



Amelie, z.s.  
Activity Report  
2019



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## Opening message

Looking back on 2019, I can see one thread connecting all the activities: a conviction that in many ways it was a year of new development despite the fact that Amelie continued to implement a number of regular and long-term projects.

For example, our Tulip Month project saw a broadening of charity activities. Or let us consider the publication activities of Amelie. Our range of booklets was extended, and their distribution and related communication activities were expanded. Also, our collaboration with other patient organisations and with the Czech Society for Oncology has deepened significantly. We can say that by now, Amelie has been widely recognized as a professional organisation focused on providing psycho-social support to cancer patients.

Last but not least, the conference *l slova léčí* (Words have to power to heal) underwent development and some changes. Now in its 4<sup>th</sup> year, the conference was for the first time held outside the hospital premises. Also, its format was changed: a series of shorter contributions in the morning, workshops in the afternoon.

Perhaps as a reaction to all the above-mentioned changes and development, we saw an increase in the number of our clients, especially in Prague. Major changes took place also in our Olomouc Centre. With the exception of the psychologist, there was complete personnel change in 2019.

It is also important to mention an increasing emphasis on communication of Amelie. We are getting better at strategic planning of communication topics as well as in extending our communication channels. Besides Facebook and LinkedIn, you can now visit our profile on Instagram.

I regret to say that there was no development in one vital area: financial donations. Amelie needs financial donations to balance its budget. We need to increase the number of individual donors over the next few years so we will have to aim our efforts on achieving this objective.

Wishing a successful and peaceful year 2020 to all Amelie employees, clients, donors and friends,



**Šárka Slavíková**  
Chair of Amelie, z.s.



## Amelie and outlook for 2020

As we are preparing our Activity Report to be published, the world is facing a pandemic due to coronavirus. Various measures are being implemented and we can be certain that consequences of such measures will have negative impact on the overall economic situation. It is impossible to predict what will happen next and what specific consequences will affect Amelie and its financing. We have to be prepared to cancel some of our events and implement some restrictions. Also, we may not receive some grants. However, we will continue to provide our services in 2020. The Amelie management is closely monitoring the situation and strives to minimise any negative impact on our association, its activities, our employees and especially on our clients. We are prepared to react to the changes that will inevitably come and we promise you all that Amelie will continue to help people live with cancer and provide support to all who need it.



**psychosociální pomoc  
pro onkologicky nemocné a jejich blízké**

# Amelie in 2019

Amelie, z.s., was established in 2006 as a civic association with the aim to provide psychosocial support to cancer patients and their loved ones. It had three founding members – Pavla Tichá, Henrieta Tondlová and Michaela Chrdlová. Three women who all had personal or professional experience with this insidious disease.

## Thirteen years of Amelie existence

Since the moment of its establishment Amelie has been implementing an immense number of activities and projects. Founded in Prague, the organisation soon spread its wings into regions and a number of volunteers joined its founding members. The Amelie telephone help line was established to offer both information and empathy to those in need. Email counselling services followed – and it was just the beginning...

<b>2006</b>	Establishment of Amelie, o.s.
<b>2007</b>	The first Amelie Centre is opened to public in Prague
	Amelie telephone help line is established
	Volunteer programme is launched in the General Teaching Hospital in Prague
<b>2008</b>	Amelie opens the Centre in Olomouc
	Amelie opens the Centre in Rakovník
<b>2009</b>	“Amelie Volunteer programme” is accredited by the Ministry of Interior
	Volunteer programme starts in the Olomouc Teaching Hospital
<b>2010</b>	Registration of social services provided by the Amelie Centre in Prague: Professional Social Counselling and Social services and participatory activities for senior citizens and disabled people
<b>2011</b>	Implementation of the first communication project “C'est la vie or Life with Cancer in Central Bohemia”
	Amelie email help line is launched
<b>2012</b>	Amelie Social Enterprise is established, focusing on education in psycho-social issues
	Accreditation and organisation of our first educational events
<b>2013</b>	The first Tulip Month project is implemented
	The 1st conference on volunteering at oncology departments “I slova léčí” (Words have the power to heal)
	The two-year project “Return to work after cancer treatment” is launched
	Volunteer programme starts in the Central Bohemia region (Na Pleši Hospital)
	Communication project “C'est la vie or Life with Cancer in the Olomouc Region”
Registration of social services is extended to include the Amelie Centre in Olomouc	
<b>2014</b>	2 <sup>nd</sup> year of the Tulip Month project
	Amelie opens its new Centre in Příbram
	Launch of the long-term project “Theme Months”
	Volunteer programme in Prague is extended
	Henrieta Tondlová, co-founder of Amelie, dies
	Pavla Tichá, founder and director of Amelie, dies
<b>2015</b>	3 <sup>rd</sup> year of the Tulip Month project
	Amelie opens its Centre in Liberec
	Volunteer programme in Olomouc is extended
	Conference “I slova léčí II” on comprehensive support to oncology patients and their loved ones
	Education project for schools “Cancer patient in the family”
	Amelie changes its legal status to registered association and its name to Amelie, z.s.
<b>2016</b>	4 <sup>th</sup> year of the Tulip Month project
	Project “Theme Months” focused on prevention is extended to all Amelie Centres
	Publication of booklet <i>Returning to work after cancer treatment</i>
	Survey identifying the psychosocial needs of cancer patients in the Czech Republic is conducted
	Collaboration with 2 projects: Alliance of Women with Breast Cancer and Merck

2017	5 <sup>th</sup> year of the Tulip Month project
	Continuation of ongoing projects (Amelie Centres, volunteers, collaboration with other institutions)
	A number of smaller projects (Art Therapy, Theme Months, Cancer patient in the family, etc.) continue as well
	Amelie begins to participate in the project Hlas pacientek
	Conference "I slova léčí III" on interdisciplinary collaboration in providing care to oncology patients and their loved ones
2018	6 <sup>th</sup> year of the Tulip Month project
	Continuation of ongoing projects (Amelie Centres, volunteers, collaboration with other institutions)
	Volunteer programme in Prague is extended to include two other hospitals
	A number of smaller projects continue as well, e. g. projects aimed to improve financial literacy
	Our collaboration in the project Hlas pacientek brings its first results
	New booklet for GPs, re-edition of the booklet on psychosocial basics
2019	7 <sup>th</sup> year of the Tulip Month project
	Continuation of ongoing projects (Amelie Centres, volunteers, collaboration with other institutions)
	Preparations to extend our volunteer programme to include another region
	New booklet on Amelie Volunteer programme is published to celebrate 10 years of accreditation
	Our collaboration in the project Hlas pacientek continues; new organisations plan to become involved
	Conference "I slova léčí IV" on specific aspects of communication in providing care to oncology patients and their loved ones
	Reprint of our booklet for GPs, re-edition of the booklet <i>Returning to work after cancer treatment</i>
	Publication of workbook for cancer patients – <i>Coping With Cancer</i>

## Amelie goals, vision and mission remain the same

**We grow and change to better serve our clients but our focus remains the same. We stay true to our original ambitions and we are as keen to achieve them as we were when we started.**

Our vision: **Situation in which cancer is being considered simply a part of life.**

Our mission: **We help people live with cancer. We provide our support actively and directly to those who need it and want it.**

Our goal is to establish **at least one Amelie Centre in each Czech region to provide clients with a range of individual and group activities and to support voluntary involvement.**

Our values: **Partnership, trust and expertise**

## Our partners

Amelie fulfils its vision and mission in collaboration with hospitals, patient organisations, experts and lay people. Especially our collaboration with teaching hospitals in Prague, Olomouc and Hradec Králové, and with hospitals in Liberec, Rakovník, Příbram, Nová Ves pod Pleší, the Na Bulovce Hospital and the Institute of Hematology and Blood Transfusion in Prague plays a key role. Amelie is also a member of several umbrella organisations, namely NRZP, UNO and the League Against Cancer.



