi was held on Saturday, 24th June at football pitches of the Sports Centre of Serbian Football Association in Stara Pazova. This event raised 17,500 EUR to support the work of BELhospice in providing palliative care for cancer patients in advanced stages of their illness.

This campaign was initiated in 2011 to raise the funds necessary for the organisation’s operations as well as to raise awareness of the general public about cancer patients’ needs and the necessity of further development of palliative care.

Collection boxes were placed in pharmacy chains (BENU pharmacy, Ivancic i sin, Beolab) and shopping centres in the Belgrade area (Tempo, Metro Cash&Carry, IDEA, Roda, TC Delta City, Ušće Shopping Center, IDEA, Roda, Immo Centar and Stadium Shopping Center).

From November 2016 to date, this campaign raised 9,500 EUR which were sufficient for covering all the necessary costs of hiring 2 nurses. At every moment, one nurse takes care of 30-40 incurable cancer patients. Also, BENU donation box campaign was led from May 2016 to September 2017 raised 4,288 EUR.

The campaign is ongoing. In addition, EKO has joined the donation box campaign and placed 15 donation boxes in Belgrade and Novi Sad and in this period 1,363 EUR. Piraeus bank has also joined this initiative in June 2016 and placed 26 boxes in 13 branch offices in Serbia. At this moment, 716 EUR were collected.

People are given the opportunity to buy a symbolic for the new hospice centre and write their name on the brick wall. This activity was realised in cooperation with our fundraising committee where 7,000 EUR were raised. This is an ongoing campaign.
Over 100 top students of Serbia attended the Spring Student Ball '#BeThere!' organised in the White Palace by the Student Conference of the Universities of Serbia (SCUS), under the auspices of the Foundation of HRH Crown Prince Aleksandar Karadjordjevic.

The SCUS gave a charitable character to this event and supported BELhospice campaign '#BeThere!' with the aim to build the first hospice centre in Serbia and accomplished to raise 41,430 RSD. In addition, they have started a fund raising campaign and placed 52 donation boxes at eight Universities in Serbia. The campaign will end in December 2017.

In addition, during the winter semester, BELhospice team will conduct a series of lectures aimed at raising awareness of students and university professors in connection with palliative care.

KPMG issued an Independent Auditor's Report for the BELhospice finances. KPMG audited the statement of cash receipts and disbursements which BELhospice provided to donors for the information purposes, in a transparent way. Report is available on request.
HOW CAN YOU HELP?

We can’t continue to help people fight and defeat cancer without philanthropic support. Every donation helps, no matter how big or small.

INDIVIDUAL SUPPORT:
1. One-off donation
   • SMS message on 8200
   • Payment slip
   • Ebanking
   • www.fandrejzing.rs
2. Monthly donations
   • Standing order
   • Payment slip

CORPORATE SUPPORT:
• Sponsorship of event
• Donation for event
• Pledge donations on a monthly or yearly basis

DONATE YOUR SKILLS AND KNOWLEDGE
• Organize an event
• Become a volunteer

THANK YOU!


We also thank all our appreciated individual donors.

BELhospice Team
Vera Mladogajić, CEO
Miroslav Bojin, Head of Palliative Care Team
Leondina Jukic, MD
Milena Damljanovic, MD
Jelena Vukotic, Head Nurse
Ivana Račić, Nurse
Katarina Stojković, Social Worker and Volunteers Coordinator
Katarina Dainovich, Head of Music and Spiritual Coordinator
Mila Djurekovic, Fundraising & Event Coordinator
Predrag Simic, Project Manager
Ksenija Milovanovic, Fundraising Specialist
Nikola Filipovic, Financial Assistant

BELhospice Managing Board
Graham Perolls (Chairman)
Dr. Natasa Milicovic
Miroslav Maric
Vesna Dzamic
Nina Lukic
Ari Pesic
Marta Spanic

BELhospice Honorary Patrons Board
Leo Alo, Belgium Ambassador to Serbia (Chairman)
Denis Keefe, British Ambassador to Serbia
Philip Pinnington, Canadian Ambassador to Serbia
Tim Cartwright, Head of Mission, Council of Europe Office in Belgrade
James Thomley, GM and Senior Partner, KPMG
Andrea Simoncelli, Chairman of the Board, Generali Insurance Poland
Milos Hamovic, Vice Chairman, EFT Group
Vojislav Lazarevic, CEO, Piraeus Bank
Toni Konc, CEO, EPatron
Dr. Jasmina Knezevic, CEO, Bel Medic
Francois Debergh, Regional Director of Business Development, Veolia
Mark Harrison, Founder and principal, Harrisons
Graham Perolls, Executive Director, Hospices of Hope
Ivo Tudor, CEO, Piraeus Bank
Vladan Pesic, CEO, EPatron

We also thank all our appreciated individual donors.
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Bank Accounts:

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New hospice dedicated accounts:

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