



CHARITY OSTRAVA

2011

ANNUAL REPORT





*The King will reply, „Truly I tell you,
whatever you did for one of the least
of these brothers and sisters of mine,
you did for me.“*

Mathew 25: 40

Content

Seniors and Handicapped People

Charity Care Service – Tereza Centre.....	7
Charity Care Service – Klára Centre.....	8
St. Agnes of Bohemia's Charity Centre – Personal assistance	9
Charity Centre Gabriel – Community Centre for Seniors.....	10
St. Elizabeth's Charity House – Day Centre for Seniors	11
St. Elizabeth's Charity House – Temporary Stays for Seniors	12
St. Wenceslas' Charity House – Home of Tranquil Old Age	13

People with Specific Needs

Salvator Krnov Charity House – Home for People with Specific Needs.	14
--	----

People in Difficult Situations

Advisory Centre Charity Ostrava.....	15
--------------------------------------	----

Children and Young People

Michal Magone Charity Centre – The Low-threshold facility for children and young people	16
Michal Magone Charity Centre – Help in Crisis.....	17

Children and Parents

Michal Magone Charity Centre, St. Zdislava's Charity House – Legal and Social Protection of Children	18
Michal Magone Charity Centre – Parent Centre „Klubíčko	19

People without Shelter

St. Benedict Labre's Charity House – Low-threshold Day Centre for Homeless people.....	20
St. Francis' Charity House – Shelter House	21
St. Francis' Charity House – Asylum House.....	22
Charity House of Blessed Mother Tereza– Asylum House	23
St. Francis' Charity House, St. Zdislava's Charity House – Starting Flats – Social rehabilitation programme ...	24
St. Zdislava's Charity House – Asylum house for mothers with children	25

People in the Terminal Stage of Life

Mobile Hospice, Nursing Service Charity Ostrava	26
St. Luke's Hospice – Establishment for persons in the terminal stage of life	27
St. Luke's Hospice – Respite service	28
Charity Hospice Advisory Centre	29

Cooperation with Volunteers

Hospice Volunteers Movement.....	30
Volunteers Movement	31

Economical Data

Profit and Loss Statement as at 31. 12. 2011 (in CZK th).....	32
Assets and liabilities as at 31. 12. 2011 (in CZK th).....	32
Profits in 2011, Costs in 2011, Costs of Charity Departments in Ostrava in 2011.....	33
Receivables as at 31. 12. 2011, Liabilities as at 31. 12. 2011	34
Number of employees as at 31. 12. 2011.....	34
The independent auditor's report.....	35
Thanks to sponsors and donors	36

Foreword by the Director



Dear friends,
after a year of an intensive and mostly joyful work on a field of social and health care services, I would like to introduce activities and the acts of Charity Ostrava in 2011. Having resume all activities which we succeeded to realise or not and knowing stories of people we can help, I realize more and more the necessity fulfilment charity services aims. These services and help often overstep the scope of standard services. Year after year we also realize more distinctly the need to find imperfections as well as means how to improve the fulfilment of our clients' needs. At the same time we figure out the value and quality of our staff. In all that we come to reveal what it is necessary for providing purely human services of high professional quality. The main principles are the ability to help in the right time and place, the ability to resist institutionalisation and ineffective administration, to see a man in his individuality and dignity in every moment of his life. And after all to realize all rules of social work including demanded administration which is necessary to accept.

Coming out from the philosophy of our organisation, I see the indispensability of systematic creation of pillars for providing charity services. Here I speak about four essential pillars which should secure the balance and stability of our organisation. The first pillar is kind and motivated staff of high quality. The second one is stable financial means for securing services, keeping legislation frame and fulfilling demanded administrative. The third pillar consists of ability to communicate with clients, service submitters and others services providers as well as with our staff and co-workers and supporters. The last pillar is the ability to lean on help of the One with whom our organisation, which aspires to keeping Christian principles, count on in hard times whether we speak about life difficulties of our organisation or life of individuals. The practice shows that disharmony of these four pillars leads to problems which put operation of our organisation in danger.

So I dare to wish our organisation God's help, so that all four pillars mentioned were in balance. At the same time I dare to ask favour of our helpers and co-workers, to whom, I suppose, I can assign the readers of the annual report of Charity Ostrava in 2011 which you have in your hands.

*Bc. Martin Pražák
Director, Charity Ostrava*

Foreword by spiritual adviser



“Attention is the rarest and purest form of generosity.”

Simone Weil

I do not mean a small or bigger gift given to other person. Neither do I mean needed attention when driving a car. All this is good and needed. But I speak about attention which can be called charity and which creates charity – thus attention directed to other person, especially the one in need.

And what is generosity? It is something within us and at the same time the goodness which we keep for ourselves, but which comes out from us, from our hearts to other people. So attention is in fact the ability of being generous at the right time.

Here I would like to thanks especially all workers in our charity for being attentive and generous without seeing success or failures of their work, for that they take are aware of activity content as well as receivers of their work. And this is cultivated generous attention mentioned. I thank also to all charity work supporters for devoting part of their personal life to attention towards people in need.

P. František Kufa
Spiritual adviser, Charity Ostrava

Establishment and the Mission of Charity Ostrava

Charity Ostrava was established by the Archbishop of Olomouc as a functional establishment of the Roman Catholic Church on 26 January 1991. From the second half of 1996, after the Ostrava – Opava Diocese came to being, rights and obligations of our organisation's founder were transferred from the Olomouc Archdiocese to the Ostrava – Opava Diocese and the organization has become a component of the Ostrava – Opava Charity with independent legal subjectivity.

.....
The main mission of Charity Ostrava is the provision of help to people in need, regardless of their denomination, race or nationality. The help is provided mainly by means of social and social medical services based on Christian principles.
.....

Basics about Charity Ostrava

Name:	Charity Ostrava
Seat:	Kořenského 1323/17, 703 00 Ostrava-Vítkovice, Czech republic
Telephone:	596 621 094, 731 625 789
Fax:	596 621 094
E-mail:	ostrava@charita.cz
Web site:	www.ostrava.charita.cz
Company ID:	44940998
Legal form:	registered corporate entity
Registration:	8/1-08-718/1996 with the Ministry of Culture of the Czech Republic
Account:	KB Ostrava, 1628245761/0100 (grants) KB Ostrava, 19-6352520277/0100 (donations) KB Ostrava, 17000277/0100 (public collection for financing the means for maintenance the quality of direct care of Charity Ostrava) KB Ostrava, 43-7286460257/0100 (public collection for financing the investments of Charity Ostrava)

Management of the organisation:	Bc. Martin Pražák – Director P. Mgr. František Kufa – Spiritual Adviser Petr Hrubý – Leading Economist Mgr. Marie Monsportová – Head Social Medical Services Department Mgr. Tereza Hořinková – Head Social Prevention Services Department Ing. Jaroslav Doležel – Head Hospice and Care Services Department Erika Domašíková – Head Technical-investment Department Ing. Dalibor Kraut – Head Public Relations Department
--	---

Charity Ostrava Council: MUDr. Zdeněk Novotný, P. Mgr. Jan Plaček, Ing. Eva Porubová

External workers of Head Department: Mgr. Jana Hořinková – psychologist, JUDr. Miluše Černínová – lawyer

Head physicians: MUDr. Hugo Přibyl, Ph.D.
MUDr. Karla Vontrobová
MUDr. Jaroslav Hájek
MUDr. Pavel Vodvářka, Ph.D.

Membership of Charity Ostrava: Charity of Diocese Ostrava and Opava, Caritas Czech republic (Charity Czech republic), SKOK – The Association which follows up the activities of the four national conferences of non-profit non-governmental organization active in the area of social assistance and social health care, SAD – Asylum Housing Association, Association of Hospice Palliative Care Providers, Food Bank, Czech Association of Nursing and Care Services.

The main events in 2011:

- Day centre for seniors in Charity centre Gabriel was discontinued from 1. 2. 2011 because of long-term financial non-sustainability
- The 6th Benefit Concert "Sešli se, aby pomohli" took place on 16. 2. 2011 as the celebration of 20th anniversary of Charity Ostrava establishment – the band Buty and a singer Věra Špinarová performed on the concert during which the book entitled Dotek naděje was presented; also the semiary called "Charita a společnost" (Charity and Society) was organised
- In April and September 2011 there were clothing collections and collection of other things in all Ostrava. The project called "Nepotřebné věci potřebným lidem" ("Unneeded things for people in need") supported people in Diakonie Broumov. The overall proceed of the collection was 3,5 wagons of humanitarian material (c. 35 t.)
- On 21. 5. 2011 within the scope of Museum Night Festival the auction of works of art was held in Výtvarné centrum Chagall in Ostrava. The part of the profit supported Charity Ostrava.
- On 28. 5. 2011 and 20. 9. 2011 we organised benefit concerts to support homeless people. The rock concert in May was allocated in Areál Benátky in Ostrava. The concert in September was organised in St. Wenceslas church in Ostrava and it was directly broadcasted by TV NOE. We saw performers like Canticum Novum, Simcha and Jiří Hanousek, a violoncellist.
- New dwelling space was blessed on 1. 6. 2011 in the St. Benedict Labre's Charity House – Day Centre for Homeless

People, which was partly reconstructed thanks to financial support of the statutory city of Ostrava, OKD Foundation, donors and funds from public collection. The quality of service increased considerably.

- Since August 2011, the operation has been limited in Parent Centre "Klubičko" in Bělský les and since September 2011 in Charity Centre Gabriel; the operation continues with restrictions in the Church of the Holy Spirit in Ostrava – Zábřeh.
- On 31. 8. 2011 endowment fund "Přes kaluže" organised Day full of culture and benefit concert for Charity Ostrava and others organisations on Stodolní Street in Ostrava.
- Intensive preparation of projects for reconstruction of the St. Wenceslas' Charity House and St. Elizabeth's Charity House from the Swiss-Czech Cooperation Programme; projects were transmitted in 30. 9. 2011.
- In the scope of events in the occasion of the International Day for the Eradication of Poverty organised in cooperation with the Salvation Army, University of Ostrava and others providing a social service, the seminary was held with PhDr. Vladimír Špidla and ThLic. Vladimír Šiler, Dr.; the 6th happening has taken place on Masaryk Square as well as Photo competition called "Přehližená chudoba".
- The overall proceeds of the Epiphany Collection 2011 was CZK 1 281 293, approximately 1 200 volunteers participated.
- Thanks to public voting the St. Luke's Hospice received financial support CZK 500 000 from ČEZ Foundation to purchase a sanitary material in 2012.