## Operating with integrity, confirmed by the Seal of Accountability

In 2019 our organisation successfully passed several audits of its obligations, namely the audit of grant management, financial audit, and also the new evaluation system introduced by the AVPO (Association of Public Benefit Organisations) which resulted in confirmation of the Seal of Accountability. Amelie has been entitled to use the certificate of accountability since the summer of 2015.





# Amelie association

In the course of 2019, the Amelie association focused on activities related to management of the organisation. We have also acquired several new members.

## Amelie management in 2019

### Executive Committee

Chair of the Committee and statutory body: Mgr. Šárka Slavíková

Members: Zdeňka Svoboda Kuhnová, Gabriela Böhmová, Michaela Chrdlová, Petra Kuntošová (who replaced Václav Špáňa)

### Audit Committee

Chair of the Committee: Dagmar Bejdlová (who replaced Dina Rišianová)

Members: Jiřina Vecková, Dina Rišianová

### Members of the Association

The association has acquired some new members in 2019 and presently has 19 members, the majority of them with disabilities. Therefore, Amelie retains its status of an organisation of disabled people.

## Amelie team

### Amelie management

**Managing director:** Michaela Čadková Svejkovská

Financial manager: Michal Blažka

Project manager: Šárka Slavíková

### Project management

Coordination of Amelie projects: Tereza Kvapil Pokorná

Coordinator of the Amelie Centre in Liberec: Petra Kuntošová

Coordinator of the Amelie Centre in Olomouc: Tereza Kvapil Pokorná, Helena Kaštilová

Coordinator of the Amelie Centre in Prague: Kateřina Herciková

Coordinator of the Amelie Centre in Rakovník: Jiřina Vecková

Coordinator of the volunteer programme in Olomouc: Tereza Kvapil Pokorná, Vanda Omastová

Coordinator of the volunteer programme in Prague: Eva Račanová

Coordinator of the volunteer programme in Central Bohemia: Dina Rišianová

### Direct work with clients

Petra Kuntošová, Zina Nosková, Klára Háková, Jana Gebauerová, Tereza Kvapil Pokorná, Šárka Slavíková, Michaela Čadková Svejkovská, Olga Fleková, Kristýna Maulenová, Jan Chrastina

### External cooperation

Igor Ondřej, Alexandra Černá Lammelová, Magdalena Frouzová, Marie Marečková, Radka Pončová, Dagmar Krutilová

### Accountant

MULTIS PRO s.r.o.



In 2019 Amelie employed 32 people. The average standard number of employees in primary employment relationship was 2,33. The sum of three highest salaries in Amelie (including social security contributions) was CZK 1,488,534.

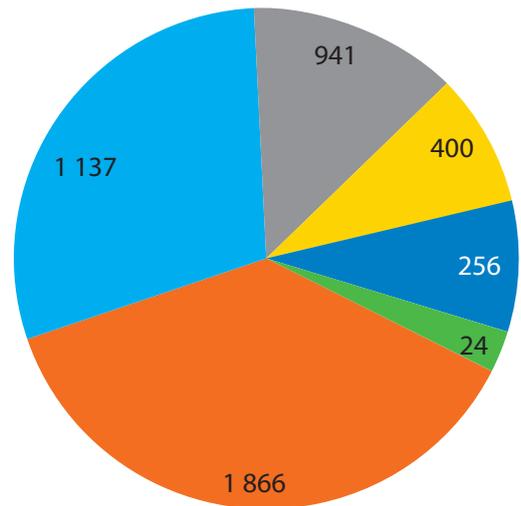
# Financial information

Amelie aims to secure various sources of finance. One of our objectives is to increase the percentage of donations in total income and we managed to fulfil this aim in 2019. Our public fund-raising activities included an active approach and various offers and sales activities. The Tulip Month is probably our most important project addressed to general public and potential donors. Other fund-raising activities traditionally included charity concerts and cultural and social events. In its Centres, Amelie keeps organising smaller local events that promote its services and introduce Amelie both to new clients and potential donors.

## Sources of finance

Government institutions	1 137
Towns and regional authorities	1 866
Foundations	941
Donations that fund our operations	400
Income	256
Other	24

Public fund-raising: used funds	166
Public fund-raising: unused funds	70
Donations to be used in next financial period	33



## Total income and expenditure

Expenditure 2019	4 769
Income 2019	4 791
Result	22

### – of which: our main activity

Expenditure 2019	4 717
Income 2019	4 664
Result	-53

### – of which: economic activity

Expenditure 2019	52
Income 2019	126
Result	74

Our organisation was audited by ADAMEC AUDIT s.r.o. For detailed financial statement and the auditor's statement see Appendices to the Czech version of 2019 Activity Report.

## Grants, donations and contributions

In 2019 Amelie received financial support from more than 30 institutions and organisations and from a number of individual donors whose identity we know. Other people supported Amelie anonymously through public fund-raising and/or DMS.

Capital City of Prague		1 356	Statutory town of Olomouc	85
Ministry of Healthcare		480	Olomouc Region	84
Office of the Government of the Czech Republic		365	Statutory town of Liberec	49
Ministry of Interior		162	Liberec Region	45
Ministry of Culture		130	Prague 8 Municipal District	45
Prague 10 Municipal District		130	Central Bohemia Region	33
			Prague 5 Municipal District	13
			Town of Rakovník	11
			Prague 12 Municipal District	10
			Prague 3 Municipal District	5

## Donations with determination of purpose

Roche s.r.o.		143	Nadace KB Jistota	67
Liga proti rakovině Praha z. s.		124	Nadace ČEZ	60
Nadace J&T		112	Globus ČR, v.o.s.	58
Nadační fond Tesco		76	Amgen s.r.o.	50
Fórum dárců z.s. – ČSOB pomáhá regionům		69	Novartis s.r.o.	44
			Nadační fond Avast	40
			Nadační fond Josefa Luxe	37
			Euronisa	25
			Lasvit s.r.o.	10
			Nadační fond Pomozme dětem žít lépe	10
			Preciosa, a.s.	10

We have also received a contribution from: Nadace Umění pro zdraví and Projekt Nisa s.r.o.

## Amelie donors

### Donations and contributions exceeding CZK 10,000

The International Unitarian Church of Prague	83	Crown Worldwide Movers, s.r.o.	16
Florea Holland s.r.o.	33	Látal Tomáš	15
KNORR-BREMSE	30	Molák Stanislav, Mgr. – soudní exekutor	11
Systemy pro užitková vozidla ČR, s.r.o.	30	Denso Manufacturing Czech s.r.o.	10
Sigmaplast a.s.	30	Fojtíčková Michaela	10
AeskuLab k.s.	30	TACA, s.r.o.	10
Veřejně prospěšný spolek Anaon	25	Condominia, s.r.o.	10
Krofián Jakub	20	Microsoft Ireland Operations Limited	10

## List of institutions and individual donors who provided contributions up to CZK 10,000

AGP PROJEKČNÍ ATELIER s.r.o.	Magna Exteriors (Bohemia) s.r.o.
Aldorf Lukáš	Maříková Klára
Best Daan De	Montag Petr
Dohnálková Ester	Parpelová Kamila
Erlichová Michaela	Preinhaelter Vít
Hájková Barbora, Mgr.	Ryšková Eva
Klabanová Alena	Ružicová Olga
Kuplíková Jana	Tomanková Jana
Liga Proti Rakovině	Zofí fasády s.r.o.

