



INTRODUCTION

“We have been changing ways for twenty years. We are the Way Home – Cesta domu.” We chose these few words some time ago as the motto that will accompany us in our birthday year 2021.

As often happens, life itself shows us unexpected connections that never occurred to us or could even have occurred to us. This introduction comes at the beginning of a new year but returns and refers to the time that has gone before. It was probably the strangest year most of us have experienced. It ended up looking far from our original ideas, expectations and plans. It forced us to improvise, live a changed way, try something new and different, without any guarantees.

But Cesta domu was not completely shaken to the core. We continued to travel on the paths that we know, they are well trodden and firm, and not even a year as adverse as the one we have just

been through can erase them from the map. As a result, over the past year, we have provided home hospice and palliative care services to more than six hundred patients, including eleven children; the work of the counselling centre, support and respite services as well as equipment rental continued. Our great volunteers helped us as much as they could. We published books and smaller publications, ran two charity shops and our specialised library, communicated through various media and websites, and educated ourselves and others. Everything we offer to patients and clients and also the general public would not be possible without the necessary support created by a fundraising and donor care team as well as the necessary administrative, economic, and operational and technical service.

We also set out on unexplored paths: we opened our education centre in our headquarters in Michle and for a year now we have also had four beds providing residential respite services – we are pleased that the service is in demand and that clients and their families are happy with it. Some paths and trails appeared as if on their own, due to circumstances: we coped with the first and second waves of coronavirus, we introduced and tested elements of remote care and telemedicine, many of us have been working from home and we have also been managing things online that until recently we could not have imagined would be possible without us meeting in person – not only various workshops, but also charity auctions, a developing e-shop and the majority of educational activities.

In 2020, Cesta domů again tried in every possible way to change how people die in the Czech Republic. It could and can only happen thanks to the generosity, kindness, interest and diverse support of so many people, which never stops even in difficult times. My thanks therefore go to all those who are travelling on this path with Cesta domů, whether as its supporters, donors, volunteers or employees.

Together with you, we have been changing ways for twenty years, we are the Way Home – Cesta domů.

Ruth Šormová, Director

Cesta domů's mission

Cesta domů is a non-profit organisation that publicly asserts the acceptance that dying is a natural part of life.

It provides multi-professional services to the terminally ill and dying children and adults in their natural environment and offers support to their loved ones.

It strives for social change that would allow people to live to the end of their lives where they want, with the support of specialist palliative care if they need it.

It is independent of the state, political parties, churches and private entities.

PATIENT CARE SERVICES

Cesta domů provides comprehensive care for dying patients and their loved ones through interconnected services: counselling, home hospice, palliative and supportive consulting service, respite services at home and residential respite services, support services and equipment rental. In difficult life situations, patients and clients are cared for by colleagues from various professions, with the help of trained volunteers.

The work of all teams was affected by the spread of coronavirus in early March. We made organisational changes based on the methodology of the Czech Society of Palliative Medicine (CSPM) and the Forum of Mobile Hospices (FMH), set up a central control room for those interested in our services, prepared and to a varying degree used a remote form of care in order to reduce the risk of our employees being infected and increase the capacity of our services. For patients and their caregivers, we had instructional videos and written instructions on how to provide basic nursing services prepared by CSPM. The counselling centre was closed for several weeks for personal consultations and we only provided support services by phone. We limited the respite services at home to absolutely essential visits only, while our respite beds remained in full use, with a restriction on visits to clients. The equipment rental was closed to the public, supplying only patients receiving home hospice care.

In May, we returned to normal operation for all services and in the following months reflected on how things had worked during the first state of emergency. In September, with the deteriorating situation regarding the pandemic, we began to prepare for further restrictions and another state of emergency, acquired a sufficient amount of protective equipment and suits so that we would also be able to visit Covid-positive patients, and tried to function for as long as possible without restrictions or organisational changes. All patient care services functioned according to staffing availability at the time, and health and social care workers were tested every five days with an antigen test. As in the spring, we found that many situations could be dealt with by phone and being personally present in patients' families is not always necessary; but if the family needs the help of medical personnel, a nurse will visit the family and provide everything they need.

We continued to work with the Center for Palliative Care to develop a systematic evaluation of hospice care quality. We participated in the pilot testing of a methodology based on data which we collect from a detailed questionnaire for the people our patients leave behind (six months after the death of their loved one). These results serve not only as important feedback about our work, but also to help establish a systematic evaluation of the quality of hospice and palliative care in the Czech Republic, which could support the overall improvement of services and the integration of hospice care into the health system.

The patient care services are led by Karolína Pochmanová.



I will never forget how you helped me in a difficult time – with practical help, but also showing how I should treat my husband. The visit by the doctor and the nurse to our home was one of the important moments in the final journey that my husband and I went on. I not only appreciate the professionalism and expertise of the service provided, but also how effective the help was and how you tried to meet our needs in the shortest possible time.

Lenka Krátká, carer

Medical services

Our team of doctors and nurses provide terminally ill children and adults with medical care focusing on specialised palliative treatment of pain and associated symptoms. Care is provided either in the form of a home hospice with regular visits by health professionals and a non-stop emergency service provided by a doctor and nurses, or through a one-time visit from the palliative and supportive care consulting service. A consulting service consists of the doctor examining the patient in their own environment (or in the clinic at Cesta domů) and a consultation during which the doctor sets up a plan for care and symptomatic treatment and, if necessary, offers the patient a consultation with a counsellor or the support team. Patients or members of their family have the opportunity to consult with a nurse every weekday about any deterioration in the patient's health.

In 2020, we cared for 483 patients in a home hospice, eleven of whom were children or adolescents. The mean length of patient care was seven days. Our doctors, often accompanied by a nurse or social worker, made 428 home visits.

During the year, negotiations continued with health insurance companies that had not yet reimbursed their policyholders for palliative and supportive care consulting service. The service was contracted with the Health Insurance Company of the Ministry of the Interior, effective from August. The last remaining insurance company, Všeobecná zdravotní pojišťovna, promised to pay for the service from January 2021. So, after several years of negotiations, from the beginning of 2021 both Cesta domů's home hospice services and also the examinations it carries out during palliative and supportive care consulting services will be paid for patients of all Czech insurance companies as part of their health insurance.

The medical team is headed by the senior doctor Irena Závadová. Together with her, in 2019, it consisted of 18 doctors, including external doctors. Pavel Klimeš is in charge of a team of 17 nurses.