Aims of Charity Ostrava in 2012:

- ensuring sufficient funding of services
- Taking-over of rendition social services of Asylum House in Nový Jičín from Adra; a creation of the blessed Mother Teresa's Charity House in two buildings
- beginning of reconstruction of the St. Wenceslas' Charity House and St. Elizabeth's Charity House from Swiss-Czech Cooperation Programme
- The preparation of project application in the field of social business and financial literacy from the funds of the European Union programmes
- The achievement and distribution of documentary and shot about Charity Ostrava entitled "Dotek naděje" ("The touch of Hope")



The management team Charity Ostrava

Charity Ostrava organization structure

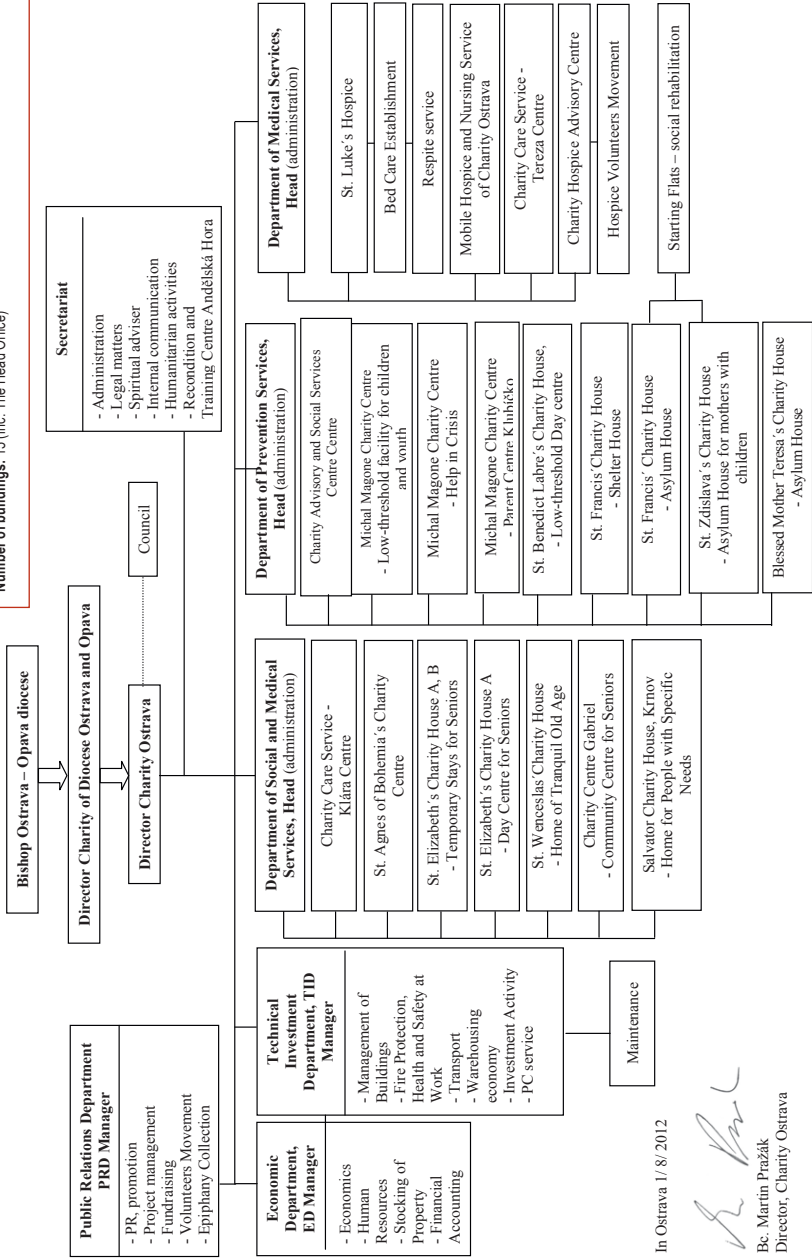
Statistics of services provided

Number of registered services: 19

Medical Services: 2 (Mobile Hospice and Nursing service, St. Luke's Hospice)

Other services: 3 (Voluntary Unit, Voluntary Hospice Unit, Parent Centre)

Number of buildings: 15 (inc. The Head Office)



In Ostrava 1/8/2012



Bc. Martin Prazák
Director, Charity Ostrava

Charity Care Service – Tereza Centre

Charvátská 8, 700 30 Ostrava-Výškovice

Telephone: 599 508 504

E-mail: cho.chops@charita.cz

Manager: Mgr. Michal Panáček

Number of employees (registered): 19,10

Number of service users in 2011: 287

Number of contacts: 18 767

Establishment date of the centre: 1. 9. 1991



The mission of the Charity Care Service – Tereza Centre is to provide social services to seniors, handicapped people and to enable them to remain as long as possible in their home environment and to prevent their social exclusion (an effort to ensure these people to participate on life in society).

Aim: We provide social services to seniors and people with disabilities for securing their biological, psychological, social and spiritual needs which they are not able to secure themselves or with the help of their family members. Also we help seniors and handicapped people to remain in their home environment as long as possible.

The goal of our services is to enable all users whose state allows it to stay in their home environment until the declination of health state or the necessary of hospitalisation.

The target group consists of people who meet these criteria: less than 27 years old, self-attendance is lowered because of age, chronic disease or handicap, situation which demands the assistance of other person.

Service principles:

- Individual attitude (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Holistic principles (focusing on a whole)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)

Important events in 2011:

- Celebration of 20th anniversary of the Charity Care Service – Tereza Centre
- Stabilizing the team of workers
- Participation in the Charity games for seniors

Aims in 2012:

- Improvement of foreknowledge about the service
- Organizing 2 social meetings with clients

Story: *No everybody has a chance to be encircled by loving family in his life. Mrs. J. has already used our services for two years. She has no relatives. Since the beginning we have helped her to ensure regular personal hygiene and catering. We are the only people with whom she is in contact regularly. Thanks to the state of her health, Mrs. J. is not able to find her bearings in today's difficult world and she cannot fight for her rights.*

Difficult situation came in time, when she returned home from hospital after going through a pulmonary embolism. She came home with broken arm which was fixed up to her shoulder. With the help of our assistance and communication with her physician, we succeeded to ensure a rehabilitation stay in LDN. After two months, she returned home as she wished. We agreed on everyday service until she would feel better. We helped her to solve problems with arrears which were caused due to her stay in LDN. We succeeded to encourage her meeting with welfare worker from the House for seniors and so to thing about her future.

It has been two years since she is back home. Her health state is much better that she asked to reduce the visits of welfare worker who comes only 3 times a week. We are very glad that with care service she can stay at home where she feels the best.



"Therefore I command you to be open-handed toward your brothers and toward the poor and needy in your land."

(Deuteronomy 15:11)

Michal Panáček

Charity Care Service – Klára Centre

Hrabyně 201, 747 67 Hrabyně

Telephone: 737 558 112

E-mail: cho.klara@charita.cz

Manager: Bc. Jana Režnarová

Number of employees (registered): 3,33

Number of service users in 2011: 53

Number of contacts in 2011: 3 480

Centre opening date: 1. 1. 2009

The mission of the Charity Care Centre is to provide seniors and people with lowered self-attendance with individual support of their needs in home environment. We assure them to remain in their home environment, to keep their lifestyle as well as their dignity and active life.

The service is assured by qualified and motivated team of workers who keep principles of good and safe work.

The aim of the care centre is to provide self-reliability or strengthening of self-reliability of its users, as well as services leading to keeping their home environment and their lifestyle.

The target group consists of people older than 18, handicapped people, people suffering chronic disease, seniors, or people in situation which demands the assistance of other person.

The service is for those people whose self-reliance is lowered in personal care, in use of public places, common household tasks, contact with family and wider society. These people are not able to ensure their needs on their own. They mainly come from socially disadvantaged environment in the Rehabilitation Centre in Hrabyně.

Service principles:

- Individual attitude (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)
- Professional work



Important events in 2011:

- Organising leisure activities with clients
- Client's participation in the Charity games for seniors
- Day trips with client's

Aims in 2012:

- Organising leisure activities for clients
- Ensuring services in weekends and at nights

Story: Mrs. A. has taken care for her husband faithfully. She practically has not leave the Rehabilitation Centre in Hrabyně. Her husband died two years ago. Slowly she tried to get used to live without his presence. After some time she started to work and participated in cultural life. She regularly goes on trips, concerts and she plays darts actively. Also she bought an Amazon parrot who keeps her company. It is her pet. She has taken advantage of a proposal and with other wheelchair bound people she has been on trip in the Open Air Museum in Rožnov pod Radhoštěm. It was her first time she was in this museum. It was sunny day and she enjoyed the trip very much. She has used our assistance and she visited all houses to which it is difficult to go on a wheelchair. We are very happy that we can contribute to her active life in a new stage of her life.



"Life has got to be allowed to continue even after the dream of life is all over..."

T. Williams

Jana Režnarová

St. Agnes of Bohemia's Charity Centre

Personal assistance

Hrabyně 201, 747 67 Hrabyně

Telephone: 737 558 112

E-mail: cho.klara@charita.cz

Manager: Bc. Jana Režnarová

Number of employees (registered): 2,33

Number of service users in 2011: 15

Number of contacts in 2011: 3 190

Centre opening date: 13. 4. 2002

The mission: The personal assistance is provided for people who need help of others. It enables seniors and handicapped people to remain in their home environment, to keep their lifestyle, to support their self-reliability and to help them live a valuable active and dignified life.

The aim of the personal assistance service is to ensure client's self-reliability as much as possible or strengthening their self-reliability according to individual plans made in cooperation with client when ensuring service, and to help them remain in their home environment and keep their lifestyle.

The target group are people older than 18, handicapped people, people suffering chronic disease, seniors, or people in situation which demands the assistance of other person.

The service is for those people whose self-reliance is lowered in self-service. Those people are not able to take care for themselves in their environment on their own so they need to help with establishing contact with society, as well as assistance in asserting rights and interests. The service has no time limit. These people are not able to ensure their needs on their own. They mainly come from socially disadvantaged environment in the Rehabilitation Centre in Hrabyně.

Service principles:

- Individual attitude (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)
- Dignity



- Observance of human rights
- Integration – incorporation into community
- Professionalism

Important events in 2011:

- Organising of leisure activities with clients
- Client's participation in the Charity games for seniors
- Day trips with client's

Aims in 2012:

- Celebration of 10th anniversary of service's establishment
- Intensification of activation services

Story: *Mrs. H. is bedridden due to her health state. Therefore it is the difficult to establish the contact with her surroundings. Only her family and friends come to see her. Otherwise she is alone. In scope of our service, we try to ensure care she needs as well as we attempt to help her to establish contact with social environment. During warm and sunny days, we walk with Mrs. H. in the Rehabilitation Centre in Hrabyně and together we enjoy a nice day. Fresh air helps her to relax and she enjoys the tranquillity and peace with beatitude. Mrs. H. is very pleased with our interest of her person and we are very happy that we can help her to fulfil her life by valuable spending of time.*



*"Love each other as I have loved you."
John15:12*

Zuzana Eyermannová

Personal assistant

Charity Centre Gabriel

Community Centre for Seniors

Čujkovova 40a, Ostrava-Zábřeh

Telephone: 599 527 590

E-mail: cho.gabriel@charita.cz

Manager: Bc. Jana Paseková

Contact person: Danuše Hanáková

Number of employees (registered): 1,10

Full capacity of the Community Centre: 30

Number of service users in 2011: 196

Number of contacts in 2011: 5 105

Centre opening date: 5. 3. 2007

The mission of the Charity Centre Gabriel – Community Centre for Seniors in Ostrava – Zábřeh is to contribute to mitigation of loneliness, to keep feeling of usefulness, safety, to make new social relationships and to keep independency and self-reliance. The services encourage the life of seniors in their home environment and at the same time eliminate the isolation from social environment.

The aim of the Community centre is to keep and develop personal and social abilities that support client's social integration by means of educational, social, leisure time and special-interest activities.

The target group are seniors and people with disabilities who are threatened by social exclusion due to loneliness, bad health state etc.

The Community centre is a pleasant place for seniors to spend time. The range of activities is available to anyone who is willing to join cultural, social and spiritual life or just want to talk to someone. We offer lectures with forums, Ladies' Club, workshops, IT, internet and computer literacy courses, language courses, physical exercises, provision of books, musical afternoons and the Charita's art gallery G.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)

Important events in 2011:

- We closed the Day Centre for Seniors, clients were taken over to the Day Centre in the St. Elizabeth's Charity House.
- We organised 16 musical events, 12



conferences, 6 vernissages, 3 walks and trips and 7 visits of cultural amenities.

- We prepared a sale of artefacts made by seniors

Aims in 2012:

- Organisation of the celebration of 5th anniversary of the centre's establishment
- Realisation of 4 vernissages and 7 exhibitions and various educational, social and cultural events

Story: *In June 2011, we made a trip with seniors to Čeladná. The Senior's Club in Čeladná is in charge of our former colleague Petr, so we were looking forward to what he would show us in there. He was waiting for us on a railway station where we took our first collective photo. After we walked through the square and then we took a view of all surroundings from the viewpoint of the Municipal office. Of course he took us to the Senior's Club and presented us its activities. Because of nice weather we went for a walk. We set out for a hill Opálená on the opposite side. Everybody stepped out, someone faster, someone more slowly. On the top of the hill we refreshed ourselves. We had a wonderful view of Čeladná and its surroundings. The weather started to seem stormy, so we rushed down to the railway station. The trip was great. Everybody was glad and was looking forward to next one.*



„Senior age is not a handicap.“

Danuše Hanáková
Social service worker in the
Community Centre for Seniors

Charity Centre Gabriel

Day centre for seniors and persons with disabilities

Centre closing date: 28. 2. 2011

St. Elizabeth's Charity House

Day Centre for Seniors

Zelená 2514, 709 00 Ostrava – Mariánské Hory

Telephone: 599 526 912

E-mail: cho.alzbeta.zelena@charita.cz

Manager: Mgr. Martin Trubač

Number of employees (registered): 2,30

Capacity of the establishment: 10 people

Number of service users in 2011: 8

Centre opening date: 3. 9. 1995

The mission of the Day Centre for Seniors in Ostrava – Mariánské Hory is to support seniors' and handicapped people's essential needs in time when their family members or other relatives cannot. So they can stay in their home environment as long as possible.

