Making every day count for terminally ill patients and their families in Serbia
ABOUT BELhospice

BELhospice was founded in 2004 to develop and promote palliative care in Serbia.

MISSION

Our mission is to protect the dignity and rights of cancer patients and their family members and those with other terminal and life-limiting illnesses in Serbia by providing free palliative care services in accordance with international standards.

VISION

Our vision is that all terminally ill patients in Serbia receive palliative care, at the appropriate time, so that they can live every moment with dignity, alongside their loved ones.

FUNDRAISING TEAM

Vera Madžgalj
Chief Executive Officer

Ksenija Milovanović
Fundraising manager

Predrag Simić
Project manager

Nevena Tomanović
Project manager

Valentina Perović
Fundraiser
PALLIATIVE CARE TEAM

Mijodrag Bogićević  
Head of Palliative care team

Miljana Damnjanović  
Doctor of Medicine

Bojana Vučković  
Head nurse

Ivona Janković  
Doctor of Medicine

Ljubica Kostić  
Nurse

Miljana Filipović  
Psychologist

Vladana Milošević  
Caregiver

Sanja Miljković  
Caregiver

Leonida Đukanović,  
Doctor of Medicine

Ivana Krstić  
Nurse

Katarina Sivčević  
Social worker and volunteer coordinator

ADMINISTRATION

Nikola Filipović  
Finance manager

Tatjana Pleskonjić  
Administrative and finance assistant

Branislav Jorgačević  
Logistics assistant

Goran Velinov  
Driver

Vesna Krstić  
Cleaning lady

ASSEMBLY MEMBERS

Graham Perolls, Ann Pešić, Srđan Janković, Vuk Hamović, Miroslav Miletić, Violeta Sremčević, Alex Padureanu, Vojkan Tomašević, Matija Vojnović, Jovan Lazarević, Dušan Tomić, Miloš Hamović, Leo D’Aes, Tomi Kovačević, Ines Cerović, Orla O’Neill, Dr Predrag Životić
WHY WE ARE NEEDED

Each year in Serbia

20,000 patients die from cancer
30,000 new patients are diagnosed with the disease
6,000 of those patients are in Belgrade

These worrying figures clearly show a need for a serious intervention. With a population of 2 million in Belgrade, it is estimated that there is a need for around 100 inpatient hospice beds in the capital.

Palliative care is still at an early stage of development in Serbia and health services are unable to meet levels of demand.

OUR SERVICES

All our services are tailored to the needs of our patients and their families and are free of charge. The services we offer combine social work, health care (with a team orientated approach to pain control) with emotional and spiritual support. BELhospice provides Hospice Home Care services to cancer patients and their family members in Belgrade. In 2019, we introduced a new service - the Day Care unit - in our Hospice Centre in Mali Mokri Lug. More details are in the Services section of this report.

OTHER ACTIVITIES

We provide palliative care training to medical professionals and other groups. We also lobby for hospice care to be officially recognised within the health care system in Serbia. In addition, we implemented a project that promotes the protection of fundamental human rights and raises awareness of the need to improve palliative care services in Serbia. More details are in the Projects section of this report.

FUTURE PLANS

Our main focus in the upcoming period is to introduce a new outpatient department at the Centre and to actively start raising funds to develop a new service for children in need of palliative care. Additionally, we plan to introduce new financing models that will focus on cooperation with the government in order to secure part of the funding needed for operations, collaboration with diaspora and close collaboration with international organisations with the aim of obtaining grants for development initiatives.
OUR ACHIEVEMENTS

Our primary goal for 2019 has been safeguarding the dignity of cancer patients and supporting their families.

We have achieved this in various ways:

This year, our multidisciplinary team of doctors, nurses, a social worker, a psychologist and a spiritual coordinator continued to provide palliative care through home care visits. The team is supported by an active and dedicated group of volunteers. Together they have improved the quality of life for 350 cancer patients and 650 family members. Thanks to the dedication and hard work of our team in 2019:

1,920 home care visits were provided
60 patients received orthopaedic devices
53 families received help in claiming social service benefits

We increased our services by introducing a new auxiliary nursing service. The nurses help the patients and their families with personal care such as bathing. They also provide patients with orthopaedic aids that have been donated to BELhospice.
Our major achievement this year was the planning and introduction of our Hospice Day Care Centre services. These include the ongoing medical assessment and care of patients by members of the medical team as well as social care and activities provided by therapists and volunteers.