## Non-financial contributions

The operation of Amelie also benefits from pro-bono services and in-kind contributions which are very important to us. We are grateful to the following individuals and organisations that helped us in 2019:

Non-financial contributions - appraised:

ALBI Česká republika a.s.	Small items for conference participants and volunteers	2
Google Czech Republic, s.r.o.	Advertising and IT services	4
Lukáš Rek	Office supplies	1
Megafyt Pharma s.r.o.	Gifts for volunteers and supply of tea for clients at hospitals	13
PRALINKY s.r.o.	Gifts for volunteers	2
Templářské sklepy Čejkovice, vinařské družstvo	Gifts for volunteers	6
UNILEVER ČR, spol. s r.o.	Supply of refreshment and tea for clients	5

Non-financial contributions - unappraised:

Amana, s.r.o.	Supply of tea for the Amelie Centres
Asociace veřejně prospěšných organizací ČR, z.s.	Training
Bednářová Ludmila	Lectures
Botanická zahrada Liberec	Free tickets
Březinová Michaela, DiS.	Lectures
Café AdAstra	Premises
Cendors Eva	Events, other forms of support
Česká lékařská společnost Jana Evangelisty Purkyně, z.s.	Distribution of booklets for GPs
Česká televize	Cooperation on projection of the movie Rakovina je šok
CEWE fotolab	Camera lending and material for charity events
CK Livingstone	Tickets at discounted price
Cricket and Snail	Music – concerts for Amelie and a videoclip
Current Media s.r.o. – Onkologická Revue	Promotion of Amelie, z.s.
Dárci Benefičního bazárku Amelie	Charity sale organised by Olomouc Centre
Dětská skupina Koumáci (ÚVR Mníšek pod Brdy)	Easter and Christmas decoration of the Na Pleši Hospital
Fajmonová Jitka, Bc.	Lectures
Fasnerová Lenka, Mgr.	Lectures
Fitness Life Liberec	Support for our charity events
Frydrychová Dana, MUDr.	Lectures
Gligič Sandra a tým Sunmarketing	Administration of Google campaigns
Gulichová Dana	Creation and sale of products for the benefit of Amelie
Hegerová Dana	Lecturers

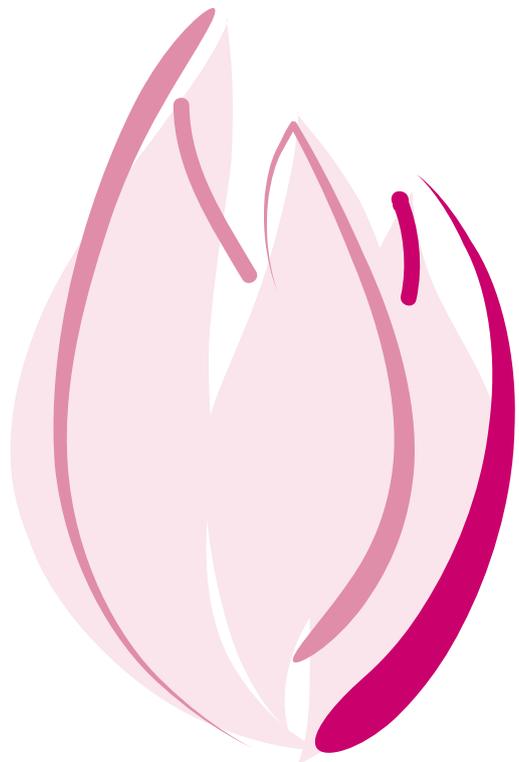
Hojerová Ilona	Support to Amelie
Hrstková Dana, Mgr.	Lectures
Janáčková Laura, doc. PhDr. Dr. phil., CSc	Free lecture for Amelie
JCDcaux	Promotion of Amelie, z.s.
Kohutová Marie, Mgr.	Lectures
Krajčovič Ivan	Consultations
Krajská vědecká knihovna v Liberci, p.o.	Premises for our events
Křížek Michal – Elektro Revize Křížek	Electrical inspection of the Olomouc Centre
Kubánková Alena, Mgr.	Lectures
Kučerková Hana, Mgr.	Lectures
Kulhavá Alena, Mgr.	Lectures
Kvapil Pokorná Tereza, Mgr.	Gifts for St Nicholas visit in Olomouc Teaching Hospital
Květinka od Mariky	Tulips for decorations
LIVOX spol. s r.o.	Discounted price of leaflet printing
Magdaléna, o.p.s.	Theatre performance
Masarykova nemocnice Rakovník	Premises
Městská knihovna v Praze	Premises for movie projection, premises for relaxation workshops
Město Liberec	Auspices for the Tulip Month
Milek Ivana	Singing performances at events
Mokanu Niké Mirka	Lectures
Nemocnice Jablonec nad Nisou, p.o.	Premises
Obchodní centrum Forum Liberec	Premises and other support
Obchodní centrum Westfield Chodov	Support to our charity events
Obchodní centrum Krakov	Support to our charity events
Ordinaceroku.cz	Promotion of Amelie, z.s.
Pleon Impact	Printing services for our Prague Centre
Podářilovi	Supply of tea for Amelie Centre in Olomouc
Pončová Radka	Support to charity events
PORTÁL, s.r.o	Books for our conference
Pravá klimaticko-inhalační solná jeskyně	Free tickets
Řehulka Jiří	Concerts in the Na Pleši Hospital and in Prague Centre
Sbor Cantemus	Support to charity events
Šebela Soňa	Lectures
Spiegelová Veronika a Matouš Hron	Concert in the Na Pleši Hospital
Urbanová Jana Mgr.	Lectures
Talentovaní Umělci	Production of the Olomouc Centre events and supply of material
Tiskárna Polygraph	Printing services - Novinky ze sociální a zdravotní oblasti
Turčan Pavel MUDr.	Lectures
Veverka Vilém	Free tickets for our clients from Olomouc
We Make Media, s.r.o.	Promotion of Amelie, z.s.
Ymkárium Praha 11	Christmas cards for patients
Zemanová Marta	Talk in the Na Pleši Hospital
Zoologická zahrada Liberec, p.o.	Tickets

### **Volunteers participating in the Tulip Month project and helping Amelie, z.s.**

We are grateful to all volunteers who donate their time, energy and ideas to Amelie, z.s.  
Thank you for your participation in 2019!

**Our sincere thanks to all who helped fulfil Amelie mission in 2019.**





# Projects implemented in 2019

In 2019 Amelie implemented 12 projects. Our organisation fulfilled its mission and goals through direct work with cancer patients and their relatives as well as through educational programmes. Our range of projects included both smaller or short-term ones and long-term or regular activities. Below you can find information about individual projects implemented in 2019.

## Amelie activities in 2019

Contacts with clients	11 803
Contacts with general public	908
Group activities	867

It is difficult to measure the outcomes of the sort of activities that Amelie is involved in. We have to rely on the measurement tools used abroad where the effectiveness of timely and professional psycho-social support provided to cancer patients and their loved ones is recognized and the activities and projects are planned accordingly. In case of Amelie, however, we react to newly identified needs of cancer patients and their relatives as well as specific aspects of the situation in the Czech Republic. Therefore, we implement some very specific activities, including surveys to map the current needs or representation of interests of cancer patients. The effectiveness of our support can best be seen in real lives of the patients and in the stories they share with us. The quantified outcomes of our activities illustrate our wide range of activities as well as the expertise of Amelie team. See below to learn more.