The aim of this service is to create pleasant and dignified environment for clients:

- active spending of free time according to client's personal interests, needs and actual state of health,
- providing of social contacts with people of the same age as well as broader social environment and participation in social events,
- supporting independency and self-reliance of clients, and with individual approach providing conditions in which they can live active and dignified life,
- providing support for families which take care of their family members by looking after their family members for precise period of time until family is back from work, or by assisting with personal issues (physician, etc.)

The target group are seniors and people with disabilities who need assistance of other person, people with dementia in its early stage, people with sensory disturbances, locomotion disorders or other illnesses related to senior age. These people cannot stay home alone but at the same time they are not bedridden and so they can remain in their home environment.

Service principles:

- Individual attitude (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)



Important events in 2011:

- Trips with clients
- Knitting leprosy bandages and hats for premature babies

Aims in 2012:

- Preparation and organisation of sport mid-morning for seniors and children from neighbouring kindergarten
- Work on internal rules of the centre

Story: *The Day Centre is a meeting place for clients of all ages. The youngest of them is Mr. Z. who has already been visiting the Day Centre for two years. He called it „My kindergarten“. The fact that he likes the centre is demonstrated in this story:*

Last year his mother, who looks after him, addressed to us. She needed to ensure 10 days full-time care for him due to her stay at spa which has already been planned. In cooperation with the Temporary Stays, which is situated in the same building as the Day Centre, we ensured Mr. Z. full-time stay for him well-known environment. His reaction was very quick: „Go! I am going to my kindergarten. I do not want to go somewhere else. We are agreed.“ Ten days passed by very quickly and his mother arrived back home. When Mr. Z. was leaving the Day Centre, he has already been looking forward to his next visit.



„Even little help is the big.“

Lenka Šebestová
Lenka Havříšková

Geriatric workers



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Supported by a grant from Switzerland through the Swiss Contribution to the enlarged European Union.

St. Elizabeth's Charity House

Temporary Stays for Seniors

Syllabova 19, 700 30 Ostrava-Zábřeh
 Zelená 2514, 709 00 Ostrava – Mariánské Hory
 Telephone: 596 526 006, 599 526 912
 E-mail: cho.alzbeta.syllabova@charita.cz
 cho.alzbeta.zelena@charita.cz

Manager: Mgr. Martin Trubač

Number of employees (registered): 35,20

Capacity of Charity House: 46 people

Number of service users in 2011: 97

Centre opening date: 3. 9. 1995

The mission of the St. Elizabeth's Charity House – Temporary Stays for Seniors in Ostrava is to provide temporary stay for seniors and people with disabilities, who are unable to secure their needs in home environment and they need uninterrupted care. We aspire to keep dignity of every person without regard to his actual state or social situation, to keep professional and friendly approach, so that every client lives valuable life.

The aim of this service is to provide and ensure dignified life of clients.

The target group are seniors and handicapped people who are unable to secure their essential needs in their own environment by themselves and whose situation cannot be solved by assistance of their families or by utilizing field social services because they are not in a good state of health or are partially or fully immobile, or they need continuing care.

Service principles:

- Individual attitude (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)

Important events in 2011:

- Organisation of sport games
- Visit of farm "Naděje pro koně" ("Hope for Horses")
- Changing the heating and reconstruction the exterior of the building (Syllabova Street)

Aims in 2012:

- Initiation of a house and garden reconstruction from the Swiss-Czech Cooperation Programme



- Elaboration of methodology for garden therapy, movement therapy and relaxation therapy
- Changing windows (Syllabova Street)

Story: *The staff of the charity house prepares various events for the clients. When preparing these events, they mainly take into account their meaningfulness, new impulses and client's satisfaction. Among these events we can mention e.g. the trip to farm "Naděje pro koně" ("Hope for Horses") in Albrechtice. Our clients were looking forward to seeing all animals and to having occasion to taste very delicious home-made cheese.*

Mrs. M. was among clients who visited the farm. She worked with horses before, but due to her serious state of health, she had to stop. Now this was a good occasion how to fulfil her big desire to ride a horse again. The horses owner agreed with our plan and arranged all before our arrival. She put a saddle on a horse, so that all would be prepared. Mrs. M. was accompanied by our colleague Lenka during the ride because of her security. It is not easy to describe excited and happy face of her. We took her big smile as our reward. We are really glad that we could fulfil her dream. Others clients enjoyed the trip as well. We all believe that together we will be able to fulfil other dream or wish of some of our clients.



"We have one another. And this is not little!"

Martin Trubač



Schweizerische Eidgenossenschaft
 Confédération suisse
 Confederazione Svizzera
 Confederaziun svizra

Supported by a grant from Switzerland through the Swiss Contribution to the enlarged European Union.

St. Wenceslas' Charity House

Home of Tranquil Old Age

Kubínova 44, 713 00 Ostrava – Heřmanice

Telephone: 596 536 411

E-mail: cho.vaclav@charita.cz

Manager: Petr Matěj

Number of employees (registered): 37,87

Capacity of establishment: 56 people

Number of service users in 2011: 65

Centre opening date: 11. 8. 1998



in Ostrava

The mission: The St. Wenceslas' Charity House in Ostrava Heřmanice operated by Charity Ostrava provides accommodation services for seniors. The staff of the Charity House assists clients in their actual phase of life and helps them to keep their lifestyle as is the life of seniors in their natural home environment. The staff insists on respect of human dignity and on keeping the quality of life in senior age.

The aim is to ensure qualified and complex assistance of services for the clients including their physical, social and spiritual needs. We insist on personal approach and keeping of human dignity regardless the client's present state.

The target group: are seniors and handicapped people from Ostrava, who are unable to secure their essential needs in their own environment themselves and their situation cannot be solved by the assistance of their families or by utilizing field social services.

Service principles:

- The serviceability based on personal client's will and activity
- Quality and professionalism
- Equal approach – rights and interests
- Partnership (peer relationship, client's rights)
- Respect of choice – client's free will
- Dignity
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- Completion changing of windows in client's rooms
- Trips with users within the scope of the Moravian – Silesian region
- Client's participation in cultural and social events

Aims in 2012:

- Initiation the house and garden reconstruction from the Swiss-Czech Cooperation Programme
- Organisation of day trips for clients
- Introduction of new therapeutic methods

Story: Mrs. A. has already delivered an application form to the St. Wenceslas' Charity House in 2000. How foresightful to think on another option! Time passed and she started to need assistance from her neighbours. With regard on all realities, we acquired her to the Charity House where she received accommodation social services. She came to the Charity House in very bad physical as well as psychological shape. After few months there was a big change, her shape was much better. We all were very happy. Nowadays you can meet Mrs. A. in the Charity House participating in various activities or just walking in the garden. She always wears very fancy clothes and the nicest jewellery on her face – a smile.



"It is not important to find the sense of life. The important thing is to seek it!"

Petr Matěj



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Supported by a grant from Switzerland through the Swiss Contribution to the enlarged European Union.

Salvator Krnov Charity House

Home for People with Specific Needs

Švabinského 10, 794 01 Krnov

Telephone: 554 614 702

E-mail: cho.salvator@charita.cz

Manager: Alice Posoldová

Number of employees (registered): 25,00

Capacity of the Establishment: 36 people

Number of service users in 2011: 38

Centre opening date: 1. 6. 1995

The mission of the Salvator Krnov Charity House – Home for People with Specific Needs is to provide safe environment for valuable life of clients as well as to secure their maximum independency. The clients are people who are unable to secure their essential needs by themselves because of their mental illness.

The aim of the service is to ensure environment suitable for valuable life of clients, so that they can keep their maximum independency.

The target group are people older than 18 with chronic disease which causes that they are unable to secure their essential needs in their home environment and their situation cannot be solved by assistance from their families or by utilizing field social services.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- "Zahrada 2011" ("Garden 2011") – a social event
- Trip with clients to Andělská Hora
- Participation in the Social Service Fair in Krnov
- Painting interiors and client's rooms



Aims in 2012:

- Organisation of the event "Zahrada 2012" ("Garden 2012")
- Participation in the Social Service Fair in Krnov
- Social-cultural events for service clients
- Securing sheltered housing in cooperation with other organisations
- Rehabilitation of technical background of the establishment

Story: *Our desire and aim is that our clients feel well in our house. That is why we organise various events. One of these events was called "Pisnička na přání". A few days before the events, we asked our clients, if they wanted to listen to some of their favourite songs. We also told them that if it was possible they would see the video clip of the song on a screen. 23 clients signed up for this event with songs from Edith Piaf through folk songs to popular rock bands. The event reached an immense success. Everybody listened to songs even if the songs were of different genre they liked; they applauded to the choices of their house mates. Some of them sang and even danced.*

*Ivana Korbelová,
Salvator Krnov Charity House*



"We provided a support and assistance to people with mental disease and in cooperation with them we try to create atmosphere of trust, peace and joy."

Alice Posoldová

Advisory Centre Charity Ostrava

Jeremenkova 8, 703 00 Ostrava-Vitkovice

Telephone: 599 526 906

E-mail: cho.poradna@charita.cz

Manager: Bc. Karolína Václavková

Number of employees (registered): 2,00

Number of service users in 2011: 608

Centre opening date: October 1994

The mission of the Advisory Centre Charity Ostrava is to help people to take their bearings in their difficult situation which they are unable to solve themselves, and to seek how to solve the situation with the help of client's abilities and skills.

The social professional advisory services are free of charge. The main principles are trust and objectivity. The cooperation with other professional workers and organisations is very important according to needs and choice of the client.

Aims:

- help to find client's own possibilities in solving a difficult situation and to support the use of their possibilities,
- inform clients about their rights and duties according to the legislation of the Czech republic, then to help them asserting these rights and perform duties,
- create safe and professional environment, so that clients can understand their situation and find the solution.

Target group:

- All older than 15 who consider their life situation as unfavourable and are unable to solve it themselves,
- Individuals or small groups of 5 members maximum when this group contain family members or relatives

In 2011 we provided services in the fields of:

Social and material help	21 %
Relationships, Family rights	17 %
Debt consultancy	12 %
Accommodation	13 %
Social security	8 %
Property and Civil law relationships	9 %
Employment and Labour-law relations	6 %
Others	14 %

Service principles:

- To be lowthreshold (we provide advisory services for various problems, we are not specialised in the particular field)
- Anonymity (preserving personal data, secrecy)

- Free of charge, impartiality (keeping objectivity)
- Cooperation (according to needs; e.g. with public administration houses)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- Debt consultancy education was finished
- Improvement of the buildings technical background
- Questionnaire research to find the satisfaction with services

Aims in 2012:

- Educational training of our workers concerning crisis intervention
- Consolidation consulting skills of our workers by use of supervision and further education
- Promotion of our services and gaining cooperation

Story: *Mrs. M. comes from Armenia and she went to the Czech Republic to find a job. One of her relatives fell ill and her family did not have enough money for the treatment. She is a nurse so she hoped to find a job here. Her qualification of a nurse was not accepted in the Czech Republic, so she started to work as a health care assistant, a cleaner, or warehouse to gain her living. She got a loan to pay the treatment for her relative and she tried to pay it for. But she lost her job 4 months ago and she did not succeed to find another one. So she stayed without any money and could not pay for the loan. She came to the Advisory Centre in time when she was under the threat of execution. She did not understand a letter very much and so she thought that the execution would start within three days. In the Advisory Centre she found the way how to solve the problem and she was informed about her rights and possibilities. The day she came we did the first steps. Together we contacted an advocate of a creditor and Mrs. M. agreed with him about temporary lowering of instalments. Also we agreed on trying to find a suitable job together. Mrs. M. liked a job of a social worker in social services. We helped her to contact the organisation and she was invited for personal meeting. After she let us know that she got the job. In present days she is without debts, she lives here with her children and has a job she likes.*

"Heroism does not mean just doing something special, it is about to stand something special, to work on it and turn it to a good thing."
Zdeněk Matějček



Karolína Václavková

Michal Magone Charity Centre

The Low-threshold facility for children and young people

Václava Košáře 12a, 700 30 Ostrava-Dubina

Telephone: 599 527 250

E-mail: cho.magone@charita.cz

Manager: Jiří Hořínek

Number of employees (registered): 4,00

Number of contacts in 2011: 13 522

Centre opening date: November 1996

The mission of the Michal Magone Charity Centre – The Low-threshold facility for children and young people in Ostrava is provided to motivate and support children and young people to find active approach when solving difficult situations. The centre offers safe and friendly environment for consultancy and fun, so that the children and young people can learn about how to live an ordinary life in more valuable way.