Caregivers have periods of respite whilst their loved ones are at the Day Centre. Support is also provided for grieving family members by a specialised social worker and a psychologist.

- Day Centre multidisciplinary team members were recruited and trained by senior professionals organised with the support of Hospices of Hope
- In 2019 the Centre provided care for 65 patients and 108 family members
- Services include free transportation and free meals for patients
- The Day Care Service was accredited by the Ministry of Social Welfare

II. ESTABLISHING STRATEGIC PARTNERSHIPS

We have:

- established close partnerships with local and national authorities
- strengthened links with national and international funders
- empowered people to support a local cause that is close to their hearts
III. ENCOURAGING CORPORATE PHILANTHROPY

BELhospice recruited new corporate partners from Serbia to become members of the BELhospice Sustainability Club. It also increased the number of individual donors to this scheme. These new supporters will help ensure long term support and the sustainability of current services.

IV. VOLUNTEERS

We trained an additional 49 volunteers who take an active part in community projects and are valuable advocates for palliative care in Serbia. Also, 24 volunteers were trained to be part of our “You are not alone” campaign and 44 volunteers were trained to provide Hospice Day Care Centre Services.

V. STRATEGIC PLAN AND IMPROVED CORPORATE GOVERNANCE

We developed our three-year Strategic Plan which sets out our strategic goals for this period. In line with this plan, BELhospice will focus on sustainable funding. This will ensure the further development of the organisation and was agreed as a key strategy by our Honorary Patrons Committee and members of the Management Board. Additionally, our corporate governance documents have been standardised in accordance with best international practice.

Thank you to everyone who helped us achieve these goals.
GOALS IN 2020

Our goals for 2020 are:

- Ensuring long term financial stability for the organisation to sustain our current Home Care and Day Care Services
- Modelling, developing and implementing our new Outpatient Service and services for children in need of palliative care
- Strengthening the partnership with state social welfare and health authorities
- Establishing and developing a hospice network throughout Serbia
- Advocating for palliative care to be formally recognised in the Serbian health and social welfare system
- Continuing to provide palliative care training and ensuring that our training centre retains its status as a centre of excellence in Serbia
NEEDS IN 2020

To achieve our goals in 2020 we need:

400,000 EUR
Hospice Day Care and Home Care Operations

50,000 EUR
New outpatient service, equipment and staff

100,000 EUR
The development of our new programme for paediatric care and the development of a national hospice network and advocacy

In addition, we need to fundraise

500,000 EUR
for the next phase of our capital project to develop an inpatient unit.

OUR PROJECTS IN 2019

The first Hospice Day Care Centre in Serbia

This two-year project was successfully completed in June 2019. The project was in partnership with the Ministry of Social Welfare and the Ministry of Finance. It was funded by the Delegation of the European Union, thanks to the considerable contribution of Hospices of Hope UK and the generosity of many individual and corporate donors.

The opening ceremony received significant media coverage and the centre has been recognised by the Ministry of Social Welfare as a benchmark for further developments in Serbia.
The key project results include: renovation works of the building in Mali Mokri Lug; modelling, licencing and delivery of the Day Care Service for 62 patients and 128 family members; accreditation of the palliative care programme for social welfare providers; recruitment of 8 multidisciplinary team members and 44 volunteers who were trained by local and international trainers from the UK thanks to the support of Hospices of Hope UK.

The Hospice Day Care Centre can accommodate twenty patients a day who receive free transport and a free meal.
Advancing human rights through improved palliative care services (76,000 EUR) is a project financially supported by the Royal Norwegian Embassy and the Balkan Trust for Democracy, a project of the German Marshall Fund of the United States. The project’s aim is to improve the fundamental right to dignity for the most vulnerable members of the population—patients requiring palliative care and their family members. Many different activities were undertaken to meet this goal. One of these was the awareness raising campaign “You are not alone”. Volunteers provided psychological and social welfare support to women undergoing treatment for cancer. The campaign “All on the same side” raised awareness of the need for improved palliative care in Serbia. It coordinated actions among different stakeholders in the community and was supported by the broader public including governmental organisations, health and social institutions and the media. Welfare as a benchmark for further developments in Serbia.
BELHOSPICE FROM THE BENEFICIARY’S POINT OF VIEW

A patient’s story
My name is Ljubinko Anic and I am cared for by BELhospice’s team. I have been suffering from cancer for many years and I found everything that patients like myself need at BELhospice. I am taken care of by Dr Miljana and Nurse Bojana. I am not very mobile, so I also need additional care and support which they provide in a professional and friendly manner.