### ***Majka and her story***

*Majka learned about Amelie and its services from a friend. She visited us to get information and advice shortly after hearing the diagnosis of her husband: advanced pancreatic cancer. The cancer was incurable and medical science could only offer support in the process leading to premature death of Majka's husband. The situation was a shock for everyone, nobody expected such a sudden turn of events. Majka's husband withdrew into himself and his long silence were difficult for Majka to bear.*

*During the counselling sessions with our psychologist, Majka searched for answers to their communication problem. What is happening to her husband, why he refuses to talk, what could help to change the situation so that they could talk and share his dying, how was she supposed to bear it all? How to communicate with doctors and make them openly describe the condition? How to support her husband so that he would be able to tell his family and friends what he needs; how not to take initiative and responsibility in such dialogues and let him express himself?*

*A social worker explained to Majka the possibilities of getting a second opinion in medical treatment and informed her about financial and organisational support available from the state or other organisations. The illness advanced and soon there was the need for care and complex support in the dying process. In the end, Majka's husband was able to die at home, according to both his and Majka's wishes.*

*Majka came to Amelie for several more consultations to summarize all necessary steps, and received support with all the formalities. She also felt it was important for her to come and thank our team for the chance to safely discuss her situation and feelings and for the fact that she had our support throughout her husband's dying. She was glad she did not have to manage everything on her own and appreciated our services and help.*



## Amelie Centres and help line

Amelie was established with the aim to provide support to cancer patients and their loved ones and help them find appropriate comprehensive and professional care. Our activities are meant to accommodate individual needs of those who seek our help. Similar to situation in other developed countries, the range of psychosocial services offered by Amelie includes psychological support, social counselling, information services, and sharing – an important but often neglected part of necessary services. All these activities support and complement medical treatment in the way that is most effective for the patients and their loved ones. At the same time Amelie strives to inspire the society as a whole to adopt a more empathic approach to engaging with others.

The range of services provided by our Centres complies with the above objectives. The Amelie help line may substitute at least some of the services in locations where there is no Amelie Centre.

## Amelie Centres – places where people find help and company

In 2019 Amelie offered its psychosocial support services in its Centres in Liberec, Olomouc, Prague and Rakovník, and through Amelie help line (telephone and e-mail) throughout the Czech Republic. In total, there were 4,231 contacts with cancer patients or their relatives through participation in individual or group activities. Namely we provided information, counselling (including registered social services and related support services), support in situation of change, stress relief and prevention, self-development and physical activities organised to suit the specific needs of oncology patients. In particular we provided art therapy, relaxation and breathing exercises, basic and specialised social counselling. Besides its services, Amelie offers to its clients an opportunity and space to meet other people and share their experiences.

### Contacts with clients in Amelie Centres

<b>Contacts with clients in total</b>	<b>4 231</b>
Individual consultations	807
Contacts through Amelie help line	169
Contacts through group activities	2 883
– of which using social services	581
Participants in cultural and social events	108
New clients	317

The Centres also organised two rehabilitation programmes, a number of cultural and social events and two other projects: Theme Months and Art Therapy for Cancer Patients.

## Amelie Centre in Liberec

The Centre in Liberec was opened in 2015. It is the only professional organisation in Liberec region that provides cancer patients and their relatives with psychosocial support. In 2019, the Centre was opened to clients three days a week. The Centre offers individual consultations with a psychologist or a social worker. In response to increased demand and positive feedback from clients, more physical activities were added in 2019 and our offer included health exercises, Yoga for a Healthy Back, swimming (twice weekly), and Nordic walking. Thanks to close collaboration with the Liberec hospital we continued to provide our services at its oncology outpatient clinic (Komplexní onkologické centrum in Liberec). The activities offered included art therapy, creative workshops aimed to improve fine motor skills and excursions to exhibitions. Throughout the year, a series of lectures and workshops focused on oncology and related issues were held in the Liberec Regional Scientific Library and in the Amelie Centre. Specific projects were implemented to extend the range of free-of-charge services available to cancer patients, e.g. Christmas Sale of Home Decorations. Educational activities encouraged open discussion of various taboo topics related to cancer, namely through our projects Theme Months and Tulip Month.

### Range of services offered:

- Professional social counselling
- Counselling on employment and legal issues
- Psychological support
- Health exercises
- Yoga for a Healthy Back
- Swimming
- Nordic walking
- Art therapy
- Creative workshops aimed to improve fine motor skills
- Opportunity to borrow books dealing with oncology issues
- Educational seminars
- Drinks and information service at the outpatient oncology clinic



### Contacts with clients in Liberec Amelie Centre in 2019

Contacts with clients in total	1 003
Individual consultations	20
Contacts through Amelie help line	33
Contacts through group activities	620
Contacts at the outpatient clinic	330
Participants in cultural and social events	66
New clients	57

### Events organised by the Amelie Centre in Liberec in 2019

- January: a lecture on prevention of lung and excretory system cancer; a visit to botanic gardens;
- February: visits to a salt cave to support respiratory system; a walk in Janův Důl;
- March: Doors Open Day in the Amelie Centre; a concert of children's choir Slunečnice at the oncology department;
- April: Memory Training workshop; an excursion to Sychrov;
- May: a walk to Blatný pond, a lecture on social rehabilitation when having vision problems;
- June: exhibition Kašpaři a kašpárči, workshop on relaxation – Love Yourself;
- July: a walk from Maliník to Bedřichov dam; a lecture on timely recognition of skin cancer;
- August: a walk to Liberecká výšina; a lecture on thermotherapy for cancer patients;
- September: Healthy Baking workshop (to support blood formation); an excursion to Lemberk;
- October: Magický Himaláj exhibition; workshop on breast self-examination;
- November: a concert - Hlas majestátní české hudby, a discussion with caretakers of ZOO Liberec;
- December: Practicing Relaxation workshop; event Sport jako jedna z preventivních aktivit proti stresu a nemocem

### Amelie Centre in Liberec

Husova 357/10 (building U, entrance form Jablonecká street)  
460 63 Liberec  
Telefon: +420 608 458 277  
E-mail: liberec@amelie-zs.cz

### Amelie Centre in Olomouc

The Centre in Olomouc has been offering its support to cancer patients and their relatives since 2008. The range of services includes social and psychological counselling as well as participatory activities. Every Tuesday between 16:00 – 18:00 the Centre offers regular programme for clients and general public.

### Activities and services offered:

- Art therapy
- Creative workshop
- Poetotherapy
- Participatory and relaxation activities and coaching
- Physical exercises
- Memory training

Various activities were organised within the Tulip Month project in March (charity sale, group exercises). The Centre also offered events and activities organised throughout the year within our educational project Theme Months (talks, lectures, workshops).

### Contacts with clients in Olomouc Amelie Centre in 2019

<b>Contacts with clients in total</b>	<b>440</b>
Individual consultations	17
Contacts through Amelie help line	35
Contacts through group activities	388
– of which using social services	0
New clients	51

### Events organised by the Amelie Centre in Olomouc in 2019

- The Amelie Charity Fair was held in March. The entire proceeds were donated to support the Centre and its services.
- The Centre took part in several events, for example the UP Volunteering Days and the CGNR Goodwill Week.
- Our traditional Christmas party with programme for clients, volunteers and general public was held at the beginning of Advent season.