The aim is to obtain and support social abilities of children and young people, so that they can make a positive change of life.

The target group are children and youths in unfavourable social situation from 6 to 18 years of age, specifically from Ostrava – Dubina and its surroundings.

Service principles:

- Preventive system by Don Bosco
- Personal approach
- Equality
- Voluntariness
- To be low-threshold
- Team work
- Secrecy

Important events in 2011:

- 15th anniversary of the charity centre
- Organisation of 3 camps
- Obtaining the grant coming from programme "Prazdroj lidem"

Aims in 2012:

- Changing some of the windows of the building



- Organisation of 2 camps
- Improving the quality of planning process with client
- Pursuing with "estetization" of inner part of the centre

Story: "A very active" boy who was not able to stay on one place for a while. One of a "street children" from the estate Dubina. Just a scamp. This is the characteristic of today young man who visited our centre few years ago. He was one of our regular clients. He was very vivid and this got worse in his puberty. When he got older and older he stopped visiting our centre. After his graduation he started to work and live out of Ostrava. Last year he came again to our centre and he wanted to work as a volunteer in here. With experiences we had with him, it did not seem to be a good idea. But we tried. And we found out that he was wise, responsible and reliable man. Almost the opposite of a little boy we knew from the past. So he became officially a volunteer in our centre. He helps us with ordinary operation of the centre, with some activities, even he organised billiard tournament. Nowadays he trains football with boys to 15 years of age. He prepares them for league on regional level, but if they will be the best, they can proceed to higher level.



Jaromir Matys,
Social service worker

"Keep ahead on the simple things, but do it with perseverance."

Don Bosco

Jiří Hořínek



The project is supported from the European Social Fund and the Government budget of the Czech Republic through "The Plan of the Social Services Development of Moravian-Silesian region" implemented by Moravian-Silesian region in 2009–2011.

Michal Magone Charity Centre

Help in Crisis

Václava Košáře 12a, 700 30 Ostrava-Dubina

Telephone: 599 527 250, 732 632 318

E-mail: cho.magone@charita.cz

Manager: Jiří Hořínek

Number of employees (registered): 1,60

Capacity: 5 beds

Number of contacts in 2011: 186

Date of establishment: 2007

The mission of the Michal Magone – Help in Crisis in Ostrava Dubina is to provide necessary personal help and support to people who find themselves in a critical life situation and they are unable to solve it themselves. The help is provided for a short term and it is free of charge. The clients are offered accommodation with the possibility of integration to the ordinary life.

The aim of this service is the stabilisation and support of clients, so that they obtain courage, abilities, strength and motivation to solve their difficult life situation.

The target group are people from Ostrava and its surroundings who found themselves in difficult life situation not by own fault. In addition they fulfil the following conditions: full aged women and men without children, parents with children, victims of domestic violence who are physically self-reliant and want to solve their unfavourable situation in an active way, and who respect general rules of mutual coexistence of the charity centre.

Service principles:

- Self-reliance
- Individual approach
- Equality
- Team work
- Christian principles

Important events in 2011:

- 15th anniversary of the charity centre
- Painting rooms for the Help in Crisis Service

Aims in 2012:

- Changing some of the windows of the building
- Improving quality of individual work with client



Story: 15 years old boy Jamal from Afghanistan was offered accommodation in the scope of the service Help in Crisis. The police of the Czech Republic found him without papers on the railway station in Ostrava. He was scared and confused. He did not know where he was. He spoke his own language and knew only few words in English. And he was hungry. On their application and after the consultancy with the Office of Legal and Social Protection of Children, we acquired him to our centre even if we knew that it would not be easy. We had to overcome language barrier, often we spoke with the help of gestures. Another problem was his feeding. Jamal was a Muslim, so we had to learn his eating habits and optimize our bill of fare. He was very modest and thankful for every little thing. The staff seeks how to make him a good time in here. The cooperation with the Foreign police continued and after few days Jamal was transported to „Centrum“ in Prague which is amended to tackle a stay of foreign people on the territory of the Czech Republic. We all hope that his dream came true and he got to his uncle in Germany.

Zdeňka Volfová,
Social service worker



„A man do not need only eyes, so that he can see. He needs to have his heart open too.“
Paul Cézanne

Kamila Lysáková
Social service worker

Michal Magone Charity Centre St. Zdislava's Charity House

Legal and Social Protection of Children

Václava Košáře 12a, 700 30 Ostrava-Dubina

Kapitolní 14, 700 30 Ostrava-Zábřeh

Telephone: 599 527 250, 599 527 494

E-mail: cho.magone@charita.cz

cho.zdislava@charita.cz

Contact persons: Jiří Hořínek,

Bc. Monika Tvarůžková

Number of accommodated children according to applications from the Office of Legal and Social Protection of Children: 48

Date of establishment: October 2008

In 13th October 2008 the Charity Ostrava obtained authorisation from the Regional Authority of Moravian-Silesian Region to assure Legal – Social Protection of Children (LSPCH) which is provided by the Michal Magone Charity Centre and St. Zdislava's Charity House according to Act No. 359/1999 Coll. concerning legal-social protection of children. The Legal-social protection of children means mainly the protection of child's right to have favourable development and proper upbringing, the protection of rightful interests of child including protection of child's assets, and activities aimed at recovery of disrupted family functions. The Legal-social protection of children is for all children under 18 years of age. It is related mainly to children whose parents do not take care of them or do not know how to do it, children given in charge to other person but parents, children with behaviour disorders or with risk to gain it, children against whom crime was committed, children endangered by repeated or long-term stays to facilities providing continual care, children threatened by violence perpetrated between the parents or other persons responsible for their upbringing, children who delivered an application for conferment of international protection, etc.

The extension of authorization to the LSPCH performance:

1. Identification of children at risk

Direct contact with a child, creating the relationship, securing his/her needs in the scope of the communication. The activity is based on information from child's family background, school, etc.



2. Assistance to parents in solving educative or other problems concerning care for children

We establish contact with parents or legal guardians of children when solving problems concerning their child (bullying, managing school duties, insufficient care for a child, child-parents communicative relationships) and we cooperate with schools and other professionals.

3. Emphasizing the prevention in order to prevent damage influences and their rise

The programmes and activities of the centre are aimed to pre-emption, active involvement of a child in leisure time activities, personal development, education, support in tackling nonstandard and difficult situations in child's life (Kecárna, the Educational programme "Právo pro život", sport and creative activities).

4. Providing or intermediation of consultancy for parents in upbringing and education of a child and in care for child with disabilities

5. Ordination of the facility of social – educational activities

The aim if this activity is to motivate and support children and youth in active approach when solving difficult situation. We create safe space for consultancy and fun, so that they can find more valuable spending of their ordinary life. The main goal is children and youth to obtain and strengthen social skill to change their life in a positive way.

6. Ordination of the facility for children who need immediate help

Solving difficult life situation of young people less than 18 years of age in cooperation with City Ostrava LSPCH, Police CR, Safety Line, etc. In the scope of the service the Help in Crisis in the Michal Magone Charity Centre, there are 5 beds at disposal and nonstop telephone emergency service.

7. Ordination of educational-recreational camps for children

Michal Magone Charity Centre

Parent Centre Klubičko

Kotlářova 124A, 700 30 Ostrava-Zábřeh

(Church of the Holy Spirit)

Mobile phone numbers: 731 646 782, 732 934 118

E-mail: cho.klubicko@charita.cz

Contact person: Petra Hořínková, DiS.

Number of employees (registered): 1,00

Number of contacts in 2011: 6 884

Number of users in 2011: 307 adults and 349 children

The establishment in Ostrava-Zábřeh was closed on 31. 7. 2011 and in Ostrava Zábřeh on 31. 12. 2011.

The mission of the parent centre is to offer chance to spend time with other parents on maternity leave and their children together in common place. The activities are focused on preventing social exclusion, assistance in a disadvantaged job market, establishing higher self-esteem, dealing with problems in partnership, spending active time with their children, developing mother-child communication skills. We also focus on supporting the positive parent's attitude towards their child, adopting good manners, bringing up to the responsible, conscientiousness and creating inner rules. Children can join the group and can engage in meaningful activities. The centre is provided for children from 0 to 6 years old.

The pillars of our work are namely: personal contact, creating trustworthy relationships with the children and parents and individual help in solving problems. We cooperate with psychologist and physiotherapist; we arrange contact with the logopedist or psychologist. In the scope of the project called „Klubičko pomáhá zpět“ focused on the maintenance of contact with social environment, the centre provides activities targeted to return to the job market after maternity leave. In the scope of this project, regular programs and single-shot events are offered until July 2011.

Important events in 2011

- Finishing the project „Klubičko pomáhá zpět“
- Organisation of English language courses with babysitting
- Participation in the mobile exhibition organised by „Síť mateřských center“



- the inauguration of programs in the Church of the Holy Spirit in Ostrava – Zábřeh since September 2011

Aims in 2012:

- Extension of operating hours in the Pastoral Centre in the Church of the Holy Spirit
- Finding volunteers for the Parent Centre
- Finding sponsors for the Parent Centre

Story: *In 2011 I visited the Parent Centre Klubičko. It was very good experience for my daughter to be in a group before she started her pre-school education. We participated in games, saw a puppet theatre, danced and took exercises. Among others we made gingerbreads and other things. These activities taught my daughter the craftsmanship. Once a week we attended English courses with babysitting. Then during afternoons we attended dance courses for children which she remembers until today. It is a pity a little that the operation hours of the centre are limited. I would like to participate even if I have a job now. Thank you all for year 2011!*

„Let children do something well and then compliment them for it“



OPERAČNÍ PROGRAM
LIDSKÉ ZDROJE
A ZAMĚSTNANOST

PODPORUJEME
VAŠI BUDOUCNOST
www.esfcr.cz

Project is supported from the European Social Fund through the Human Resources and Employment Operational Programme and the Government budget.

St. Benedict Labre's Charity House

Low-threshold Day Centre

Lidická 54, 703 00 Ostrava-Vítkovice

Telephone: 599 526 909

E-mail: cho.benedikt.ndc@charita.cz

Manager: Mgr. Ivo Křížka

Number of employees (registered): 5,00

Number of users in 2011: 596

Number of contacts in 2011: 13 015

Centre opening date: 1. 3. 2006

The mission of the Low-threshold Day Centre in Ostrava is to provide help to people without shelter in unfavourable social situation. We try to assure the advisory service for our clients as well as satisfaction of their basic needs. Also we tried to support them to find courage to solve their situation by themselves. This service which is also provided in the scope of social services, offers the possibility to integrate into society.

The aim of the Low-threshold Day Centre in Ostrava is:

- to support these people in an effort to improve their unfavourable social situation,
- to eliminate social and medical risks of people without shelter.

The target group: The Charity Low-threshold Day Centre provides social services to homeless people who find themselves in unfavourable social situation and they are unable to solve it themselves. In addition, they fulfil the following criteria:

- They are over 18 years of age and homeless,
- They are actively seeking to solve their unfavourable social situation,
- They respect general rules of mutual coexistence in the charity centre,
- Their state of health allows it.