Project STABILISING THE NURSING TEAM financed by Nadace Komerční banky a.s. – Jistota

During 2020, we put into practice the recommendations contained in our Nursing Team Analysis, developed in the previous year. The main step was to maintain the system of assigned nurses (i.e. each patient in hospice care is assigned their own nurse, with whom they deal with their current state of health during the day), and more thorough standards of work and reporting requirements were set. We have introduced rules for emergency services, mandatory time off after being on emergency call and the possibility of dividing up weekend services among several nurses.

Gradually, multi-speed care was successfully set up. It includes the evaluation of applications for hospice care, which is done jointly by a doctor and a nurse as part of the Palliative and Supportive Care Consulting Service. As a result, we are able to receive acute patients into care on the same day as the family, the hospital and, more recently, the emergency services give us information that they are being indicated for hospice care. For receiving these patients, the admission takes place with the participation of any nurse who is free at the time. During 2020, three patients referred to care by the ambulance service were admitted to care, i.e. in a situation where the emergency medical staff arrived at a terminally ill patient's home and, after finding out the patient's health condition and getting the caregiver's opinion, the Cesta domů Home Hospice was contacted to take over the care of the patient. Thanks to the dedicated capacity of the nurses working on fast admission, we were able to receive these patients into care within 60 minutes. We provided medical intervention for the dying patients and offered their families the services of a multi-professional team. In all three cases, the patient died within 3 days.

Project DEVELOPMENT OF REMOTE CARE AT CESTA DOMŮ financed by Nadace Komerční banky a.s. – Jistota

During the spring wave of the coronavirus pandemic, at Cesta domů we changed the settings of patient care services in order to provide help and care to the dying at home while minimising personal contact and the risk of infection for patients, their caregivers and our healthcare professionals and other colleagues.

Where possible, we replaced personal contact with patients and their carers with phone contact. The families were given instructional videos created by the Czech Society of Palliative Medicine aimed at managing the most common medical procedures typically performed by a nurse (colleagues from Cesta domů also played a large part in making these videos). In the spring, we checked that caregivers who were family members could take care of their loved ones who were dying, even without the personal presence of health professionals, with the help of support on the phone, instructional videos and quality educational materials.

We have realised that telemedicine is part of our work and its role will become increasingly important. In order to gain more knowledge about the possible benefits and risks of remote care, in this project we participate in webinars from countries where the telemedicine system is more widespread. Based on reflection of previous practice and this knowledge, we will prepare a methodological list, which we will share with other mobile hospices.

We are also working to expand the range of videos with others, focused on how to operate an oxygen concentrator, administer nutrition and look after a nutrition probe, or a vascular access device. We plan to supplement the set of procedures with recommendations for caregivers on how to take good care of themselves when caring for their loved one.

Counselling

The staff in the counselling centre are often the first from Cesta domů that our future patients and clients talk to. Carers from all over the country turn to the counselling centre to get the necessary information and support in caring for the terminally ill and dying. During a consultation on the phone or in person, they receive practical tips on how to manage care, as well as contacts for services that are available in their area. Social workers provide information on the options for financial support that the sick, carers and the bereaved can draw on, and they also provide psychological support. The counselling centre also offers advice for parents who learn during pregnancy that their child is terminally ill and that his or her life will be short, or for parents after the loss of a baby (more extensive support in the form of perinatal guidance is offered by the support services team). The Cesta domů counselling centre also answers questions on the Umírání.cz online advice and information portal. The answers are then sorted by topic and available to anyone seeking advice.

Due to measures to fight the pandemic, the counselling centre was temporarily closed for personal consultations in the spring and autumn but counselling over the phone continued without restrictions. During the year, our social workers provided an average of 68 consultations per week, and we answered a total of 805 questions in the internet counselling centre on the Umírání.cz website.

Until August 2020 Barbora Váchová was in charge of counselling. Since November, the counselling centre has a new person in charge, Petra Černá.



In the end, we only needed your services for a few days, but we understood all the more at home how deep and human the importance of this service is. As a family providing care we were unsure, we didn't know if we were doing things right. The doctor and nurse were our wonderful guides, counsellors and, dare I say, friends who helped us to cope with this difficult moment in our lives.

Alena Štrobová, carer

Common topics that people contact the counselling centre about:

The doctor recommended that mother should use the home hospice. What does this mean?

I would like to look after my sick husband at home, but I don't know how to manage it. Who can help me?

We need to organise care for my sick grandmother in her home village. Who can we contact?

I am unsure whether we can manage home care. What inpatient beds are available?

The doctor told me that my dad would not recover. How do we talk about serious illness in the family?

My mother has died in hospital, we weren't able to say goodbye. How do we deal with that?

I am ill and probably don't have much time ahead of me. Who should I contact?

Support services

The members of the support team provide social counselling and psychological support, mainly to hospice patients in their homes. They offer help to patients and their loved ones in the period after they have been given an unfavourable prognosis, after being accepted for hospice care and following a death by offering care to the bereaved. During the Covid restrictions in the spring, the team members mainly provided support remotely. At the same time, they prepared materials concerning care for dying loved ones, as well as texts on saying farewell at a time when it was difficult to meet in person, which we published on the Umírání.cz portal. In the autumn, the strictly remote provision of services was not introduced; we continued to visit families, while complying with protective measures.

The support team organises regular monthly meetings for the bereaved at the Evening Club, only seven of which could take place during the year due to Covid restrictions. All Souls' Week is traditionally the time for the Remembrance Meeting for the bereaved, whose loved ones were taken care of by Cesta domů. As the meeting could not take place in 2020, members of the support team prepared a *Remembrance Greeting* – a video that had over 700 views and a number of positive responses.

In October, a chaplain joined the team and since then she has visited 30 patients. The number of visits by support staff with a doctor to patients' homes increased, with a total of 35 visits. Team members were also in contact with clients who are not part of the Cesta domů medical service, especially during the mourning period and those suffering from complicated grief. We also now offer perinatal guidance to parents who find out that their expected child is seriously ill or to those who are already trying to cope with the loss of a child during pregnancy or shortly after birth.

Pavel Duba is in charge of support services at Cesta domů.

Equipment rental

We rent out equipment that makes it easier to care for the seriously ill and the dying at home. The staff in the rental office will give advice on selecting suitable equipment, explain how to use it, and can arrange for equipment to be delivered to households in Prague. The aids are primarily intended for the needs of families to whom Cesta domů is providing hospice care, to a limited extent we also offer aids to the public.

Equipment rental is managed by Otto Adamec.