### Amelie Centre in Olomouc

Horní náměstí 367/5  
779 00 Olomouc  
Telefon: +420 739 005 123  
E-mail: olomouc@amelie-zs.cz

## Amelie Centre in Prague

The Amelie Centre in Prague has been offering its services since 2007. We continued to do so in 2019, offering our clients various individual and group activities both within the framework of our registered social services (Professional social counselling and Social services and participatory activities for senior citizens and disabled people) and through organisation of additional events. The Centre continued to be open 4 days a week. Moreover, individual consultations (Somatic coaching) were offered on Fridays. A new service – Nutrition counselling – was added to our portfolio in September.

To promote our regular activities as well as one-off events organised for general public, we use e-mailing of invitations to our clients, volunteers and patient organisations with focus on oncology issues. In total, we have over 560 e-mail contacts. Thanks to our volunteers our leaflets and invitations are also distributed to hospitals, oncology centres, rehabilitation centres and local authorities (almost 40 locations in total). We also advertise most of our activities on Amelie Facebook, and some of the events were promoted in printed and online media – a series of articles in Blesk magazine, press releases informing about our Tulip Month project and its activities, articles published in Parlamentní listy, Helpnet, Nasepraha4, Mesicnikosmicka, websites of Prague 8 and 10 Districts and Municipal Library of Prague.

Within our regular offer of club meetings there were 12 workshops with 48 clients participating in the activities (various creative art and jewellery workshops, Easter decorations, soap making, parlour games, and a travel lecture on Canada).

## Activities and services offered to our clients:

### Individual

- Individual consultations with psychologist and psychotherapist
- Professional social counselling
- Return to work
- Nutrition counselling
- Somatic coaching

### Group activities

- Relaxation against stress
- Art therapy
- Pilates
- Memory training for beginners
- Advanced memory training
- Tai chi exercises for beginners
- Tai chi advanced practices
- Culture with Amelie
- Yoga
- Peripatetic groups–“Walking for healing”
- Healthy cooking and baking
- Tea room

## Contacts with clients in Prague Amelie Centre in 2019

<b>Contacts with clients in total</b>	<b>1 947</b>
Individual consultations	768
Contacts through Amelie help line	68
Contacts through group activities	1 111
– of which using social services	581
New clients	176

## Events organised by the Amelie Centre in Prague in 2019:

- Throughout the year: Amelie presented its activities at several fairs and events, including the Day of Healthcare and Social Services of Prague 8, the Social Services Fair of Prague 12 and the Day of Social Services of Prague 5.
- May: We participated in the Czech Day Against Cancer. On several locations in Karlín area (restaurants, shopping centres) we offered the yellow flowers within the LPR fundraising campaign.
- September: Our range of services was extended to include two new offers – Nutrition counselling (18 clients took part in regular consultations with our nutritionist) and Somatic coaching with a psychologist.
- December: Amelie clients, team members, supporters and donors gathered at our Christmas party. This year's programme included the concert of Jiří Řehulka.

## Amelie Centre in Prague

Šaldova 15 (entrance from Sokolovská street)  
Praha 8, 186 00 - Karlín  
Telefon: +420 283 880 316  
E-mail: praha@amelie-zs.cz

## Amelie Centre in Rakovník

Our centre in Rakovník is a smaller one but it has the advantage of close cooperation with the Masaryk Hospital in Rakovník where the clients' meetings are held. The Centre offers a range of regular activities and some additional

ones, including rehabilitation programmes and cultural events. Regular meetings were held every second week, always on Thursday (14:00 – 17:00). Once a month, we organised an informal gathering in Česká chalupa restaurant. Our guided walks (Nordic walking with or without walking poles) also continued throughout the year. For example, we visited Křesín and Libochovice, walked along Vůznice river, followed the footsteps of Jan Hus to Krakovec, visited Jesenicko region and climbed the lookout tower Pavlíkovská. The Centre offered participatory activities and group activities that encourage sharing and getting together of cancer patients and their relatives. Such regular “club meetings” may take a form of creative or handcraft workshops.

#### Activities and services offered:

- Tea room
- Nordic walking
- Excursions
- Culture with Amelie
- Gatherings at Česká chalupa restaurant

#### Contacts with clients in Rakovník Amelie Centre in 2019

<b>Contacts with clients in total</b>	<b>841</b>
Individual consultations	2
Contacts through Amelie help line	33
Contacts through group activities	764
Participants in cultural and social events	42
New clients	33

#### Events organised by the Amelie Centre in Rakovník in 2019:

- Two rehabilitation programmes were held in 2019 – Vysočina in June and Karlovy Vary in the autumn, with 42 people participating.
- Workshops on healthy cooking and baking were held in November and December. There were also creative and handcraft workshops.
- In collaboration with Ivana Ptáčková two talk shows were organised in the series “Iva and her quests”. The first event – the launch of Rakovník tajuplný book by Jaroslava Pechová – was held in the hall of Dr. Spalová in the TGM Museum in Rakovník. The other gathering took place in the Masaryk Hospital in Rakovník. 57 people attended and the guests included Jaroslava Pechová, Jindřich Kraus, Iva Ptáčková-Lužná and Pavel Štědrý.

#### Amelie Centre in Rakovník

Masaryk Hospital (9<sup>th</sup> floor)  
 Dukelských hrdinů 200  
 269 29 Rakovník  
 Telefon: +420 773 640 873  
 E-mail: rakovnik@amelie-zs.cz





## Amelie volunteer programme and our volunteers

In 2019 our volunteer programme continued in Olomouc, Prague and Central Bohemia and was extended to include Hradec Králové. 144 volunteers participated in our programme.

### Places where you could have met Amelie volunteers in 2019

#### **Olomouc Teaching Hospital**

Oncology department – 2 inpatient wards

Oncology outpatient department and waiting rooms of Day Care Centre and radiotherapy centre

Oncology departments and waiting rooms – decorations and activities organised within the Tulip Month project

#### **Na Pleši Hospital**

Oncology inpatient ward

Unit of oncology and palliative care

Oncology departments and waiting rooms – decorations and activities organised within the Tulip Month project

#### **General Teaching Hospital in Prague**

Hemato-oncology outpatient department of the 1st internal clinic, Day Care Centre

Inpatient ward of the Oncology department

Oncology part of the inpatient ward of the Obstetrics and Gynaecology Clinic

Oncology part of the inpatient ward of the Dermatovenerology Clinic

Oncology departments and waiting rooms – decorations and activities organised within the Tulip Month project

#### **Na Bulovce Hospital**

Oncology inpatient ward

Oncology departments and waiting rooms – decorations and activities organised within the Tulip Month project

#### **Institute of Hematology and Blood Transfusion in Prague**

Oncology inpatient ward

#### **Teaching Hospital in Hradec Králové**

Oncology inpatient ward

Oncology departments and waiting rooms – decorations and activities organised within the Tulip Month project

#### **Regional Hospital in Liberec**

Oncology outpatient department

Oncology departments and waiting rooms – decorations organised within the Tulip Month project; workshops

#### **Amelie Centre in Olomouc**

#### **Amelie Centre in Liberec**

#### **Amelie Centre in Prague**

Our volunteers continued to offer support and company to cancer patients in hospitals, providing entertainment and helping them pass the time. Thus the volunteers contribute to overall humanization of hospital environment which is beneficial not only to the patients but also to the overburdened hospital personnel. In the Centres, volunteers help us organise various activities and also play an important part in fulfilling some administrative tasks.

<b>Total number of volunteers</b>	<b>144</b>
- of which in hospitals	92
- in the Centres and at events	67
Number of visits	681
<b>Hours donated</b>	<b>1 288</b>
<b>Contacts with patients</b>	<b>7 572</b>

### Training the Amelie volunteers

With regard to unique nature of our volunteer programme which is tailored to the needs of oncology patients, Amelie has been organising its own training programme for volunteers since 2008. Participation in our volunteer programme is opened also to people who went through cancer treatment themselves. Amelie places great emphasis

on professionalism, complexity and practicality of our training programme. Volunteers are trained by the team of experts who have extensive experience in the field of oncology. Training courses are held in our Centres and include visits in collaborating hospitals.