Service principles:

- Independency (client's personal initiative)
- Focusing on a whole (physical, psychological and spiritual needs)
- Individual attitude (client's will and potentiality)
- Partnership (peer relationship, client's rights)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)



Important events in 2011:

- Opening of reconstructed rooms in the day centre and social facility
- Improving the quality of background and increasing of service capacity
- Consolidation of service staff

Aims to 2012:

- Organisation the benefit "Benedict Labre Run" to support the day centre
- Securing the operation of the low-threshold night centre in case of unfavourable weather in winter

Story: Mr. J. came to the centre in February. He did not have financial means so he could not stay in a paid dormitory. In one moment he became homeless. The reason was his rejection by Labour office, because he was late for his regular. Because of his state of health and his age, he had almost no chance to obtain a job. At first he used services of the Low-threshold Night Centre which is operated in the St. Benedict Labre's Charity House during very cold winter weather. Then he started to come to the Shelter House in the St. Francis' Charity House. After half of a year Mr. J. could again ask to be included to the evidence of the Labour office. And he did it by himself. Also he applied for social assistance benefits. After he gained some money, he could return to a paid dormitory. We are very pleased that our social service helped him to deal with his unfavourable social situation.



"A crisis is a productive state. You simply have to get rid of its aftertaste of catastrophe."
Max Frisch

Ivo Křížka



The project is supported by grants from the European Social Fund and the Government budget of the Czech Republic through "The Plan of the Social Services Development of Moravian-Silesian region" implemented by Moravian-Silesian region in 2009-2011.

St. Francis' Charity House

Shelter House

Siroťčí 41, 703 00 Ostrava-Vítkovice

Telephone: 599 527 496

E-mail: cho.frantisek.noc@charita.cz

Manager: Jiří Linart

Number of employees (registered): 6,50

Full capacity: 26 users (in emergency 30)

Number of service users in 2011: 332

Number of lodgings in 2011: 8 745

Centre opening date: 1. 6. 1994

The mission of social service the St. Francis' Charity House – Shelter House is to provide the fulfilment of basic social needs to homeless men and lower risks in their unfavourable social situation by use of social advisory service, hygienic facilities and over-night accommodation.

The aim of the St. Francis' Charity House – Shelter House is:

- In relation to the service user: motivation of user to solve his unfavourable social situation,
- In relation to the society: lowering the unfavourable phenomena resulting from the way of homeless life.

The target group: The Shelter house provides an over-night accommodation for homeless men who find themselves in unfavourable social situation and they are unable to solve it themselves. In addition, they fulfil the following criteria: they are over 18 years of age, self-reliant, and respect general rules of mutual coexistence in the shelter house.

Service principles:

- Independency (client's personal initiative)
- Individual attitude (client's will and potentiality)
- Partnership (peer relationship, client's rights)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- Providing service the "Shelter House" in newly reconstructed rooms.
- Wider possibility of over-night stay and stay "on chair" during winter.
- Successful representation on a football



tournament which was organised on the occasion of 20th anniversary of the Samaritán Charity House in Olomouc.

- Active participation in a clothes collection for Diakonie Broumov.
- Active participation in events in the scope of the Day for the Eradication Poverty.

Aims in 2012:

- Better cooperation with Food bank
- Setting rules for the shelter house during unfavourable weather in winter
- Fulfilling standards of quality according to the Social Services Law

Story: *Mr. K. used services of the shelter house for the first time in March 2011 due to family disagreements. He was living with his daughter and her husband. The conflict came into being when he gambled away money saved by his son-in-law. It was not his first conflict with his "sonny-in-law" that is why he had rather left. He knew about the service of the shelter house from the media and because he did not have where to go, he started to use the service. In the course of time, he started to be interested about the service of the Asylum House. In cooperation with a social worker in the scope of individual planning, he passed the exams and got his driving licence and driver qualification card. Thanks to this, he will be able to find a job as a driver of motor vehicles over 3,5 t. Also he fulfilled the necessary condition to be able to stay in the Asylum House. He is very happy and glad that he got his driving licence as well as driver qualification card, because he will have bigger chance to have a job, gain money and be independent. Let's cross our finger!*

"If you find a path with no obstacles, it probably leads nowhere."

Arthur Charles Clarke

St. Francis' Charity House

Asylum House

Sírotčí 41, 703 00 Ostrava-Vitkovice

Telephone: 599 527 496

E-mail: cho.frantisek@charita.cz

Manager: Jiří Linart

Number of employees (registered): 6,05

Capacity of the establishment: 42 users

Number of service users in 2011: 86

Number of lodgings in 2011: 12 322

Centre opening date: 1. 6. 1994

The mission of the St. Francis' Charity House and Asylum Establishment is to provide secure background for homeless men, the assistance in tackling their unfavourable situation and offering the opportunity to integrate to the society.

The aims of the St. Francis' Charity House and its Asylum Establishment are:

- increasing of the level of user self-reliance, so that he will be able to return to his natural social environment,
- help based on an individual approach to the development of users abilities and skills, so that their dependence on social services will be lowered.

The target group: The Asylum house provides social services for homeless men who find themselves in unfavourable situation and they are unable to solve it themselves. In addition, they fulfil the following criteria: own ID document, are physically self-reliant, actively seek to solve their unfavourable social situation, and respect general rules of mutual coexistence in the Asylum House.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)

Important events in 2011:

- Participation in individual project of Moravian-Silesian region called „The Plan of the Social Services Development of Moravian-Silesian region“
- Providing service the „Asylum House“ in newly reconstructed rooms



- Active participation in events in the scope of the Day for the Eradication Poverty 2011

Aims in 2012:

- Better cooperation with Food bank
- Securing public service for unemployed users
- Fulfilling standards of quality according to the Social Services Law

Story: An asylum house can be just an interchange station in our life. It is illustrated in the story of Mr. B. who was addicted to drugs for several years. The permanent alternation of drugs and drugs addiction treatment led him to an asylum house. After several unsuccessful treatments, his family turned its back upon him. It was his faith which led him to us. The fact that the Asylum house is consecrated to St. Francis' and based on Christian principles is very important for him. In the scope of individual planning, Mr. B. found out that it would be very good for curing his drug addiction to stay in our services. After his drugs addiction treatment will be over, he wants to try to re-establish the relationships and trust with his family. If not successful, he will return to the Asylum house.



„Asylum house is a shelter on our way of life, it is the place where it is possible to stay for a while, to have a rest a little or even hide and feel safe. At the same time I know that it is not a terminus, but only a station from which I have to set off.“

Jiří Linart



The project is supported by grants from the European Social Fund and the Government budget of the Czech Republic through "The Plan of the Social Services Development of Moravian-Silesian region" implemented by Moravian-Silesian region in 2009–2011.

Charity House of Blessed Mother Tereza

Asylum House

Dolní brána 57, 741 01 Nový Jičín

Straník 39, 741 01 Nový Jičín

Telephone: 556 709 240, 556 750 268, 736 480 865

E-mail: chdtereza@charita.cz

Manager: Marcel Brož

Number of employees (registered): 13,50

Capacity of the establishment: 57 people

Centre opening date: 1. 1. 2012



The mission of the Charity House of Blessed Mother Tereza – Asylum House is to provide secure background for homeless people, the assistance in tackling their unfavourable situation and offer the opportunity to integrate to the society.

The aims of the Charity House of Blessed Mother Tereza are:

- increasing the level of user self-reliance, so that he will be able to return to natural social environment,
- help based on an individual approach to the development of users abilities and skills so that their dependence on social services will be lowered.

The target group: The Asylum house provides social services for homeless people who find themselves in unfavourable situation and they are unable to solve it themselves. In addition, they fulfil the following criteria: they are over 18 years of age, own ID document, are physically self-reliant, actively seek to solve their unfavourable social situation, and respect general rules of mutual coexistence in the Asylum House.

The service is provided for men, mothers with children and families with children.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- Taking-over the service from the organisation Adra

Aims in 2012:

- Organisation of the Opening Day
- Organisation of two Masquerade Balls

- Improving background by buying beds covered by the donation from Tesco Foundation
- Opening of the Shelter House in September 2012

Story: *Mrs. E., the mother of two boys and two little girls, came to the centre in a difficult life situation: she lost home for herself as well as for her children. Her husband and the father of her children left them and went to his new girlfriend. Also he stopped to support his family financially. So Mrs. E. lost her previous life in a very short time. She did not have enough financial means to pay a rented flat and to secure their basic needs. She did not want to stay on the streets with her children neither she did not want her children to be placed to children's house; so she came to the Asylum House to ask help. After very short time spent in the Asylum House, she calmed down, found strength, the background she needed and people who were prepared to listen to her and help with the solving problems. With the assistance of our workers she started to receive social benefits. The children soon started to like being in the place, they found new friends and their life was again in order. However the serious experiences left Mrs. E. in a bad state of health and she had to undergo a hard treatment. But our workers tried to make her situation easier and above all they helped her to take care of the children. The moths passed by and she succeeded with the assistance of our workers to manage the entire situation. After some time she received a flat owned by a city and she intensively looked for a job.*



„Everybody can serve. Only thing he needs to serve, is to have a good heart.“

Marcel Brož

St. Francis' Charity House St. Zdislava's Charity House

Starting flats – social rehabilitation programme

Sírotčí 41, 703 00 Ostrava-Vitkovice
Kapitální 14, 700 30 Ostrava-Zábřeh
Telephone numbers: 599 527 496, 599 527 494
E-mails: cho.frantisek@charita.cz
cho.zdislava@charita.cz

Managers: Jiří Linart, Bc. Monika Tvarůžková
Number of employees (registered): 0,95
Number of flats: 12
Number of service users in 2011: 20
Number of contacts in 2011: 524
Centre opening date: 4. 12. 2003

The mission of the Starting flats – social rehabilitation programme is to secure support in the development of independent life of current users at Asylum houses and to offer them an opportunity to be integrated in the society.

The aim of the project is to encourage the service user's sense of self-reliance, so that he/she will be capable of his/her independent living.

The target group are current users of the Asylum houses, who are homeless and find themselves in unfavourable social situation. In addition they fulfil the following criteria: they are over 18 years of age, they receive legal income (including pensions, subsidises, etc.), they have basic physical, mental and practical predispositions to be capable of leading an individual life, they have been service users of the Asylum house for at least 3 months and they are actively seeking to solve their unfavourable social situation.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)

Important events in 2011:

- Participation on the project of the Moravian-Silesian region called "The Plan of the Social Services Development of Moravian-Silesian region"
- Reconstruction of starting flats on Erbenova Street
- Solving a technical building equipment of starting flats



Aims in 2012:

- Technical security operations of flats under the control of the technology-investment organ since 1. 1. 2012
- Providing the video training technology of interactions with the aim to develop parents' competency of users with children
- Intensive support of users to be more independent in tackling personal issues

Story: *Mr. J. was evicted from his flat few years ago. Because of the serious illness, he needed to find a calmer place and background that it is not provided by a dormitory. He regularly was on dialysis and wanted to stabilize his psychological as well as physical state as soon as possible. Mr. J. got to know about services of the St. Francis' Charity House. So he started to use the services of the Shelter House and soon after the services of the Asylum House. From the very beginning he actively sought how to solve his unfavourable social situation. He succeeded to feel better with the help of doctors. After some time he became more independent when he started to use the services of the Starting flats. In the scope of individual planning he focused to find an appropriate job with the help of a social worker. He also was very active in this process. Soon after they succeeded to find a job in a nearer company specialised in making candles. The next goal in the individual planning was to find housing. The client made an application to live in a different social facility. At first his application was in waiting list, but after some time and thanks to his active attitude and good state of health, he was taken into a new housing.*



*"Even one ray of sunshine can penetrate deep darkness."
Francis of Assisi*

Eliška Horňáková
Social service worker



The project is supported by grants from the European Social Fund and the Government budget of the Czech Republic through "The Plan of the Social Services Development of Moravian-Silesian region" implemented by Moravian-Silesian region in 2009–2011.