For a long time, the most sought-after aids have been an adjustable bed (250 loans in 2020), an anti-decubitus mattress (almost 400 loans during 2020) and an oxygen concentrator (borrowed 199 times in 2020). Closely followed by a toilet chair, bath seat, walker and wheelchair.

Project PUBLIC COUNSELLING FOR THE BEREAVED financed by Nadace Komerční banky a.s. – Jistota

Cesta domů not only looks after the dying and their loved ones, but also the bereaved. In the past, we had capacity almost only for those grieving for patients we had looked after in our home hospice care. Thanks to this project, we can also increase the capacity for members of the public who are grieving.

We provide counselling for these people through the Counselling Centre. The length of counselling varies from client to client, some we just need to inform, calm down and clarify which expressions of mourning are natural. Longer regular meetings then give the client the opportunity to discuss how their experience is developing, go through improvements and failures with the counselor and reflect on them.

An important part of the project is the professional training of employees in the Counselling Centre. In 2020, two colleagues completed the Grief Counselling course and successfully passed the qualification exam. A colleague who provides counselling to parents dealing with a perinatal loss completed the Working with a Traumatized Client course. Two colleagues completed the Narrative Work with the Bereaved course, which gives us a different perspective of working with clients than traditional theories of grieving.

We pass on the knowledge and experience we have acquired. As part of the project, in 2020 we organised two seminars on the subject of Complicated Grief, accredited by the Ministry of Labour and Social Affairs, for 36 members of the professional public. Of the four originally planned group meetings for formal (professional) carers, due to restrictions associated with the coronavirus pandemic, only one took place; the support group format cannot be effectively transferred to the online environment.



Respite services

Cesta domů provides respite services at home, where assistants come to clients in their homes, and since the beginning of 2020 also in the form of residential services, when we take on the all-day care for seriously ill and dying clients. Assistants help with tasks that one would be able to provide on one's own if fully fit – with clothes, food, hygiene. Respite services are not dependent on a patient being accepted for home hospice care, however, hospice and respite services can also be combined.

During the year, assistants providing respite services at home made a total of 3,236 visits to 88 clients. The waves of coronavirus caused some employees to be absent for a long time and as a result we started working with external colleagues, some of whom have now been added to the team on a long-term basis.

In January 2020, we opened four single rooms as part of the residential respite service at the Cesta domů headquarters, where we offer continuous care to people in the advanced and final stages of an incurable disease, who are often bedridden permanently. The service is set up so that the patient can be visited by his or her loved ones at any time and, by agreement, they can also sleep in a sofa bed in their room; however, these options were limited during 2020 due to Covid restrictions.

We took care of 66 clients in beds for stays of various lengths, from a few days to 3 weeks. We took care of some clients repeatedly. We managed to create a stable team, set up the service in the Cesta domů building and find volunteers for it.

Martina Tesařová is in charge of respite services. In 2020 Petra Rendlová coordinated respite services at home while Zuzana Francová coordinated residential respite services.



In the summer, two ladies who had been friends for a long time met here for respite stays. They had known each other since they were young, had spent holidays together, and had daughters of the same age. However, illness had prevented them from visiting each other in the last few years and phone calls were not the answer as their hearing had worsened. They enjoyed their stay here together, just like their daughters enjoyed their rest.

Martina Tesařová, head of respite services

Volunteers

Volunteers are an important part of Cesta domů. In 2020, despite the limitations due to Covid restrictions, 100 volunteers helped us with care for patients and clients, in the charity shops, the administration and running of Cesta domů, and in preparing events, giving over almost 5,000 hours of their time. Volunteers, who were unable to visit home hospice patients or respite clients in the spring due to Covid measures, helped us to provide remote home hospice care and distributed medicines, medical supplies, and small aids to families. Many volunteers also sewed masks for the Cesta domů staff.

There were 107 visits to home hospice patients and clients receiving respite services at home, during which volunteers represented or assisted a carer for a time. The volunteers also arranged 80 rental trips delivering adjustable beds and other equipment. They were also involved in the residential respite services and came to visit clients to talk to them, read to them, or take them out in a wheelchair in the nearby area. Eighteen volunteers spent 161 hours in this way with clients.

In order for our volunteers to provide patient care services they need to complete six months' volunteer training, which Cesta domů regularly organises and in 2020 it completed its 17th cycle, this time online. In the summer, some of the participants took advantage of the offer to gain experience at Cesta domů itself in the residential respite services department.

Volunteers spent 2,000 hours helping with administration, the preparation of the charity auction, at the reception desk, in the library or while working in the garden at the house in Michle. Thirty-six volunteers worked a total of 1,852 hours in the Cesta domů charity shops; at a time when shops had to be closed due to the pandemic, they assembled goods and sewed masks at home.

Markéta Novotná coordinates the volunteers at Cesta domů.

In 2020 the following volunteers helped us:

Lenka Attel, Gabriela Babulíková, Klára Bahník Trefná, Věra Benešová, Amálie Anna Borovková, Martina Borovková, Zuzana Brodová, Irena Buchtová, Jana Bukovská, Jan Burian, Michaela Čaňková, Barbora Čáslavková, Magda Černá, Jirka Doskočil, Silvie Stella Dumalasová, Helena Dvořáková, Marta Fleischhansová, Bohuš Fleyberková, Kristýna Fridrichová, Lenka Frízlová, Dita Gabrielli, Romana Giovagnoniová, Michaela Horká, Karel Hromádka, Pavla Hroudová, Libuše Hulánová, Dagmar Chmelíková, Alexandra Chrastilová, Jitka Chvátalová, Jarka Indrová, Zora Jandová, Marika Ježková, Radka Jiráčková, Hana Jiříčková, Jaroslava Karenová, Alena Kasperová, Tereza Kaucká, Slávek Kepřt, Jana Kolomazníková, Lukáš Konečný, Šárka Kotačková, Pavlína Kotyzová, Zuzana Koutná, Jarka Kučmášová, Kateřina Kuklíková, Petra Kýhosová, Hana Kyrlová, Věra Lucey, Jana Macháčková, Helena Machová, Hana Marková, Dagmar Markupová, Miroslava Mathauserová, Kamila Menšíková, Jana Michlová, Lucie Mikulecká, Lidka Minářová, Lenka Neužilová, Ludka Nohýnková, Jitka Nouzová, Ivana Nováková, Miloslava Nováková, Jakub Novotný, Martin Pekárek, Hana Pešková, Slavěna Podloucká, Helena Pojarová, Eva Procházková, Veronika Puchnerová, Leonardo Ragusa, Martina Roubalová, Veronika Řehořková, Jerry Salem, Eva Sandalová, Adriana Skálová, Adéla Skoupá, Lída Skurovcová, Aneta Sluková, Zuzana Soběslavská, Alžbeta Sočuvková, Lucie Svobodová, Věra Šiffnerová, Ondřej Šlechta, Emma Talacková, Alena Tomanová, Lorraine Catherine Traynor, Alex Truskov, Marek Uhlíř, Bohunka Urbánková, Bára Valecká, Magdalena Válková, Lenka Veverková, Hana Viansová, Zuzana Vondřichová, Eva Widzová, Markéta Zenklová and Ivana Zikmundová.