### Training the volunteers in 2019

Number of trainings	5
Number of volunteers trained	50
Number of volunteers involved in training	37

Throughout the year, Amelie volunteers went through regular supervisory sessions where they shared their practical experiences and discussed them with an expert supervisor. In 2019, ten such supervisory sessions were held. The volunteers also had a chance to meet their colleagues at the party organised to thank them and during educational activities for Amelie team members.

### Amelie volunteer programme in Olomouc

In 2019, our volunteers had been visiting two inpatient wards of the Olomouc Teaching Hospital's Oncology Department and also Oncology outpatient department. Volunteers were available to support patients in inpatient wards on Tuesdays, Thursdays and Sundays. They tried to make the patients more comfortable during their stay in hospital by talking to them, playing parlour games, reading to them or offering some creative activities. Volunteers had been supporting also the patients and their relatives in the outpatient department, usually on Monday, Wednesday and Friday mornings, helping them pass the time and offering refreshments, something to read or simply their company. They also provided people with information on psychosocial services available free-of-charge. In the Amelie Centre the volunteers helped prepare and organise various client activities, cultural and social events and charity programmes. Regular creative and handcraft workshops were organised by volunteers for cancer patients. As in previous years, Amelie volunteers were nominated in 2019 for the UP Rector's Award and Křesadlo Award.

### Olomouc 2019 volunteer programme in numbers

<b>Total number of volunteers</b>	<b>48</b>
- of which in hospitals	29
- in the Centres and at events	19
Number of visits	169
Hours donated	290
Contacts with patients	3 107

### Events organised within the Amelie volunteer programme in Olomouc:

- Within the Tulip Month project our volunteers decorated the Olomouc Teaching Hospital's Oncology department, Department of transfusion and the Clinic of pulmonary diseases and tuberculosis with art work of students and pupils from 17 schools and institutions. The decoration was so successful that in some premises it was kept in place for the rest of the year.
- Volunteers helped organise charity events and promotional activities, and also supported day-to-day operation of the Amelie Centre.
- In May, Amelie volunteers participated in the fundraising campaign within the Czech Day Against Cancer.
- For pre-Christmas period, they installed decorations in the Olomouc Teaching Hospital's Oncology department and prepared a special event for St Nicholas Day, with gifts for hospital patients.

### Volunteer programme in Olomouc

Telefon: +420 734 409 757

E-mail: dobrovolnici.olomoucko@amelie-zs.cz

## Amelie volunteer programme in Prague

In 2019, our volunteers in Prague had been regularly visiting cancer patients at the General Teaching Hospital (GTH), namely at the inpatient ward of the Oncology clinic at Karlovo náměstí and at the Onco-gynaecology department of the Obstetrics and Gynaecology Clinic U Apolináře, as well as patients at the Na Bulovce Hospital and at the Institute of Hematology and Blood Transfusion (inpatient ward of hematology department).

Another GTH department regularly visited by our volunteers is Hemato-oncology outpatient department of the 1st internal clinic. Volunteers offer company to patients who often have to wait all day in the waiting room or at the day care centre to be examined. They talk to patients, offer them refreshments (coffee, tea), and provide them with crosswords, games or anti-stress colouring books.

At the Institute of Hematology and Blood Transfusion, our volunteer programme successfully continues at the inpatient ward of hematology department. As the patients often have to spend a long time alone in their rooms, they very much appreciate the company of a volunteer. Thanks to financial support provided by NF Josefa Luxe we were able to provide each room with some helpful aids, in compliance with all the necessary hygienic requirements for isolation units.

### Prague 2019 volunteer programme in numbers

<b>Total number of volunteers</b>	<b>74</b>
- of which in hospitals	41
- in the Centres and at events	47
Number of visits	412
Hours donated	805
Contacts with patients	4 021

### Events organised within the Amelie volunteer programme in Prague:

- In the springtime, our volunteers took part in the Tulip Month project and they helped decorate oncology clinics at the General Teaching Hospital at Karlovo náměstí and the Na Bulovce Hospital. They also ran creative workshops in hospitals, organised music performances (songs according to patients' choice) and helped with charity sales of tulips at Amelie stalls in shopping malls.
- In May, Amelie volunteers participated in the fundraising campaign within the Czech Day Against Cancer.
- And it has become a tradition to visit patients at the Na Bulovce Hospital on St Nicholas Day and bring them small gifts.

### Volunteer programme in Prague

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## Amelie volunteer programme in Central Bohemia

In Central Bohemia our volunteers kept visiting patients at the oncology department of the Na Pleši Hospital. Many patients need to stay there for whole weeks and welcome the chance to enjoy regular company of Amelie volunteers. In the course of 2019, we managed to build a relatively stable team of volunteers from surrounding towns and villages who visited the patients during the week and on the weekends. They mainly serve as friendly bedside companions, talking to patients, reading to them, playing parlour games or offering magazines and crosswords. They also accompany patients for walks in the park or visits to the hospital cafeteria. Volunteers also organise regular creative workshops where the patients can work together, learn new art techniques, develop their own skills and confidence and simply take their mind off the hospital's daily routine.

## Central Bohemia 2019 volunteer programme in numbers

<b>Total number of volunteers</b>	<b>22</b>
- of which in hospitals	22
- in the Centres and at events	1
Number of visits	100
Hours donated	193
Contacts with patients	444

### Events organised by the Amelie volunteer programme in the Na Pleši Hospital:

- The hospital's premises were decorated within the Tulip Month project, in collaboration with five schools, kindergartens and children clubs.
- Two programmes called Live jukebox were organised for the patients who can "order" their favourite songs from volunteer musicians who visit their rooms and perform for them.
- Four concerts took place in 2019, with performances of Duo Cricket and Snail, Veronika Spiegelová (singer) and Matouš Hron (guitar), Jirka Řehulka (singer and Amelie volunteer), and Eva Cendors (Christmas concert).
- Two other cultural events were held: a talk with Marta Zemanová, the collector of Babička books, and a theatre performance (in collaboration with o.p.s. Magdaléna).
- In June our volunteers organised a creative workshop for children and general public as a part of the NaPleš!Fest music festival.
- During their pre-Christmas visits our volunteers brought small presents and Christmas cards for the patients.

### Volunteer programme in Central Bohemia

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E-mail: dina.risianova@amelie-zs.cz

## Amelie volunteer programme in Hradec Králové

In February 2019, based on the initiative of nurses from Hradec Králové Teaching Hospital, Amelie started to negotiate with the hospital and a new chapter of our volunteer programme has begun. Our first activity was to decorate the oncology department within the Tulip Month project. In the autumn we arrived at a contractual agreement, our first volunteer was trained and started to visit the inpatient ward at the end of the year. Our sincere thanks to Mgr. Nečasová and many others whose efforts and enthusiasm made the cooperation possible! We would also like to thank the hospital and all the people involved in the project.

### Volunteer programme in Hradec Králové

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E-mail: dina.risianova@amelie-zs.cz







## Cancer patient in the family

In 2019 we also continued to cooperate with schools, within the project Cancer patient in the family, already in its 5th year. The project is targeted at pupils of 8th and 9th grades of elementary school and provides information on preventive measures and issues related to life with cancer. The students may use such information in their homes as there is hardly a family in the Czech Republic which would not include a member with some sort of oncological diagnosis. Educational programme was implemented in 6 classes of 2 schools: ZŠ Radlická, Praha 5 (4 classes) and Gymnázium na Vítězné pláni (2 classes), with 127 students involved. The schools expressed their interest to extend the programme so that it would also include the pupils of lower grades.