St. Zdislava's Charity House

Asylum House for mothers with children

Kapitolní 14, 700 30 Ostrava-Zábřeh

Telephone: 599 527 494

E-mail: cho.zdislava@charita.cz

Manager: Bc. Monika Tvarůzková

Number of employees (registered): 6,00

Capacity of establishment: 9 mothers, 15 children

Number of users in 2011: 27 mothers, 53 children

Number of lodgings in 2011: 8 283

Centre opening date: 1. 6. 1994

The mission of the St. Zdislava's Charity House – Asylum House for Mothers with Children in Ostrava-Zábřeh is to provide support to mothers with children and future mothers who find themselves in unfavourable social situation connected with the loss of housing, loss of self-reliance and impossibility to participate in ordinary life in a society.

The aim is based on an individual approach to develop their necessary skills and abilities, so that they are able to solve their unfavourable social situation.

The target group: The Asylum house provides services to mothers with children and future mothers who find themselves in unfavourable social situation which they are unable to solve by themselves and in addition they fulfil the following criteria: full-aged mother or future mother, children under 18 years of age, physical self-reliance, they are actively seeking to solve their unfavourable social situation, and they respect general rules of mutual coexistence in the Charity House.

Service principles:

- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Individual attitude (client's will and potentiality)
- Focusing on a whole (physical, psychical and spiritual needs)
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)

Important events in 2011:

- Improving the service quality by the reconstruction of the roof
- Obtaining the certificate for trainer of video training for an under terminate period of time
- Participation in the project of the Moravian-Silesian region called "The Plan of the Social Services Development of Moravian-Silesian region"



Aims in 2012:

- Developing parents' competencies of at least 30% of users by means of video training technology of interactions
- More intensive cooperation of the team of workers with a new supervisor
- Support of positive self-image of users through leisure time activities
- Securing housing of higher quality by providing kitchen units from the ArcelorMittal Minigrant

Story: *One of our mothers was complaining that her son was always disobedient and furious. We offered her a video training and already first videotape showed, that she had very good relationship with her son, but her son did what he wanted, and he reacted on every command by anger and dismissive cry. In addition he, in his 2 years of age, used only one word – "no". His mum thought that it was useless to talk to him, because he was still a little boy and he would not understand anyway. But during a week we taught the mother to communicate correctly with her son. On other 2 videotapes we showed her that her son really understood when she was talking to him and what is more that he repeated words he heard. When the mum heard from the videotape for the first time as her son repeated after her a word "meat", she was about to cry of joy. Suddenly she realized how children learn to speak. After six weeks of video training, her son gained vocabulary appropriate to his age. But what is more, he stopped being furious, because his mother was talking to him and so he did not need to wrest her attention in other way.*

Yveta Kuklová – video trainer



"We try to participate in the joy of others. And always there is something left for our own joy."

Monika Tvarůzková



The project is supported by grants from the European Social Fund and the Government budget of the Czech Republic through "The Plan of the Social Services Development of Moravian-Silesian region" implemented by Moravian-Silesian region in 2009–2011.

Mobile Hospice and Care Service of Charity Ostrava

Charvátská 8, 700 30 Ostrava-Výškovice

Telephone: 599 508 504

E-mail: cho.chos@charita.cz

Manager: Petra Křetínská

Number of employees: 4,60

Number of service users in 2011: 210 (MH 100, NCS 110)

Number of visits in 2011: 5 926

Date of establishment: 1. 9. 1991

The mission of the Mobile Hospice Unit of Charity Ostrava is to provide patients with care in the terminal (final) stage of life, in case the curative treatment is no longer a solution. The service is secured by field social workers in patient's home environment. The services of the Mobile Hospice Unit are provided 24 hours a day and are fully covered by health insurance programmes.

The mission of the Charity Nursing Service is to enable the clients to stay in their own home environment for as long as possible, while supporting them to maintain their way of life and self-reliance. The target group are seniors, handicapped people or people with chronic illness, who are no longer capable of securing their biological, psychological and social needs either by themselves or with the help from their families. We visit clients in their own homes, always with respecting their individual needs. The nursing services are provided on the basis of a general practitioner's or a specialist's recommendation and the services are fully covered by health insurance programmes.

We assure mainly: A blood taking, applications of the injections, re-bandages, care of a patient with stoma, urinary catheters, stomach tubes, application of infusions for securing hydration etc. We cooperate with a general practitioner, an oncologic specialist and we also provide social consultancy and lending of compensational aids.

Important events in 2011:

- Personal changes in our team
- Organisation of 2 bereavements meetings



Aims in 2012:

- Fundraising campaign in the daily journal BLESK
- Changing the management of this establishment
- Changing the centre name – original name "Charity Nursing Service and Mobile Hospice Unit" will be replaced by "Mobile Hospice and Care Service of Charity Ostrava"
- Team stabilisation

Story: *One lady contacted us, because her mother was seriously ill and the doctors stated that her life will end: They could not offer any treatment, so they sent her home. In the first moment all family felt helpless and surprised, and without any vision how to deal with the serious illness of their mother at home. We assured them that we will be close – personally or on the phone all the time during a day. And after appropriate consultancy, the family dealt with it very well.*

They managed to care for their mother from hygiene, positioning to the changing of stoma bags and drug dosing. They learnt how to react to different troubles of their mother, so they could lower pain and other problems. Beside the care they learnt to compassion and will to listen attentively. Although the death of close person is connected with the sadness and stress, it can be connected with conciliation, clarification of painful misunderstandings or the situation full of tender gestures. To take care for the member of their family helped them to reduce faith of death and to put up with the loss of close person. The dying mum left surrounded by love and attention of her family. This is very helpful for those who stay.



"Love and fraternal compassion is often more needed for people who suffer than all medicine."

F. M. Dostojevskij

Petra Křetínská

St. Luke's Hospice

Establishment for persons in the terminal stage of life

Charvátská 8, 700 30 Ostrava-Výškovice

Telephone: 599 508 505

E-mail: lukashospic.ostrava@charita.cz

Manager: Ing. Jaroslav Doležel

Number of employees (registered): 30,87

Number of service users in 2011: 315

Capacity of the establishment: 30 clients,
(22 extra beds)

Date of the establishment: 8. 10. 2007



- Round table for hospital agents and insurance agency agents
- Stabilisation of the team
- Regular bereavements meetings
- Activities for clients – concerts, handwork, St. Nicolas party, carnival

Aims in 2012:

- Revision of medical services standards
- Modification of an air conditioning in a laundry

"The hospice does not promise recovery, but it does not take away hope either."



The St. Luke's Hospice is a specialised non-governmental medical establishment for incurably ill persons in the terminal stage of life and oncological patients, whose therapy in the hospital has been recently terminated, and it is not possible to provide them with the nursing and care services in their own homes. The services are mainly covered by health insurance programmes, the patient's contributions for additional services, benefactors' donations as well as by grants for securing social background of hospice services.

Principles and conditions of the hospice service:

- Dying represents a natural part of the life cycle
- Dignity of life and respectful approach
- Maximum support for both the patient and his relatives
- Unrestricted visiting hours
- Emergency service available 24 hours a day
- The service is provided to everyone, irrespective of their religious belief, race or nationality

At St. Luke's Hospice, all biological, psychological, social and spiritual needs of the patients are respected. The establishment provides the best quality of life possible to both the incurably ill persons and their families. Therefore, apart from a general practitioner, cancer specialist, psychologist, and the medical staff, also a social worker, pastoral assistant, clerical and hospice volunteers are members of our professional team.

Important events in 2011:

- Creation of the Department of Hospice and Care Services

Story: *A young woman was dying at St. Luke's Hospice. She was not yet 40 years of age. At night she probably could not sleep, because she always used a bell and she was restless. When passing a duty, she rang again. I came to her room and asked: "What do you need?" The lady was badly breathing and hot all the time that is why she wanted her window to be half-opened. When I approached to her bed, she took my hand into hers and said: "I do not know what will come?" I took her hands into mine and she drew upon me nearer. I inclined over her and hugged her. I felt how her cold arms hugged me. I only said: "I cannot cure as a doctor, but I pray for you. I pray, so that you feel no pain, breathe easily, so that you find peace and feel well." And the lady answered: "My parents are Christians." She knew what I was talking about. She knew about God. I was still holding her in my arms and we were talking together. After she asked me to bring something for calming pain. When I returned, she was calmly and peacefully sleeping. We checked her very often, but she was still sleeping and her breathing was limited. Her parents, husband and daughters came after about an hour. They found her alive yet but she told nothing to them. I told them about our conversation—about her last conversation here on the Earth which they would hear themselves. Maybe we would wait some happy end, a peak of the story, but nothing like this happened. Despite of all our wishes, visions and rules, a life goes its own way.*

Libuše Siudová, nurse

„A man is rich by his deed for others.“

Johann Wolfgang Goethe



Jaroslav Doležel

St. Luke's Hospice

Respite service

Charvátská 8, 700 30 Ostrava-Výškovic

Telephone: 599 508 505

E-mail: lukashospic.ostrava@charita.cz

Contact person: Ing. Jaroslav Doležel

Number of employees (registered): 17,37

Capacity of service: 34 people

Number of service users in 2011: 68

Centre opening date: 8. 10. 2007

St. Luke's Hospice – Respite service is provided in two forms:

The *mission of the standard respite service* is to secure life needs for people who are unable to secure them by themselves in their natural social environment due to their bad state of health or other reasons. The service also enables their tenders to have a rest.

The *aim of the respite service* is to provide person with lowered self-reliance with dignified spending of his life and the necessary rest for his tender.

The *target group of the respite service* are people with lowered self-reliance due to their age, chronic illness or disability with assured assistance of another person in their natural social environment, as well as for their tenders.

The *mission of a special form of the respite service* is to secure life needs of incurably ill persons in the terminal (final) stage of life, and who are unable to secure them by themselves in the natural social environment and who use medical hospice service as well.

The *aim of a special form of the respite service* is to secure necessary social elements when providing hospice care to people in the terminal stage of life.

The *target group of a special form of the respite service* is formed by the people in the terminal stage of life, who use medical hospice service at the same time.

Service principles:

- Individual approach (client's will and potentiality)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Respect of dignity of life and man
- Christian principles (faith in goodness of life and, hope and perspective in difficult situation)



Important events in 2011:

- Changing in the organisation structure – creation of the Department of Hospice and Care Services
- Activities for service users – concerts, handwork, St. Nicolas party, carnival

Aims in 2012:

- Layout of hospice garden
- Intensifying cooperation with volunteers

Story: *The goal of the respite service is to secure the rest for client's tenders or family, because they need it too. One of the users of this care during Christmas was Mrs. L., who was taken care for by her family at home. But she spent Christmas time in a "hospice family" with people whose one of the principles of the service is the respect of man and sympathy. We believe that she felt good not only during Christmas-eve dinner, but during all her staying. We received a letter from her, where she wrote: "Thank all staff for devoted care which I received during my staying in the hospice." This kind of feed-back is always very encouraging and motivating for further work.*



"And as you wish that others would do to you, do so to them." Luke 6:31

Věra Steblová

Social service worker

Charity Hospice Advisory Service

Charvátská 8, 700 30 Ostrava-Výškovice

Telephone: 599 508 533

Manager: Bc. Jana Paseková

E-mail: cho.hospicova.poradna@charita.cz

Number of employees (registered): 0,70

Number of consultancies with users in 2011: 1 231

Number of service users in 2011: 749

Centre opening date: 1. 10. 2007

The mission of the Charity Hospice Advisory Service is to provide essential and specialist consultancy services, the accompanying, psychological and spiritual assistance, the consultancy in a field of medical care and the state of health, and eventually education to users seriously ill or in the terminal stage of life, or to users who take care of seriously ill or dying close person, or who lost close person. We provide services to others applicant from the public who want to serve as volunteers to seriously ill or dying people.

The aim is to provide all users with required information, support and assistance (except for the treatment) which will help them to manage difficult situation by themselves or with the help of interence or therapy. The goal is that the clients use not only basic information but also specialist consultancy with our workers (a social worker, psychologist, doctor, and pastoral assistant), therapies, compensational aids and educational courses.