Thank you, everyone!

PUBLIC AWARENESS

To help spread the values of Cesta domů as well as the experience and knowledge gained from caring for clients we have a publisher that produces publications about palliative care, a public library that focuses on the subject of the end of life, an education centre with activities for professionals and the general public, and two charity shops, which, in addition to selling our own publications, also serve as a place for the public to get to know Cesta domů. Since January 2020, these teams, together with the Communication and Marketing Department, have formed the educational branch of Cesta domů, closely connected with their colleagues who provide care to patients and clients, giving information about their services and drawing on their experiences.

The opportunity to share experiences was also affected by the coronavirus pandemic from spring onwards and many activities went online: we organised educational events in the form of webinars, books were sold mainly in the e-shop, which was given a new look, and we brought the latest news from the publisher in the form of videos. At the end of the year, we published a series of videos and texts dedicated to the prominent Scandinavian scholar, translator and writer Helena Kadečková, who bequeathed her copyrights to Cesta domů before her death in 2018.

We were pleased when in the middle of the year the possibility came up to rent new, larger premises for the charity shop in Prague 6. After we won the tender, we began to make alterations, and if the situation allows, in the spring of 2021 we will open the shop in the new premises near the original shop.

Throughout the year, we also began preparations to celebrate the 20th anniversary of the founding of Cesta domů, which falls in 2021. A modified logo has been created, as has a motto for the celebrations: “We have been changing ways for twenty years. We are the Way Home – Cesta domů”, pointing to the fact that Cesta domů has often been involved in major systematic changes in its field. We have started preparing public opinion research on the topic of death and dying to be carried out in primary schools, the results of which we want to use to further direct our offer of educational activities and publications for children and teachers.

The head of public awareness at Cesta domů is Anna Kačabová.



Without the helping hand of the Umírání.cz website, we would have been lost. Every sentence, every piece of knowledge, every bit of advice guided us, helped us – and it was all true! In addition, it was all written in a really easy way to understand, humanely and with empathy. You helped us such a lot, and especially my dad, at a most difficult time.

Andrea Žbodáková, carer

Publisher

In 2020, the Cesta domů publisher prepared 11 publications, five of which were re-editions and six were new books intended for readers of various ages.

A valuable publication that is unique in the Czech Republic is the translation of *A Gift of Time*, a book by Amy Kuebelbeck and Deborah L. Davis, which is based on their own experiences and deals with perinatal loss and features the concept of a perinatal hospice for children with fatal diagnoses. The selection of Jiří Wolker's letters, *I Hear a Watch Ticking in the Night*, (*Slyším v noci tikat hodinky*), which offers a look into the world of a charming, talented young man, as well as an account of the fight against a serious illness, a hundred years old treatments and homesickness, is a literary treat. The beautifully illustrated translated book *My Grandfather Was a Cherry Tree* by Angela Nanetti about intergenerational relationships is ideal for older children, while for very young children and their parents we have published a translation of the book *There's No Such Thing as a Dragon* by the British illustrator Jack Kent. It shows how much fear can grow when we do not talk about it. Also, we have been able to translate the previously published children's books by Martina Špinková *Matt the Cat, you have all the luck* (*Kocouře, ty se máš*) and *Mystery* (*O tajemství*) into English thanks to a grant from the Ministry of Culture.

We have also expanded a number of information materials in which we pass on experience in providing our services. Advice for the bereaved on how to cope after the death of a loved one can be found in the new leaflet *The Last Things of a Person* (*Poslední věci člověka*). We write about how to prepare for the end of life, what to arrange, what the care options are and how to talk to your doctor in the leaflet for patients *Crossroads: It is better to prepare* (*Křižovatky: Je lepší se připravit*). We have put together a brochure called *Crossroads: Where to turn for palliative care in Prague* (*Křižovatky: Kudy kam v paliativní péči v Praze*) for doctors, social workers and carers.

The founder and long-time chief editor of the publishing division, Martina Špinková, decided to leave her position during the year, running the publishers until September. Then, in October, Adéla Procházková became the editor-in-chief.



I got hold of the books *The Elephant in the Room*, *A Book for Widows*, and *35 Ways to Help a Grieving Child* from Cesta domů. All three are very useful for our work as police psychologists, as well as for the work of our crisis interventionists, who also often meet with the bereaved. The texts in the books are written in a completely humane, non-belligerent and clear manner.

Barbora Škodová, police psychologist

Education and library

The coronavirus pandemic affected the launch of the new Cesta domů Education Centre with regular seminars for experts and the general public. In the spring, the Education Centre was transformed into a studio for broadcasting webinars; after the summer, when we were able to meet participants in the flesh, we continued online again from the autumn. We were pleased with the interest shown by participants, a total of 24 educational events took place, of which nine were online.

Some planned events could not be transferred online due to their topic, such as the Practical Course for Carers, which the public showed great interest in. Only two meetings took place and due to the great interest, we had also planned an intensive weekend course for long-term caregivers, but even that could not take place.

We tried to replace the cancelled events with webinars on current and requested topics, such as an online seminar on palliative care in residential facilities, a webinar on mobile specialised palliative care for students and two online lectures on child palliative care. We also made audio and video recordings of selected events so that we could freely offer them on our website.

Despite the limitations, we managed to organise study visits at Cesta domů for 38 interested members of the professional public. Our experts spoke for a total of 53.5 hours to 556 audience members at conferences, lectures and discussions throughout the Czech Republic.

We began regularly giving people who were interested in the educational activities of Cesta domů information about the current offer of events in our newsletter The Way to Education, and by the end of the year, 650 people had subscribed to it.

During the year, 267 titles were added to Cesta domů's public library with its collection focusing on the topic of palliative care, dying and mourning, so 4,792 books, magazines and digital media are now available to anyone who is interested.