## Art therapy in Amelie

Art therapy has become a long-standing and integral part of our support programmes for cancer patients and their families, being offered both by the Amelie Centres and through our volunteer programme in hospitals. We provide individual and group art therapy sessions, creative workshops in hospitals and excursions to art exhibitions. More than 150 activities were organised in 2019 resulting in more than 600 contacts with patients. Amelie employees and volunteers donated over 230 hours to the programme that was implemented in 4 regions.

## Tulip Month 2019

In its 7th year, the Tulip Month project yet again lived up to its promise "Let us welcome spring – and hope". We can say that we made the general public as well as cancer patients and their relatives more aware of the issues related to life with cancer. Healthy people showed compassion toward cancer patients and took part in our decorating and other activities. The project also helps our Centres and enables them to keep providing free-of-charge psychosocial support. The 2019 Tulip Month was a great success and fulfilled all expectations. Thanks to the efforts of many organisations its mission and messages have spread to other locations in the Czech Republic.

Among the activities that deserve a special mention was an amazing exhibition of roses and tulips that was organised by Florea.cz at Karolinum, and the collaboration with two shopping centres – OC Chodov and OC Krakov in Prague. Our sincere thanks to all those who took part in 2019 Tulip Month!

### Tulip Month 2019 in numbers

Decoration of	
Hospitals and outpatient clinics	12
Hospital departments	22
Amelie Centres	4
Number of people involved in preparing decorations	more than 6 500
Events for patients in	
Hospitals	9
Centres	20
Involvement of general public	
Participating institutions (esp. schools)	89
Number of volunteers involved	55



Communication related to the project and psychosocial needs	
Posters in Prague underground	50
Posters in public transport etc.	200
Leaflets for the public	2 500
Media outcomes	50

## Theme Months 2019

As in previous years, our Theme Months project focused on prevention and awareness building and all our Centres took part in it. The Amelie Centres in Liberec, Rakovník and Olomouc organised one activity each month and our Prague Centre held 3 – 4 activities, always dedicated to specific aspects concerning prevention or impacts of various types of oncological diagnoses. The activities varied in their form and included lectures, on-line expert talks, discussions, workshops, guided walks, cooking lessons, etc. Cancer patients can also use information available on our website in its special section dedicated to specific diagnoses. Some events and activities were held in our Centres while others took place in various public places – for example in the Regional Library in Liberec or on the premises of collaborating organisations in Prague (e.g. Komunitní Centrum Praha 8).

## Theme Months 2019 events and activities:

74 activities were implemented and 47 lecturers were involved.

The total number of contacts with general public within this project was 781 (Prague 208, Liberec 62, Rakovník 178, Olomouc 82, plus 208 online contacts).

The most popular activities traditionally included our online lectures (e.g. Psychosomatics by MUDr. Vladislav Chvála or Male-specific issues related to cancer by Mgr. Martin Jára).

## Conference I slova léčí IV (Words have the power to heal)

KONFERENCE  
**I slova léčí IV.**

Specifika komunikace s onkologicky nemocnými a jejich blízkými

20. listopadu 2019  
Konferenční centrum GreenPoint Praha

Zahranční host doktorka Maria Die Trill (zástupce IPOS)

**Temata odpoledních workshopů**

Začlenění jazyk v transdisciplinárních týmech  
PhDr. Bohumila Baštecká, Ph.D.

Prevence stresu a vyhoření u pečujících o onkologické pacienty  
Doc. PhDr. Dr. phil. Laura Janáčková, CSc.

Supervizní techniky  
PhDr. Marie Marečková-Nosáková, Ph.D.

Možnost přihlášení a výběr workshopů na:  
[www.amelie-zs.cz](http://www.amelie-zs.cz) nebo na e-mailu [vzdelavani@amelie-zs.cz](mailto:vzdelavani@amelie-zs.cz)

úřad vlády České republiky AMGEN Pfizer

This year's conference addressed the special aspects of communication with cancer patients and their loved ones. The event – organised in collaboration with our traditional partner, General Teaching Hospital in Prague – was held on 20 November 2019 in the GreenPoint Conference Centre. The conference was accredited for non-medical health care professions, clinical psychologists and doctors. In total, 90 professionals participated.

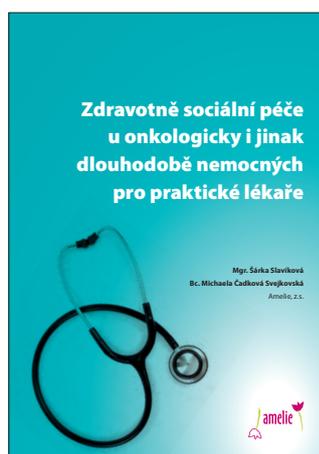
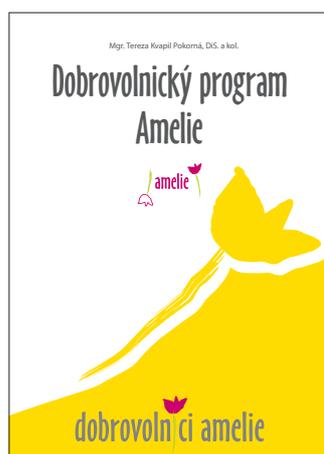
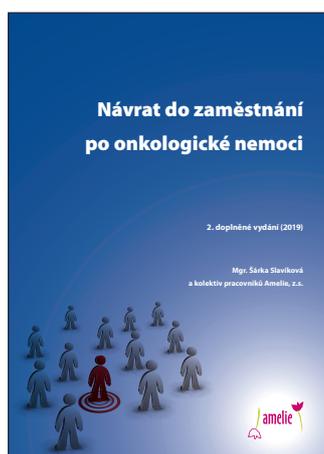
The programme was designed to look at the conference topic from different perspectives, e.g. according to various professions or from the view point of different phases of the illness. Our invited speaker Maria Die Trill was unable to attend due to family emergency. Instead we used the video introducing the IPOS and Australian experience and practices in providing support to cancer patients, prepared by professor Jane Turner from Queensland University. We received very positive feedback concerning the choice of premises, organisation and programme. Our next conference is planned to be held in 2021.

## Survey on psychosocial needs of cancer patients in the Czech Republic

The survey which was implemented in 2018 aimed to find out where the patients seek support from, and whether and from where they eventually get it. In 2019 we followed up the initial project with communication activity. Thus we were able to publish information concerning the role of patient organisations in providing support to cancer patients. Moreover, we introduced the survey and its findings at the international conference IPOS 2019 in Canada. Amelie considers its research activities as one of the forms of advocacy, and also as a substitute for general shortage of relevant data in the Czech Republic. Therefore it is an integral part of our activities aimed to promote the interests of cancer patients and their relatives.

## Booklets and other printed materials

The second revised edition of our information booklet Returning to work after cancer treatment was published in 2019. 7,100 copies were printed and distributed throughout the Czech Republic – to all KOC and HOC Centres, to smaller hospitals and oncology clinics as well as to patient organisations and NGOs. The booklet can also be



downloaded at [www.amelie-zs.cz/brozura](http://www.amelie-zs.cz/brozura). We have received very positive feedback following its re-edition, which may be partly caused by the fact that this topic is generally neglected.