The target group is formed by users who are seriously ill or in the terminal stage of life or for people who take care of seriously ill or close dying person, or who lost close person. In addition they fulfil the following criteria: over 16 years of age, people in crisis – connected with their own illness or with close person illness, or with the loss of a close person; people with disabilities, people with chronic diseases, seniors; people interested in accompanying dying person or their bereaved.

Service principles:

- Individual approach to user and voluntary decision making
- Anonymity (protection of personal data)
- Independency (client's personal initiative)
- Partnership (peer relationship, client's rights)
- Holistic principles (focusing on a whole)
- Christian principles (faith in goodness of life and hope and perspective in difficult situation)



Important events in 2011:

- Establishment of cooperation with the Mobile Hospice
- Opening the regular courses for families looking after sick person in home environment

Aims in 2012:

- Better promotion of services
- Securing the compensational aids maintenance
- Securing services for bereaved people

Story: *Mrs. M. was preparing herself to take care for her sick husband at home who would come home from the Long-term Care and Rehabilitation Centre. He is fully immobile and needs all day care. In that time she learnt that the Hospice Advisory Service was preparing training for families looking after sick person in home environment in cooperation with the Mobile Hospice Unit. So she immediately registered herself. She has already come for training two times and was interested in everything, she had many questions and all the time she left very glad. Beside the information concerning care about sick person, we provided her with knowledge to get care benefit and compensational aids. She considers the training to be very useful that is why she offered help with promotion by spreading prospectus to consultancy rooms of general practitioners. We accepted her help and hope that prospectus will reach*

the people who need to get advice with care of close person.



"The beauty inside a person is invisible to the eyes."

Jana Paseková

Hospice Volunteers Movement

Charvátská 8, 700 30 Ostrava-Výškovice

Telephone: 599 508 504, 731 625 768

E-mail: hospicove.hnuti@charita.cz

Co-ordinator: Jana Camřlová, DiS.

Number of employees (registered): 1,00

Number of volunteers in 2011: 87 (687,5 hours)

Number of service users in 2011: 194

Day of establishment: May 2001

The Hospice Volunteers Movement was created due to a need of help to patients suffering from incurable disease or patients in the terminal stage of life who are often alone, far from their families. The goal of the project is to introduce dignity to human dying and to re-integrate the death into the natural human cycle and a family community.

The hospice volunteers visit the patients regularly at homes, in hospitals, retirement homes, and charity houses for seniors and other state and non-governmental establishments to talk to them, to read, accompany them, as well as to manage shopping and organize various social occasions for them.

Each volunteer has to take a course which consists of 35 theoretical lessons, 20 practical lessons and 3 lessons of supervision. Our team of lecturers include nurses, a social worker, a psychologist, a physiotherapist and a priest. All of the lecturers have a rich practical experience of working with terminally ill or dying people.

After completing the whole course, the candidates are awarded a certificate which qualifies them to provide an expert support to incurably ill or dying patients. With respect to the high demands of the voluntary activity, supervisory meetings take place on a regular basis.

Important events in 2011:

- Creation of internal rules for the Volunteers Movement in the St. Luke Hospice
- Engagement of a volunteer into the Mobile Hospice
- Improving the quality of volunteer's programme
- Cooperation with other Volunteers centres



Aims in 2012:

- Active participation of volunteers in the University Hospital Ostrava and the elaboration of internal rules
- Promotion extension of the Hospice Volunteers Movement

Story: *When I retired, I started to think how I could be active and useful for other people. I am a paramedic and so I knew that I would like to help sick people. Few years ago my mum died and I was very sorry that I could not be present in the moment of her death. I feel that our society assists in very important events, but the very act of leaving this world is excluded from them. That is why I did a course for volunteers and it has been three years that I cooperate with St. Luke's Hospice.*

I assist to each who needs it and I am very grateful that I can be close to them, calming them down by words and holding their hand. I have a desire: In the moment of leaving this world I would like to have somebody beside me.

Jolana Oravcová



"Life and death is one thing. They help each other. It is a mistake to think that the life is good and the death is evil."

Jana Camřlová

Volunteers Movement

Košenského 17, 703 00 Ostrava-Vitkovice

Telephone: 596 783 011

E-mail: marie.jankova@charita.cz

Co-ordinator: Ing. Marie Janková

Number of employees: 0,8

Number of permanent volunteers in 2011: 58
(3 528 h)

Number of company volunteers: 28 (198 h)

Number of causal volunteers: 1100 (3 300 h)

Date of establishment: 1991; organised structure since 2001



The purpose of the Volunteers Movement is to help people in unfavourable life situation, to provide them with quality leisure time activities aimed at personal growth of volunteer and his ethical appreciation of the surrounding world. The basic goal of the Volunteers Movement is to supply volunteers for different charity establishments (talking, walks with users, accompanying to cultural events, garden, etc.) and projects and events of Charity Ostrava (vernissages, benefit concerts, public collections). Since 2007 the Ladies' Club Živá Voda were established as a part of the Volunteers Movement.

Other activities of the Volunteers Movement:

- Preparation and organisation of the Epiphany Collection in the region Ostrava in cooperation with Charita CR
- Cooperation with company volunteers
- Cooperation with volunteers from the Labour office (coordination with the association S.T.O.P. Ostrava)

Important events in 2011:

- Acknowledgement the volunteers and carollers of the Epiphany Collection
- Cooperation with the municipal council of Ostrava and Volunteers organisations in Ostrava
- Participation in the Volunteers Parade in the scope of the The European Year of Volunteering
- The overall proceeds of the Epiphany Collection 2011 was CZK 1 281 293. Charity Ostrava received CZK 832 840 for the social and medical help to people in crisis (from that CZK 130 000 to St. Alexander's Charity). The money was used to reconstruction of the St. Francis' Charity House and St. Benedict Labre Charity House, to

operation of Mobile hospice and Care service and direct humanitarian assistance to people in need etc.

- Realisation of two clothes collections in Ostrava

Aims in 2012:

- Better cooperation with volunteers for charity centres
- Development of the company volunteering
- Cooperation with Diakonie Broumov – clothes collection in Ostrava

Story: *I learn from a nurse at St. Elizabeth's Charity House that Mrs. M. is looking forward to me. I am entering to her room with expectations as well as tensions but my weariness from all-day classes is left behind the door. I am talking to Mrs. M. about Brno, about technical museum, about how to grow aloe, about Braille. She always listens to me very attentively. I try to deliver her more information about the world as I can. Sometimes we make paper boats or solve sudoku. I try to add some funny story. Mrs. M. has a sense of humour, today we laughed together many times too.*

In a good mood I am leaving a charity house and am thinking about the programme for the next week. The volunteering makes me feel that my work has a sense, because I can make somebody's life nicer and richer.

At the same time I enrich my life too.



*"There is no prison in any world into which Love cannot force an entrance."
O. Wilde*

Marie Janková

Profits and Loss Statement as at 31. 12. 2011 (in thousands of CZK)

REVENUES	
Total revenues for in-house outputs	51,901
* sales of services	51,901
Total capitalisation	278
Capitalisation of TA	278
Total additional revenues	4,619
* interests	5
* foundations	6
* currency exchange	0
* other 1)	4,608
Total revenues for sales of assets	28
Total contributions and donations	2,547
* single donors	371
* organisations	637
* collections	1,235
* other	304
Total grants for operation	34,280
* from state budget – MPSV ČR	15,630
* from state budget – MZ ČR	0
* from state budget – MK ČR	30
* from state budget – MPSV ČR – ESF	959
* labour offices	835
* from regional budget (MSK)	210
* from city and municipalities (SMO, obce)	16,616
Total revenues	93,653
Profit and loss result	-66

1) CZK 4 568 from that represent profits related to depreciation of assets purchased from subsidies

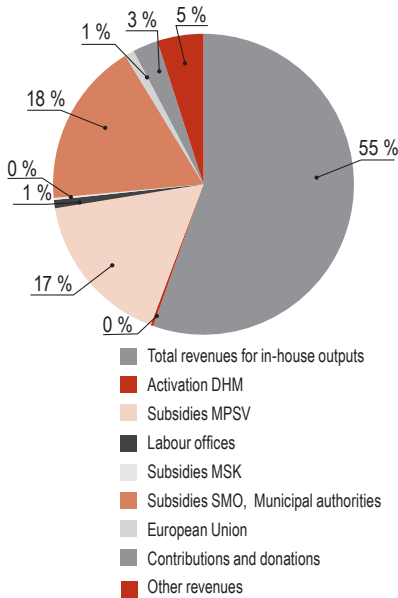
COSTS	
Total consumed purchase	15,640
* material consumption	8,569
* energy consumption	6,376
* other non-stock supplies consumption	695
Total services	7,542
* repairs and maintenance	964
* travel expenses	172
* entertainment expenses	147
* other services	6,259
Total wages and salaries	61,227
* payroll cost	44,812
* statutory social insurance	14,960
* statutory social expenses	1,455
* other social expenses	0
Total other costs	876
* taxes and fees	27
* income tax	0
* donations	62
* other costs	787
Total depreciation, assets sold	8,384
* depreciation	8,345
* sold TA	39
Total contribution provided	50
* membership fees provided	50
Total cost	93,719

Assets and liabilities as at 31. 12. 2011 (in thousands of CZK)

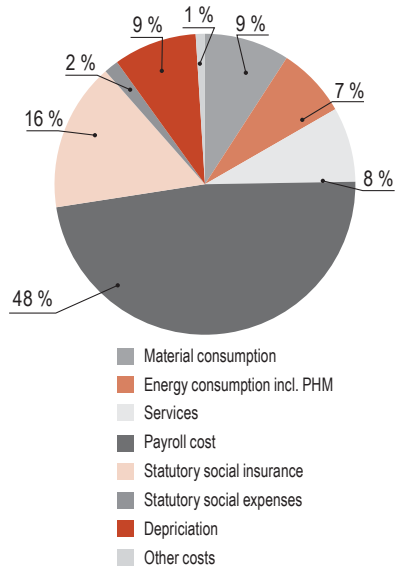
ASSETS		168,187	
Fixed assets	154,948	Active assets	13,239
Long-term intangible assets (IA)	289	Stock	320
Accumulated depreciation to IA	-289	Receivables	5,006
Long-term tangible assets (TA)	210,027	Short-term financial assets	7,302
Accumulated depreciation to TA	-55,179	Total other assets	611
Long-term financial assets	100		

RESOURCES		168,187	
In-house resources	159,309	Third-party resources	8,878
Equity	158,119	Long-term liabilities	367
Funds	1,256	Short-term liabilities	8,368
Profit and loss	-66	Total other liabilities	143
Accumulated loss of past years	0		