Their visits include a medical examination and advice and support in securing medications and supplies. They explain the findings and reports of other doctors and they give me advice on how to handle my illness and the consequences of it as well. Their generous and extremely friendly approach helps me a lot in accepting the illness and the world around me. They are not only medical staff to me but have become friends and apart from the medical support they provide, they also bring joy into our home.

I am grateful to BELhospice for having such a team and I owe a special thank you to dear Dr Miljana and Nurse Bojana.

Kind regards,
Lj. Anic
Dear Sir/Madam,

We are writing to express our deep gratitude to BELhospice for the professional and ethical approach of its staff. My husband has been suffering from lung cancer for a long time. At first, we got by somehow and respected the fact that doctors are looking after other patients as well, and that we are not the only ones. That is until he got very sick and we did not know what to do next.

I heard about your organisation from various people and I decided to contact you. We were greeted warmly, you visited us within a short period of time, and provided us with what we were lacking at that point in time – professional and human support, patience and understanding. From that very day to the present day, you have been taking care of us, and thank you very much. You are the “missing link”.

We only have words of praise for your doctors, nurses and the social worker who are always available, who determine effectively treatment methods and provide support in every sense of the word.

We wish you the best of luck in the future work of the Centre!

Kind regards,
Family Bojovic

BELHOSPICE EMPLOYEES
Why I like to work for BELhospice

BELhospice is different from other institutions I have worked for in the past, in that they adopt a multidisciplinary and holistic approach to the patient and family members.

This makes the doctor’s work much easier, despite the nature of the work being already difficult.

I like working at BELhospice and I get pleasure from seeing all the smiles of our satisfied patients and their family members, which also motivates me.

I have all the necessary resources for work which is extremely important. A priceless feeling!

This is a new experience for me as it is my first job. This job made me stronger.

I don’t think there is a better feeling than when you see a smile on someone’s face and you realize they are happy as you made their day.
As opposed to my previous job where I worked on the protection of children from birth to adulthood, i.e. their complete development and ensuring they grow up healthy, at BELhospice I care for adults, from the moment they are diagnosed with a terminal illness to the end of their life.

After that, I provide care for family members, whilst they are grieving. Therefore, this is a completely different type of care.

I like working at BELhospice because I enjoy teamwork and the multidisciplinary approach. We have a positive impact on the quality of remaining life of patients, we contribute to their socialisation, adaptation, dignity...

Family members have someone to turn to for psychological support, as together we look at and change their outlook on life.

When we manage to make positive changes with patients and family members, I feel satisfied and that is what motivates me to provide help and support.

Q How is the experience at BELhospice a new one for you and how is it different from your previous roles?

A The experience is new in the sense that it deals with terminal illness, where suffering and pain is present. My previous jobs did not include home visits, as I worked in hospitals.

Q Why do you enjoy working at BELhospice?

A Because as a team we can provide care for the patient, alleviate suffering and pain, and support both the patient and family members.

Q How do you feel when you realise that you have helped a patient and a family member?

A I feel pleasure, as we are their hope and light.
VOLUNTEER STORY

By Sandra Jereminov

“Volunteer work should be everyone’s intellectual, spiritual and emotional goal, as it is based on the desire to make oneself a better person and our environment a better place. I believe that all the small efforts we make daily, when put together, create a stable basis for the general progress of humanity.

Volunteering at BELhospice is specific in a way. More and more people are suffering from terminal illnesses. Our patients are faced with the prospect of imminent death and, even worse, with the inevitable loss of power to spend their remaining moments in dignity. Their loved ones are often paralysed by the fact that they lack the resources to provide adequate support. Our task is to work with them and to help them overcome the terrifying feeling that comes with the loss of power in these situations. This is an extremely complex task that requires both the hard work of the BELhospice staff as well as voluntary engagement of all those who are willing to participate and help.