The heads of education in 2020 were Anna Kačabová and Eliška Mlynáriková, who was in charge of the library.



Project CESTA DOMŮ – CENTRE OF EXCELLENCE financed by Abakus Endowment Fund

As part of this project supported by the Abakus Endowment Fund, the successor to the Avast Endowment Fund, we continue to develop Cesta domů as a centre of excellence. We want it to be a workplace that provides high quality services, working on its development and engaging in the topic, whether in social discussion, or in the education of other professionals and the general public.

During the two years of the project, we have set up cooperation with the Motol University Hospital and other hospitals with the aim of smoothly admitting terminally ill children and adolescents to the care of a home hospice. In the first year, two colleagues completed a two-week study visit to the Children's Hospital of Philadelphia.

Thanks to the project, we have created an education centre at the Cesta domů headquarters in Michle and added to the library's collection for the public. The educational activities were given their own space on the Cesta domů website.

The *Books That Help* manual was created to make it easier to know which of our publications to use in various situations. Colleagues from the publishers prepared materials for educational workshops and we tried out demonstration classes at schools and libraries. As part of the project, the staff from Cesta domů spoke for 74 hours at various forums and we allowed trainees to visit 20 families of our patients.

Project EDUCATION AND AWARENESS ABOUT PALLIATIVE CARE financed by Prague City Hall

As part of the project, we managed to carry out sixteen educational events in 2020, despite the exceptional situation and government measures that regulated the number of participants at educational events or did not allow personal participation at all. We conducted online seminars for doctors on the subject of palliative care, advanced care directives, pain treatment and preparing a dead body. We also managed to conduct two case seminars for social workers, therapists and counsellors for the bereaved and two seminars for social workers on the effective coordination of health and social care and the possibilities and range of services of palliative care providers in Prague. In the end, a total of 272 participants attended those educational events.

We tried to transfer cancelled events to online or replace them with seminars on current and requested topics, while trying to preserve the original target groups as much as possible (a seminar on palliative care in residential facilities, a seminar for students on mobile specialised palliative care, an event on the theme of children's palliative care). We made audio and video recordings of selected webinars.

Thanks to our project activities, we were able to reach out to a number of professionals from Prague hospitals, residential facilities, specialists, children's guidance centres, authorities and schools. We prepared a brochure for social workers and an information leaflet for patients on the options for palliative care in Prague. We distributed both publications to Prague institutions that provide or can recommend palliative care, and to general practitioners' surgeries in Prague.

Charity shops

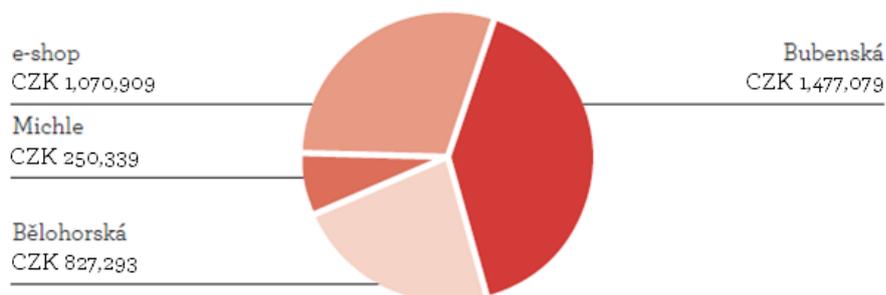
In 2020, Cesta domů ran two charity shops, a larger one in Bubenská Street in Prague 7 and a smaller one in Bělohorská Street in Prague 6. We also added the option of purchasing goods from our publishers at the Cesta domů headquarters in Michle. In the shops, we continued to sell publications from Cesta domů's publishers, designer stationery, small gifts and also second-hand goods, which we receive as donations.

Both charity shops were affected by the coronavirus pandemic and had to remain closed in the spring and autumn, fewer customers came, and they spent only a short time in the stores. Interest in buying from our e-shop increased, we set up a dispensing window in the shop in Bubenská Street and before Christmas we recorded a record number of orders.

During the year, the shops took part in only three sales events, including an open day at the Cesta domů headquarters in Michle, the others were cancelled due to Covid measures or we did not have enough people to participate due to them being ill or in quarantine themselves.

Markéta Čábelová is in charge of the charity shops. Barbora Janičinová is responsible for running the shop in Bubenská Street and Martina Chalupníková is responsible for the one in Bělohorská Street.

Sales for 2020



Marketing and communications

Cesta domů informs the public about its services and events in the field of palliative care. During the year, we published 14 articles on the Umírání.cz information portal, including interviews with Christoph Ostgath, President of the European Association for Palliative Care, and Adam Rapoport, a Canadian children's palliative care doctor. On social networks, we mostly used Facebook, where we placed over 350 posts and where we are followed by over 13,500 users. We also communicate on Twitter (1,080 followers) and Instagram (1,363 fans).

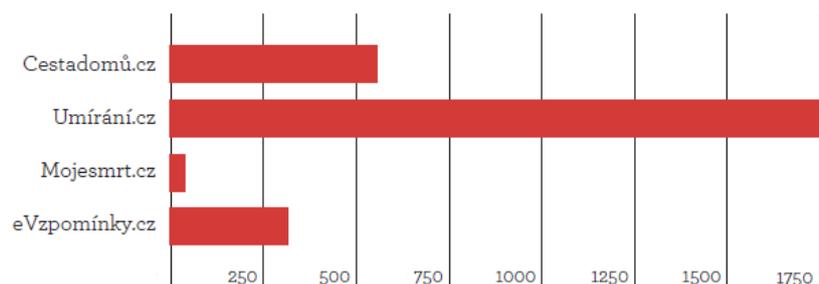
We answered more than 50 journalist requests for comments, interviews and photographs, and in the spring and again in the autumn we responded to the increased media interest in the topic of dying and especially saying goodbye. Cesta domů and its people could therefore be seen and heard on television screens (ČT News, Studio 6, Klíč), on the radio (ČRo, radio Proglas), in newspapers (Hospodářské noviny, Medical Tribune), in magazines (Respekt, Žena a život, Vogue) and online (Aktuálně.cz, iDnes.cz, Seznam news). We regularly gave the latest news about Cesta domů and palliative care in the online monthly Kaleidoscope (in December 2020 it was subscribed to by 2,225 people), and since the autumn we have been preparing an online newsletter including what the publisher and the shops have to offer for almost a thousand subscribers.