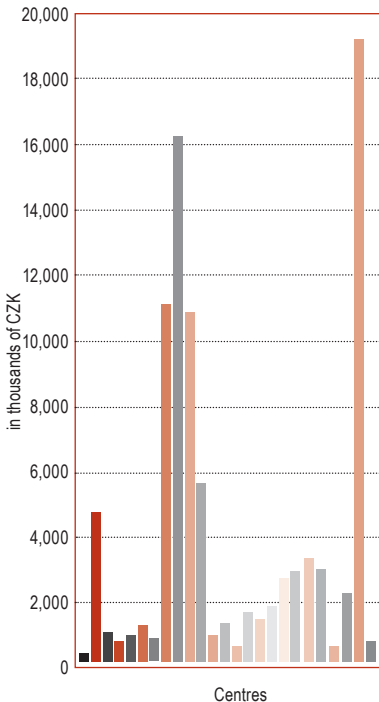
Revenues in 2011



Costs in 2011

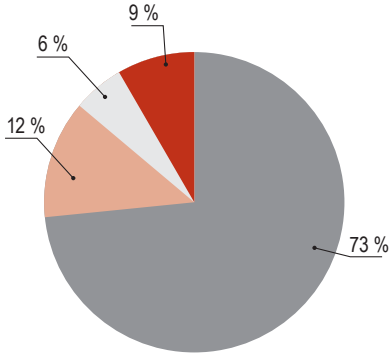


Costs of Charity Ostrava Centres in 2011 in thousand of CZK



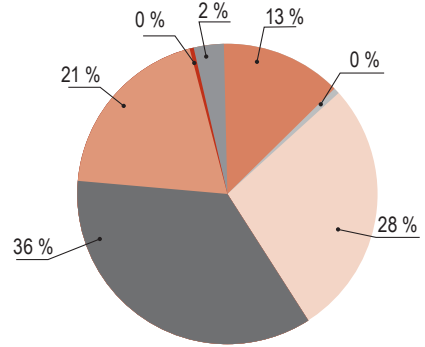
Centre name	costs,in,CZK
Recondition and Training Centre Andělská Hora	185,943.69
Charity Care Service – Tereza Centre	4,634,686.88
Charity Care Service – Klára Centre	835,086.65
St. Elizabeth's Charity House, Personal Assistance	595,882.16
Charity Centre Gabriel, Community Centre for Seniors	443,434.12
Charity Centre Gabriel, Day Centre for Seniors	181,014.41
St. Elizabeth's Charity House, Day Centre for Seniors	720,846.17
St. Elizabeth's Charity House, Temporary Stays for Seniors	11,342,516.54
St. Wenceslas' Charity House, Home of Tranquil Old Age	16,860,795.94
CHD Salvator Křnov Charity House, Home for People with Specific Needs	10,477,391.41
St. Luke's Hospice – Palliative Care	5,726,197.62
Hospice Advisory Service	283,339.48
Advisory Centre Charity Ostrava	754,109.67
Michal Magone Charity Centre, Help in Crisis	506,120.63
Michal Magone Charity Centre, Low-threshold facility	2,197,836.76
Michal Magone Charity Centre, Parent Centre Klubičko	1,398,468.77
St. Benedict Labre's Charity House, Low-threshold Day Centre	2,327,972.16
St. Francis' Charity House, Shelter House	2,991,435.55
St. Francis' Charity House, Asylum House	3,501,584.42
St. Zdislava's Charity House, Asylum House for mothers with children	2,663,748.97
Starting Flats – Social rehabilitation	1,429,459.86
Hospice Volunteers Movement	308,942.77
Mobile Hospice and Nursing Service Charity Ostrava	2,434,342.84
St. Luke's Hospice	20,308,842.12
Directory (without dissolved costs)	608,649.92
Total costs	93,718,649.51

Receivables as at 31. 12. 2011



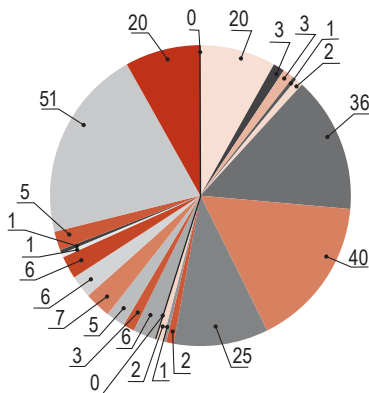
- Customers
- Operational advances provided
- Other receivables
- Rights for subsidies and other settlement with the state budget

Liabilities as at 31. 12. 2011



- Income tax
- Other direct taxes
- Suppliers
- Advances received
- Other liabilities
- Employees
- Settlement with social security and health insurance institutions

Number of Employees as at 31. 12. 2011



Number of Employees as at 31. 12. 2011: 246

Average registered number of employees in 2011: 234,43

■ Recondition and Training Centre Andělská Hora	0
■ Charity Care Service – Tereza Centre	20
■ Charity Care Service – Klára Centre	3
■ St. Agnes of Bohemia's Charity Centre, Personal assistance	3
■ Charity Centre Gabriel, Community Centre for Seniors	1
■ St. Elizabeth's Charity House, Day Centre for Seniors	2
■ St. Elizabeth's Charity House, Temporary Stays for Seniors	36
■ St. Wenceslas' Charity House, Home of Tranquil Old Age	40
■ CHD Salvator Krnov Charity House	25
■ St. Luke's Hospice – Respit Services	2
■ Hospice Advisory Service	1
■ Advisory Centre Charity Ostrava	2
■ Michal Magone Charity Centre, Help in Crisis	0
■ Michal Magone Charity Centre, Low-threshold facility	6
■ Michal Magone Charity Centre, Parent Centre	3
■ St. Benedict Labre's Charity House, Low-threshold Day Centre	5
■ St. Francis' Charity House, Shelter House	7
■ St. Francis' Charity House, Asylum House	6
■ St. Zdislava's Charity House, Asylum House for mothers with children	6
■ Starting Flats – Social rehabilitation	1
■ Hospice Volunteers Movement	1
■ Mobile Hospice and Care Service of Charity Ostrava	5
■ St. Luke's Hospice	51
■ Directory incl. maintenance	20

Zpráva nezávislého auditora

pro zřizovatele společenství Charita Ostrava

Ověřili jsme soulad výroční zprávy s účetní závěrkou sestavenou k 31. 12. 2011 u společenství Charita Ostrava, se sídlem Ostrava - Vítkovice, Kořenského 1323/17, IČ: 44 94 09 98. Základní údaje o tomto společenství jsou uvedeny v této výroční zprávě.

Za správnost výroční zprávy je zodpovědný statutární orgán společenství. Naším úkolem je vydat na základě provedeného ověření výrok o souladu výroční zprávy s účetní závěrkou.

Ověření jsme provedli v souladu s Mezinárodními auditorskými standardy a souvisejícími aplikačními doložkami Komory auditorů České republiky. Tyto standardy vyžadují, aby auditor naplánoval a provedl audit tak, aby získal přiměřenou jistotu, že informace obsažené ve výroční zprávě, které popisují skutečnosti, jež jsou též předmětem zobrazení v účetní závěrce, jsou ve všech významných ohledech v souladu s příslušnou účetní závěrkou. Jsme přesvědčeni, že provedené ověření poskytuje přiměřený podklad pro vyjádření výroku auditora.

Podle našeho názoru jsou informace uvedené ve výroční zprávě ve všech významných ohledech v souladu s výše uvedenou účetní závěrkou.

V Ostravě dne 29. června 2012.

FINECO audit spol. s r.o.
Ke Kamenině 18/453, Ostrava, Hrušov
osvědčení KA ČR č. 243

Za auditorskou společnost:

FINECO audit spol. s r.o.
Ke Kamenině 18/453
711 00 Ostrava-Hrušov
DIČ: CZ25366092



Ing. Ivo Knopp
auditor, č. osvědčení 1537
jednatel společnosti

Thanks for supports

Dear Ladies and Gentlemen,

I would like to thank all donors, supporters, partner organisations, institutions, sponsors, staff and volunteers, who decided to financially, physically or through a selfless, willingness, interest, or prayer initiative to support our charity work in 2011. I believe that our work will not disappoint your trust which you have expressed by your donation. Adopting is for your help all workers Charity Ostrava, while the new commitment stimulating impetus to sanctioning a sense of our effort to help people in need in the Ostrava region. The below list is only a fraction of all those who deserve sincere thanks not only to workers Charity Ostrava, but every man who is trying to support our activities.

Bc. Martin Pražák, Director of Charity Ostrava

Donations over CZK 3,000

Public Administration:

City of Ostrava
Ministry of Labour and Social Affairs
Moravian – Silesian Region
Municipal District Ostrava-Jih
Municipal District Ostrava-Vitkovice
Municipal District Ostrava-Hrabová
Municipal District Ostrava – Nová Bělá
Municipal District Ostrava – Stará Bělá
Town of Nový Jičín

Private Companies:

Anna Kališová, s. r. o.
Anna Kališová, s. r. o.
ArcelorMittal Ostrava a.s.
Auto Heller, s. r. o.
C & A Modra, s.r.o.
City Invest Ostrava, spol. s r. o.
CZECHGASTRO s.r.o.
Demonta T, s. r. o.
Demos trade, a. s.
DSCONSULT GROUP s.r.o.
Dutka David – DaSYN
Elektropohony spol s.r.o.
ELEKTROZDVIH Jaroslav Polák
ENGO servis s.r.o.
EVAVIT s.r.o.
EXNT support s.r.o.
HSBC Service Delivery (Czech Republic) s.r.o.
HPF Clean, s. r. o.
Hruška, s. r. o.
JUREX v.o.s.
KIRK, s.r.o.
Martek Medical, a. s.
Ostravské stavby, a. s.
Pavlínek, s. r. o.
Primus CE, s. r. o.
Repronis s.r.o.
Revírní bratřská pokladna
SCA Hygiene Products, s.r.o.
SÍŤ, spol. s.r.o.
SPAR Česká obchodní společnost s.r.o.
Temar, spol. s r. o.

UniCredit Leasing CZ, a.s.
UNIGEO a.s.
Vela Czech, s. r. o.
Vema, a. s.

Other donors:

European Social Fund
Bishopric of Ostrava-Opava
Charity of Diocese Ostrava and Opava (incl. TKS)
Czech Union of Allotment and Leisure Gardeners
KB Foundation Jistota
Roman Catholic Parish Mosty u Jablunkova
Roman Catholic Parish Ostrava – Mar. Hory
Roman Catholic Parish Ostrava-Poruba
Roman Catholic Parish Ostrava-Pustkovec
Roman Catholic Parish Ostrava-Zábřeh
Roman Catholic Parish Slezská Ostrava
Siemens – Fond pomoci

Individuals:

Adamčík Roman	Mladěnka Aleš
Antoniazzi Milan	Nencka Petr, MUDr.
Elbel Vít	Ostárek Bernard, Ing.
Grymová Šárka, MUDr.	Otmar Filip
Hampejšová Ivana, MUDr.	Pěknica Ivan
Hejsler Tomáš	p. Pokorný
p. Horňák	Polášek Karel
paní Hrušková, Kopitzová	Poledníková Danuše
Jeklová Veronika	Skácel Jiří
Jurek František, MUDr.	Skokanová Alexandra
Kališová Anna	Slanná Anna
Kubečková Libuše	Stuchlý Jaroslav
Lalík Jozef	Svoboda Jan, Mgr.
Lalíková Iva, Ing.	Ščudlo Ivo
Langnerová Božena	p. Švidrnoch
Macková Andrea, Ing.	Tichavský Mirko
Mazochová Eva, Ing.	Tothová Helena
Menšík Pavel, Ing.	paní Vrbová
Mičková Alexandra	Všetička Jan, MUDr.
Michailidis Sawas, Ing.	Vyrubalová Eva, MUDr.
Miketová Pavla	

Charita pomáhá, pomáhejte s námi...



CHARITA
OSTRAVA



Podpořte Hospic sv. Lukáše zasláním dárcovské SMS ve tvaru **DMS HOSPIGLUKAS** na číslo **87 777**. Cena DMS je 30 Kč, hospic z Vaší pomoci obdrží 27 Kč. Získané finanční prostředky budou použity na udržení kvality přímé péče pro klienty v závěru života.

Konto veřejné sbírky Charity Ostrava na podporu Hospice sv. Lukáše:
17000277/0100 (KB Ostrava), var. symbol: 11163

Děkujeme...



CHARITA
OSTRAVA

Zasláním DMS
AZYLFRANTISEK
na číslo 87 777 podpoříte
nasyčení 3 lidí bez domova
v noclehárně Charitního
domu sv. Františka.
Děkujeme!

www.ostrava.charita.cz

1 DMS = 3 porce

Cena DMS je 30 Kč, Charitní dům sv. Františka obdrží 27 Kč. Službu DMS provozuje Fórum dárců. Technicky zajišťuje ATS Praha. Více informací najdete na www.darcovskasms.cz



Bank connection: KB Ostrava, Account number 19-6352520277/0100

Charity help! Help with us! ...THANK YOU!

Published by: Charity Ostrava, Kořenského 17, 703 00 Ostrava-Vitkovice, Czech Republic

tel.: 596 621 094, 731 625 789, fax: 596 621 094

e-mail: ostrava@charita.cz, web: www.ostrava.charita.cz

Photo: Pavel Zuchnický and Charity Ostrava Archives

Translation: Mgr. Helena Lankočí

Typesetting and printing: Repronis s.r.o., www.repronis.cz

Printed on recycled paper.

Our organisation was supported by grants from the budgets of the city of Ostrava, The Moravian-Silesian Region and the State Budget.

SNADACE
ČESKÉ SPORITELNY

OSTRAVA!!!



Moravskoslezský
kraj