The work we do with our patients is built on a relationship of reciprocity, enriching both our lives and the lives of patients. There is no universal pattern when it comes to ways to provide help as it is not a one-way activity that only depends on us. Helping others is a continuous process of aligning our good intentions and possibilities with the realistic needs, the desire and willingness of the patient to accept a certain form of help. You can only give others what they are willing to receive, and only when you are ready to receive what they offer. Thus, Mrs Slavka (a patient) and I equally share her experience, the pot of joy and anxieties of her old age as well as the, not entirely clear, spark of my youthful journey, of a new era that ultimately holds the same level of uncertainty. This helps her to preserve the beauty and the value of her life, for however long it may be, and makes me feel better giving my life additional meaning. I thank her for that.”
FUNDRAISING IN 2019

The BELhospice Sustainability Club

In 2019, we recruited 17 corporate members and 4 individual members to the BELhospice Sustainability Club.

The BELhospice Sustainability Club now has 42 corporate members and 21 individual members in total. More details about the club members are in the Thank You section of this report.

We owe a deep gratitude to our Club members and we thank them for their support. For more information on the BELhospice Sustainability Club and membership please visit: http://www.belhospice.org/become-a-member-of-the-belhospice-sustainability-club/
FUNDRAISING EVENTS IN 2019

The 9th BELhospice Charity Ball

Thanks to the support of our sponsors, donors and guests who attended the Ball – A Cruise with a Purpose - we raised 76,000 EUR in December 2018.

The 10th Charity Bowling Tournament

Our traditional event for ladies was held on 8th of March 2019 with 20 teams competing for the BELhospice trophy. Thanks to 17 companies who attended we raised 8,500 EUR.

BELhospice Team at the Belgrade Marathon

Once again, BELhospice had the largest charity team at the Belgrade Marathon with over 700 runners. Thanks to individual runners, fundraisers, sponsors and other corporate donors whose employees ran as part of the BELhospice running team, we raised 39,000 EUR.
The 11th Charity Football Tournament and the 2nd Basketball Tournament

In May, BELhospice organised two sports events at the same time at the Sports Centre of the Serbian Football Federation in Stara Pazova. 20 teams from 20 companies took part in and supported both tournaments helping us raise 17,000 EUR.

The 5th Charity tennis tournament
BELhospice OPEN

BELhospice OPEN 2019 was held at the Novak Tennis Centre in September. Thanks to the support of our sponsors and corporate donors and with over 120 individual and corporate players attending, 7,680 EUR was raised.

Donation Boxes – 15,000 EUR

There are 264 BELhospice donation boxes placed in pharmacy chains (BENU pharmacy, Ivancic i sin, Beolab), shopping centres in Belgrade (TC Delta City, Ušće Shopping Centre, Immo Centar, Stadion Shopping Centre), supermarkets (Tempo, Metro Cash&Carry, IDEA, Roda), EKO Serbia petrol stations, MOVEM fashion stores and Dragan Salon. Donation boxes placed in BENU pharmacies raised 6,000 EUR.
THIRD PARTY EVENTS AND CAMPAIGNS

Vladimir Manigoda,
one of the owners of Kontrast Publishing, launched the book“Dostojno jest” in September 2018, a collection of stories, poems and essays by 70 Serbian and regional writers. He continued this initiative to fundraise for BELhospice, to raise public awareness and educate the general public about the importance of palliative care for terminally ill cancer patients. So far, over 6,700 EUR has been raised from the sale of the book.

Employees of the Belgrade Waterfront
collected a donation of 750 EUR and contributed to furnishingthe hairdressing salon in the Hospice Day Care Centre. Ms Kate Keefe and a group of her friends organised Christmas Café to raise funds for the local charities. BELhospice received a donation in the amount of 58,300 RSD. The funds were used to purchase beauty items for the hairdressing salon.

Sanne Group
collected donation for BELhospice and donated 35,000 RSD andStudio Plastic – 5,000 RSD.

Movem fashion
donated 20 decorations items designed by their collaboratorJeremyville. Items will be sold at events auctions. One donor already donated 21,000 RSD.
FUNDRAISING CAMPAIGNS

In September 2019,
BELhospice launched a campaign with the aim of collecting funds for free meals and transport for our patients and orthopaedic devices. So far 3,200 EUR has been raised.
# AUDIT REPORT 2018

## TOTAL INCOME

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<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Charity Events</td>
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<tr>
<td>Corporate and Individual Donors</td>
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<tr>
<td>Campaigns</td>
<td>1,115 €</td>
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<tr>
<td>Other Income</td>
<td>1,265 €</td>
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## TOTAL EXPENDITURE