Thanks to two simultaneous offers of broadcast space from Google and Economia, we decided in the autumn to create a half-minute video that would draw attention to Cesta domů's work and reach potential new donors. The video in the form of a non-traditional survey had over 300,000 views on the Aktuálně.cz portal and over a million on YouTube, where it brought hundreds of new subscribers to the Cesta domů channel. During the year, on our YouTube channel, in addition to recordings of educational events and readings from books, including children's books, we placed a series of videos accompanying our charity auction, our *Remembrance Greeting* from colleagues providing patient care services, videos about Helena Kadečková and her work, and a short documentary called *The Life of Book at a Small Publishers*, filmed by students at the University of Economics and Business about the activities of the Cesta domů publisher.

Amongst all the bans, measures and uncertainties, on 7 October, to mark World Hospice and Palliative Care Day, the VerTeDance group was able to put on their dance performance, *Correction*, with live music accompaniment from the Clarinet Factory, which was watched by 175 spectators at La Fabrika. The performance had a unique atmosphere and for most of the visitors it was the last cultural event that they would be able to attend for a long time. On the day of the performance, Cesta domů joined in with the third annual Slipper Day, a campaign aimed at raising the profile of mobile hospice care in the Czech Republic.

The marketing and communications team is led by Lenka Vášňová.

Average daily amount of visits to websites run by Cesta domů in 2020:



FUNDRAISING

Thanks to the support of donors, Cesta domů can provide and develop its services and pass on its experience. Every piece of financial and material help means a lot to us. Thanks to support from individuals, companies and institutions, our healthcare professionals and other colleagues can choose the treatment and procedures that will benefit our patients and their loved ones the most.

We are very pleased that support came even in a year that was difficult and challenging for everyone. When it became clear that the unexpected situation would gradually affect everything happening at Cesta domů, it was the help from donors that enabled us to deal effectively with the situation, not panic and cope with the spring and autumn waves of coronavirus without significant constraints on the services we provide. Due to their own difficult situation, some donors had to reduce their support, while, on the other hand, others began to support Cesta domů in the time of the coronavirus crisis in an effort to help us continue to function.

We were happy to take advantage of offers of materials, services and extraordinary financial donations, which began to appear in relation to the pandemic. We used free car rental from several companies for the remote form of care, the increased number of home visits and the trips made by colleagues to clients. We received protective and disinfection equipment as well as food and drink for healthcare professionals.

We try to be in contact with our supporters, tell them about what is going on at Cesta domů and in palliative care in general. During a year full of restrictions and necessary caution, we met in person only during the September Open Day at the Cesta domů headquarters. We took those interested through our services and facilities, offered a lecture on palliative care in Prague and also readings by the actor Martin Myšička from books (not only) from our publishers. Another traditional place to meet, the auction of works of art, took place only online, with the help of videos in which curator Karolína Drábková presented individual works. The result of this year's auction, which we decided not to number and to keep the jubilee tenth auction for this year, when Cesta domů celebrates its twentieth anniversary, exceeded all our expectations. A record number of 221 bidders registered at the auction, of which 163 actively participated. During the evening of the auction, which took place online on the Cesta domů website on 18 November, all 81 works in the catalogue were bought and the proceeds reached CZK 1,289,176, i.e. four times the sum of all the starting prices, for which we say a huge thank you to all the bidders and artists who donated their works. Lucie Mikulecká was in charge of putting on the auction.

The photographer Štěpán Hon gave great support and creative work to Cesta domů. His twelve photographs of celebrities and their loved ones at home formed the content of the DOMA wall calendar for 2021. People could receive the calendar in the second half of 2020 in return for a donation to Cesta domů, and thanks to the publicity the calendar got on Czech Television the entire print run of 1,000 copies was distributed and 700,000 crowns were added to the Cesta domů budget.

Donations from individuals and companies make up more than half of our budget. The general partner of Cesta domů is Abakus – the endowment fund of the founders of Avast. Thank you to all our donors!

Helena Štohanzlová is in charge of donor care and fundraising at Cesta domů.



Cesta domů is a very important organisation, which I am always happy to support. I have personal experience from the time when my sister and I said goodbye to our mother. It was beautiful and dignified, she was able to be at home with us until the last moment of her life. Thank you!

Zdeňka Pištěková, a donor

Thank you for your cooperation

2e plus s.r.o., A L S , s.r.o., ABC MAGNET s.r.o., ACI-AUTO COMPONENTS INTERNATIONAL, s.r.o., Advis Consulting s.r.o., Advokátní kancelář KF Legal, s.r.o., Advokátní kancelář Vyšanská, Majer s.r.o., AGILAB group s.r.o., Akronym s.r.o., Albatros Media a.s., ALFIX ČR, s.r.o., Alza.cz a.s., Amgen s.r.o., AmRest Coffee s.r.o., ANECT a.s., Apple Inc., Applifting s.r.o., ArtKabinet Zíka s.r.o., ASSIST spol. s r.o., AUDIO PARTNER s.r.o., Audiolibrix, AULOS, s.r.o., AUTO STYL a.s., AWAC, spol. s r.o., Benevity, BenQ Mobile CEE GmbH, organizační složka, Betagas s.r.o., BigBit s.r.o., Bistro Empras, BIOFA CZ s.r.o., Blackdog Group s.r.o., BMW Czech Republic s.r.o., bnt attorneys-at-law s.r.o., Boogie Films s.r.o., BrandCloud s.r.o., Castro Marim s.r.o., CEFC, a. s., Citrix Systems Czech Republic s.r.o., CLARINO, s.r.o., CLINUVEL s.r.o., co-bean, s.r.o., Coca-Cola HBC Česko a Slovensko, s.r.o., Coffee Source s.r.o., ComAp a.s., Commexim Group a.s., Consiglio s.r.o., CrossCafe original, s.r.o., Crown Worldwide Movers, s.r.o., Cushman & Wakefield, s.r.o., ČEPS, a.s., Česká provincie Kongregace Školských sester de Notre Dame, Česká spořitelna, a.s., DAIKIN AIRCONDITIONING CENTRAL EUROPE - CZECH REPUBLIC spol. s r.o., DAKOCON s.r.o., DAM architekti s.r.o., DANTEM Česká republika a.s., Darujme.cz, DAUFI Consulting s. r. o., DB Finance s.r.o., DHABA s.r.o., Digital Resources a.s., DIGNITA s.r.o., DMA Praha s.r.o., doblogoo s.r.o., Dobrobazar, z.s., Dr. Müller Pharma s.r.o., Druhý sbor ČCE v Praze 3 Žižkově, DTS-Praha a.s., ECOMAIL.CZ, s.r.o., Economia, a.s., EHX-RAY s.r.o., Emamaso, s.r.o., EPIMEX spol. s r.o., Eppendorf Czech & Slovakia s.r.o., Europ Assistance s.r.o., European National Panel - Český národní panel, Evropský sociální fond Operační program Zaměstnanost, Explore Productions, s.r.o., ExxonMobil Business Support Center Czechia s.r.o., Farma Kozárovice s.r.o., Farní sbor ČCE na Vinohradech, Feron, a.s., FILM KOLEKTIV s.r.o., Flera s.r.o., Forewear s.r.o., Friendly Stores s.r.o., Gajda s.r.o., Galerie Zdeněk Sklenář s.r.o., Google Inc., GRAMOFOND, nadační fond GZ Media, Gymnázium Arabská, Gymnázium Jana Keplera, GYMUNO, spol. s r.o., HABARTline, s.r.o., Happy Training & Consulting, s.r.o., Hartman Czech spol. s r.o., HEIM 68, a.s., Hello bank!, HOCHMARK Building s.r.o., HONCO s.r.o., Icon Clinical Research s.r.o., IMMORANT Development Partners s.r.o., IMMUNIA spol. s r.o., ING Bank N.V., Institut Pallium, z. ú., Instituto Italiano di Cultura - Praga, Intermediza s.r.o., IRSnet CZ s.r.o., IS - ACCOUNTANCY, s.r.o., IVT Tepelná čerpadla s.r.o., JpSoft s.r.o., KancelPlus s.r.o., Kaspens/Jung von Matt, a.s., Klášter mnišek Kazatelského řádu, Klub Hirundo z.s., Kolektory Praha, a.s., KONCEPT EKOTECH s.r.o., Kopecký Hála & Co., advokátní kancelář s.r.o., Kruták & Partners, advokátní kancelář s.r.o., La Fabrika, LeonTax s.r.o., Lesopol s.r.o., Liga proti rakovině Praha z. s., LINVA s.r.o., Livesport s.r.o., LMC s.r.o., Lundegaard a.s., Magistrát hlavního města Prahy, Maranatha z.s., MARIMEDIC s.r.o., Martinské grémium, MEDIAN, s.r.o., MediaRey, SE, MEDISUN profi s.r.o., MEG Solutions, s.r.o., MEGABOOKS CZ, spol. s r.o., Meggle, s.r.o., MELTINGPOT z. s., MEMBER, s.r.o., Městská část Praha 1, 3, 4, 5, 6, 7, 8, 10, 11, 12, 13, 14, 22, Metrostav Development a.s., Microsoft Europe, MIHOMED s.r.o., MIKO SYSTEMS, s.r.o., mikonboard s.r.o., Ministerstvo kultury ČR, Ministerstvo práce a sociálních věcí ČR, Ministerstvo zdravotnictví ČR, Mixit s.r.o., Mlékárna Pragolaktos, a.s., MOJEZUBY s.r.o., Mountfield a.s., MUDr. Václav Vomáčka, s.r.o., MUDr. Youngová & spol., s.r.o.,

Museum Montanelli, MY.GYN s.r.o., Nadace BLÍŽKSOBĚ, Nadace ČEZ, Nadace Dětský mozek, Nadace Charty 77, Nadace Komerční banky a.s. - Jistota, Nadace Krása pomoci, Nadace pojišťovny Kooperativa, Nadace rozvoje občanské společnosti, Nadace VINCI v České republice, Nadační fond Abakus (formerly Nadační fond Avast), Nadační fond GRANT, NADAČNÍ FOND OBĚTEM HOLOCAUSTU, Nadační fond Agora 7, nanoelement, s.r.o., NAOKO, NEBION AG, odštěpný závod, Neit Consulting s.r.o., NEWTON Media, a.s., OMNIF CONSULTING s.r.o., ONLINE APPS s.r.o., Opportunus s.r.o., OPTISIGN s.r.o., Oracle, P Automobil Import s.r.o., Pavel Hnilička Architekti, s.r.o., PEAL a.s., Pedira s.r.o., PFANNER, spol. s r.o., Philips Česká republika s.r.o., POLYSOFT, s.r.o., PRAGOFLORESERVIS, spol. s r. o., PROBO GROUP a.s., Projectman.cz, s.r.o., Purple Foundation, nadační fond, Q2 Interactive s.r.o., Radioservis, a.s., RADNO, spol.s r.o., RÖTHEL Praha, spol. s r.o., Samostatná ordinace gynekologa, s.r.o., scanservice a.s., Seen Media, s.r.o., SENTIENT s.r.o., SERVIND s.r.o., Shoptet, a.s., SHX Trading s.r.o., Smart Informatics s.r.o., Smartlook.com, s.r.o., Solární asociace, spolek, SOTIO a.s., SPOLEČNOST zábavy a vzdělání MAGNA s.r.o., Springer Nature CSC GmbH, Squelle Group, s.r.o., STEM/MARK, a.s., Středočeský kraj, Studio Designiq, Studio Symbiont s.r.o., Svěenský fond na podporu paliativní péče a osob v nezaviněných těžkých životních situacích, SVIT Gallery, ŠKODA AUTO a.s., Taste, a.s., TechSoup, Tesco Stores ČR a.s., Tiskárna Daniel s.r.o., Tomášová Lea s.r.o., Trees s.r.o., Trigema a.s., Trigema Building a.s., ÚVT, s.r.o., Up Česká republika s.r.o., V4 Account Praha s.r.o., Vandemoortele ČR, o.z., Vetnemocnice a.s., ViaMarpi s.r.o., Volvo Car Czech Republic s.r.o., Výbor dobré vůle-Nadace Olgy Havlové, Yabyrinth, s.r.o., YUAR s.r.o.



ECONOMICS AND FINANCE

Cesta domů is financed from multiple sources, the budget consists of donations from individual and corporate donors, contributions from endowment funds and foundations, subsidies from the state budget, payments from health insurance companies, and profits from its own activities and benefit events.

Cesta domů became a VAT payer at the beginning of 2020. At the end of the year, the subsidiary service organisation ProCestu s.r.o. was erased and its components were incorporated back into the parent organisation.

Until May, economics and finances were managed by Tomáš Matocha, then by Jana Janžurová and from mid-October 2020 by Jana Tonová.