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<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Patient Services</td>
<td>207,329 €</td>
</tr>
<tr>
<td>Projects and Events</td>
<td>17,957 €</td>
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<tr>
<td>Material Costs</td>
<td>11,055 €</td>
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<tr>
<td>Running Costs</td>
<td>41,690 €</td>
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<td>Other Costs</td>
<td>27,114 €</td>
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<td>Investment for the First Hospice Centre</td>
<td>347,322 €</td>
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KPMG issued an Independent Auditor’s Report for the BELhospice finances. KPMG audited the statement of cash receipts and disbursment which BELhospice provided to donors for information purposes, in a transparent way. The Report is available upon request.
HOW YOU CAN SUPPORT US

We cannot help people fight and defeat cancer without your generous support. Every donation helps, no matter how big or small.

INDIVIDUAL SUPPORT

I. One-off donation
   • SMS message on 8200
   • Payment slip
   • E-banking

II. Monthly donation
   • Standing order
   • Payment slip

CORPORATE SUPPORT

• Sponsor one of our events
• Give a donation for an event
• Pledge donations on a monthly or yearly basis
• Match donations from your employees

THIRD PARTY EVENTS

• Host a BELhospice donation box
• Individuals collecting donations for BELhospice

DIASPORA

• Donate through campaigns and individual payments

DONATE YOUR SKILLS AND KNOWLEDGE

• Organise a charity event
• Become a volunteer

DONATE YOUR SKILLS AND KNOWLEDGE

• Organise an event
• Become a volunteer
THE HOSPICES OF HOPE NETWORK

All our work is carried out with the support of Hospices of Hope UK. BELhospice is part of the Hospices of Hope Network, which also has members in Romania, the Republic of Moldova and Albania. Hospices of Hope is a UK charity dedicated to supporting the development of hospice/palliative care in Eastern Europe by providing technical expertise, advocacy, training and funding.

THANK YOU:

Thank you to everyone who supported our events:


We would like to thank our individual donors, our Honorary Patrons Committee, the Management Board, our volunteers and the business community – for supporting our work.
Thank you to all who joined our BELhospice Sustainability Club:

MAJOR DONORS


CORPORATE DONORS

EFT, UniCredit bank, BENU pharmacy, Apatinska pivara, Generali insurance, ACB osiguranje, Manpower group, Vojvođanska banka, MI&F McCANN group, Telekom Srbija, Hyatt Regency, Bel Medic, Telenor, AIK bank, Epilion, Vivid Moment, GlaxoSmithKline, Coca Cola, Delta DMD, Raiffeisen bank, Kontrast izdavaštvo, Asseco, Telegroup, SITEL, SAGA, ALMA QUATTRO, Endava, CROWE RS, Marriot Courtyard, Municipality of Zvezdara, Roche, Ernst&Young, BEKAMENT, Muehlbauer, TRIBECCA, RAUCH, Marbo Product, Telesign, Vinarija Despotika.

INDIVIDUAL DONORS

IN-KIND DONORS

Thanks to Telenor and Telekom Srbija our staff continue to receive free calls and mobile data, and have access to the fibre optic internet, facilitating their communication with patients and patient’s family members.

IN-KIND 2019

Bowling, Marathon, Football, Basketball and Tennis


IN-KIND 2019

BELhospice BALL 2018

Montenegro charter, Restaurant Byblos, Courtyard Marriot, NAVAK centre, Canadian Embassy, Latitita Gardt, painter Vuk Vučković, Royal Palace, Autokomerc, Kabinet Brewery, painter Tamara Kusovac, MONA, L’Oreal

MANAGEMENT BOARD:

Graham Perolls, Vuk Hamović, Violeta Sremčević, Miroslav Miletić, Ann Pešić, Srdjan Janković, Predrag Životić

HONORARY PATRONS COMMITTEE:

Denis Keefe, Graham Perolls, Alex Padureanu, Jasmina Knežević, James Thornley, Mark Harrison, Miloš Hamović, Ruth Stewart, Ivica Koren, Vojislav Lazarević, Andrea Simoncelli, Leo D’aes.
CONTACT DETAILS

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BANK ACCOUNTS

RDS  170-230030536-65  UniCredit Bank
EUR  RS351700000023003000509  UniCredit Bank
GBP  RS351700000023003005650  UniCredit Bank
USD  RS35170000002300302643  UniCredit Bank
CAD  RS35170000002300300606  UniCredit Bank

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