Costs and Revenue in 2020 (CZK):

Revenue 2020*	72 576 467
From health insurance companies	9 059 885
Sale of goods and services	7 995 340
Donations (including used funds)	27 657 346
Subsidies	20 326 281
Other income	7 537 616

Costs 2020*	72 575 879
Materials	6 255 029
Services	6 854 805
Wage costs	49 498 234
Other costs	9 967 812

* These are numbers that have not been audited. The annual report, including the audited financial statements, can be downloaded from our website (in Czech).

PEOPLE AT CESTA DOMŮ

At the end of 2020, there were 125 employees at Cesta domů, which, converted to full-time jobs, amounted to 72 full-time jobs (patient care services and public awareness: 56 full-time jobs, donor care and administration: 16 full-time jobs).

In 2020 the following people worked for Cesta domů:

Otto Adamec, Naděžda Adámková, Tereza Anderssonová, Sára Balabánová, Hana Baštová, Patrik Bém, Tomáš Blažke, Kateřina Bransburg, Monika Bursíková, Markéta Čábelová, Petra Černá, Pavel Demo, Karolína Drábková, Veronika Drnková, Pavel Duba, Antonín Ducháček, Dagmar Dynybylová, Mahulena Exnerová, Benedikt Fischer, Klára Fischerová, Zuzana Francová, Alena Hábltová, Oldřich Hanibal, Jan Havlůj, Dana Hechtová, Kateřina Hildebrandová, Markéta Hojná, Adam Houska, Zuzana Hrnčířová, Martina Chalupníková, Václav Chytil, Andrea Jaklová, Zora Jandová, Barbora Janičinová, Kateřina Janoušková, Jana Janžurová, Tereza Jirková, Anna Kačabová, Martin Kalous, Hana Kašpárková, Pavel Klimeš, Marie Klimešová, Eliška Knapová, Michaela Kobrová, Petra Kocourková, Gražina Kokešová Kleinová, Marta Kolská, Mlada Komárková, Pavel Koňarik, Jan Konečný, Kateřina Konopásková, Jan Kořenek, Jitka Kosíková, Emma Kotasová, Michal Kouba, Darina Kremplová, Anna Krutská, Zuzana Křemenová, Zuzana Kupcová, Lukáš Kutek, Tereza Lepešková, Václava Linhartová, Daniela Lukešová, Johana Malá, Hana Marešová, Zuzana Martínková, Tomáš Matocha, Andrea Matoušková, Petra Mejsnarová, Kateřina Menčíková, Jakub Mičica, Petr Mikoláš, Anna Mikulová, Eliška Mlynáriková, Jiří Navrátil, Ludmila Nováková, Markéta Novotná, Magdalena Ondrová, Lukáš Pajer, Ráchel Paslerová, Ivana Pičmanová, Martina Pižlová, Karolína Pochmanová, Jitka Polišenská, Kateřina Pavla Pospíšilová, Adéla Procházková, Jindřiška Prokopová, Marcela Provazníková, Lucie Přádová, Kristina Ranná, Šárka Reischlová, Barbora Rejzková, Petra Rendlová, Štěpánka Ryšavá, Tereza Řezáčová, Jana Salcmanová, Karel Snášel, Olga Stránská, Lenka Studenková, Eva Svobodová, Jana Šídová, Jaroslav Šimůnek, Kristýna Šimůnková, Marie Šimůnková, Štěpánka Škampová, Jakub Šorm, Ruth Šormová, Martina Špinková, Alena Štěpánová, Michaela Štěpánová, Helena Štohanzlová, Pavel Šuchman, Jiří Šulc, Michaela Šustová, Lucie Tarantíková, Martina Tesařová, Linda Tichotová Fryčová, Alena Tomanová, Magdalena Tomášková, Alena Tomešová Lukášová, Jana Tonová, Kateřina Tulachová, Veronika Vacková, Karolína Vagacká, Petra Vagenknechtová, Barbora Váchová, Andrea Valchářová, Eva Van Wagenen, Monika Vaníčková, Lenka Váňová, Kateřina Venclová, Sára Víchová, Magdalena Vlachová, Katarína Vlčková, Pavla Vopatová, Barbora Vráblová, Irena Zavadová, Martina Zikmundová

... and many other people from different professions who worked for us externally and often without a fee.

CESTA DOMŮ BODIES

Statutory body:

Mgr. Ruth Šormová
Director

Founders:

Alžběta Marková, MAS
Nurse

MUDr. Ondřej Sláma, Ph.D.
oncologist, palliative care provider

Ak. mal. Martina Špinková
painter

Board of administration in 2020:

MUDr. Zdeněk Kalvach, CSc.
Chairman

Tereza Kaucká
Vice-chairman

Ing. Jan Žůrek, CSc.
Vice-chairman

RNDr. Josef Basík
Member

Mgr. Václava Bratinková
Member

Prof. RNDr. Milan Kodíček, CSc.
Member

Ondřej Krása, Ph.D.
Member

Mgr. Ing. Markéta Pravdová
Member

The members of the board of administration and founders did not receive any remuneration, they worked voluntarily.

HEADQUARTERS AND CONTACT

Cesta domů, z.ú.

info@cestadomu.cz / www.cestadomu.cz / Reg. no.: 265 28 843 / Tax reg. no.: CZ26528843 / Phone 266 712 610

Headquarters address

Office, medical facilities, counselling, respite services, equipment rental, education centre, library

Heleny Kočvarové 1583/1, 140 00 Prague 4

Charity shops

Bubenská 421/3, 170 00 Prague 7

Bělohorská 1682/74, 160 00 Prague 6

Bank details

Account number: 2800193970/2010, Fio banka, a. s., V Celnici 1028/10, Prague 1

The variable symbol for one-off donations is 357. Thank you.

Websites

Cestadomu.cz - information on Cesta domů and our services

Umirani.cz - information, discussion and advice portal

Mojesmrt.cz - online app to help formulate end-of-life preferences

eVzpomínky.cz - virtual memorial site

www.facebook.com/cestadomu

twitter.com/CestaDomu

[instagram.com/cesta_domu](https://www.instagram.com/cesta_domu)

www.youtube.com/channel/Cestadomů1

REPORT FOR 2020

This information and promotional material is not an official annual report.

The annual report, including the audited financial statements, can be downloaded from our website (in Czech).

Publisher

Cesta domů, z.ú.

Graphic design

Studio Designiq

Editors

Linda Tichotová Fryčová

Lenka Váňová

Photographs

Daniela Dahlien Neumanová

Jan Šilar

All the photographs in the annual report are authentic and have been taken with the consent of the persons in the photographs.