Another publication project implemented in 2019 was a workbook for cancer patients entitled *Zvládání rakoviny*. It is a translation and adaptation of the book *Coping With Cancer - A Patient Guide* by Dr. Meggie Watson and Dr. Charlotte White. The book was translated (with kind permission of the authors) by our psychologist Kristýna Maulenová. Monika Krýže, a Czech and English teacher, helped with proofreading. The resulting workbook is a practical guide that provides cancer patients with information on how to cope with serious illness and its impacts. It aims to support the readers and motivate them to better and faster adapt to a new situation, to identify and address their needs and to accept their feelings as a part of usual reaction to cancer diagnosis. 7,900 copies of the workbook were printed and distributed to more than 80 locations in the Czech Republic at the beginning of 2020.

In 2019, we continued to publish the bulletin *News in social and healthcare systems for cancer patients and their loved ones*. Now in its second year, there were 2 issues (May and December), each with 2,500 copies. The bulletin is also available online at [www.amelie-zs.cz/category/novinky-v-socialni-a-zdravotni-oblasti](http://www.amelie-zs.cz/category/novinky-v-socialni-a-zdravotni-oblasti). The printed copies were distributed to the same institutions and locations as our other publications.

The last publication prepared in 2019 was a booklet informing about our volunteer programme. The booklet summarizes our activities and argues that even in such a demanding field it is possible to successfully implement and manage a long-term and high-quality volunteer programme.

## Expertise in Amelie – education, presentations, advocacy

Amelie has been established as a patient organisation that aims to offer professional care and cooperation. It has a team of experts that prepares a range of services provided, presents Amelie, its results and psycho-social issues in general to expert public, and promotes the interests of cancer patients at both expert and patient level.

In 2019 representatives of Amelie presented our expertise at a number of conferences, as speakers or in the form of a poster. Kristýna Maulenová (psychologist) and Šárka Slavíková (social worker) were the two people most active in promoting Amelie at various expert meetings.

### Conferences attended in 2019

Event	Speaker	Title of our contribution or poster
Prague ONCO (Prague) – Patient seminar January 23–25, 2019	Mgr. Šárka Slavíková	Možnosti dlouhodobé péče o onkologicky nemocného blízkého (contribution)
	Mgr. Šárka Slavíková + Michaela Tůmová (Dialog Jessenius)	Úloha praktického lékaře v dispenzarizaci onkologických pacientů (contribution)
Conference Reach to Recovery International 2019 (Prague) June 12–15, 2019	Kristýna Maulenová McS	Centres of Amelie as a comprehensive care tool (contribution)
IPOS 2019 (Banff Canada) September 23–26, 2019	Kristýna Maulenová McS	Where do oncology patients in the Czech Republic expect support with fulfilment of their psychosocial needs and what is the current reality?: A mixed-method study (contribution)

National conference of palliative medicine (Olomouc) October 18–19, 2019	Mgr. Šárka Slavíková and Kristýna Maulenová McS	Možnosti psychosociální pomoci v rámci paliativní péče (poster)
Conference I slova léčí IV. November 20, 2019	Mgr. Šárka Slavíková	Specifika komunikace s úřady v zájmu onkologického pacienta (contribution)
	Kristýna Maulenová McS	Postřehy z konference IPOS (poster)
	Collective of authors, Amelie	Specifika komunikace v dobrovolnickém programu na onkologii (poster)

This year also saw the continuation of activities of the Hlas pacientek platform. A pilot project was introduced, with the aim to extend the platform, include other organisations and create a new body – HOP (Hlas onkologických pacientů). Some new organisations started to cooperate with us (České ILCO, Lymfomhelp, Klub mnohočetný myelom, ČOPN, Veronika, Asociace mužů sobě), helping us implement projects and activities promoting the interests of all cancer patients. The most important events and activities organised by HOP in 2019 included our presentation at the Brno Oncology Days (28 June), a roundtable organised at the Ministry of Healthcare (11 October), Happening at Vyšehrad organised to support the Metastatic Breast Cancer Awareness Day (11 October) and a roundtable at the Ministry of Labour and Social Affairs (11 December).

Amelie was a member of the working group within the Czech Society for Oncology which prepared recommendations for evaluation of long-term disability, invalidity and partly also for evaluating various stages of dependence of the benefits provided on the care needed. The Ministry of Labour and Social Affairs has published the resulting recommendations as a methodology to be used by assessment doctors and committees. Moreover, Amelie has been an active participant in the meetings of patient associations with the Ministry of Healthcare and together with the Association of Public Benefit Organisations and NRZP submits comments to laws and regulations.

In the course of the year we continued our collaboration with a number of patient organisations, especially in educational activities. We organised a seminar Returning to work after cancer treatment for Bellis Young and Cancer (a project of Aliance žen s rakovinou prsu) on January 8, a lecture on health and financial literacy for the club Mnohočetný myelom on March 13, and a seminar on social support options for long-term patients in the Fit Ilco on September 26.



## Feedback received by Amelie in 2019

### Feedback on Nutrition counselling provided by the Amelie Centre in Prague:

*"Amelie offers welcoming atmosphere, with resulting feeling of relief, understanding and help in a situation which for me was unclear and unsolvable."*

*"I appreciate the overall approach and a variety of offers."*

*"I can only recommend... and I continue to do so."*

### Feedback on individual counselling provided by the Amelie Centre in Prague:

*"I liked the tolerant approach to the fact that anyone's health condition may deteriorate at any moment."*

*"I appreciate your open and professional approach, your knowledge and expertise."*

*"Friendly atmosphere, openness, professionalism."*

*"I am grateful for the chance to openly discuss problems, get further support, come for another consultation, and the psychologist's forthcoming approach in general."*

### Feedback provided by a volunteer on the Volunteer programme in Prague:

*"Thank you for your message and for the gift but it is me who should be grateful to you and all your colleagues in Amelie. Thanks to you I have found a new direction of my life journey."*

### Feedback on the Volunteer programme in Olomouc:

*"Dear Ms. Director,*

*"I would like to thank you and all your Amelie colleagues for the work you do. I underwent cancer treatment in the Olomouc Teaching Hospital (6 weeks of chemotherapy from 12 November 2018 to 12 March 2019). Yesterday I went to the Amelie Centre in Olomouc to express my thanks in person and we had a nice 90-minutes discussion about my experience with Oncology Department and the activities of your organisation. Thank you and I wish you a good day."*

*Marcela Ševčíková*

*"Amelie Volunteers regularly visit our clinic. They are all very pleasant women who talk to patients, offer them refreshment and company, either for a walk in the hospital area or for their examination. Patients are grateful for any distraction when they have to wait for long hours. They appreciate the offer of tea and coffee, or some magazine to read. If there is no volunteer on the premises for a week, the patients ask what happened. Yellow T-shirts and smiles of your volunteers always brighten up the greyness of our waiting rooms. Our staff is grateful for the time you dedicate to the patients. All your volunteers who visit our clinic are friendly, forthcoming, cheerful, and well able to communicate both with our patients and our staff. We are glad to have them here and grateful that they are willing to visit such a demanding hospital department. We hope that our cooperation will continue."*

*Hana Harabišová, station nurse (Oncology department – outpatient clinic, Olomouc Teaching Hospital)*

### Feedback on the conference I slova léčí:

*"I would like to thank Amelie for the conference and its perfect organisation. I participated for the first time and it was great. All parts of the morning programme were very interesting and the afternoon workshop with Doc. Laura Janáčková was simply excellent. I think I will remember it for a long time and it will remain a source of inspiration for me. Thank you once again and I am looking forward to the next conference."*

### Feedback from Amelie Facebook:

*"Betus, Amelie is amazing, stay with them. You are all doing an admirable job."*

*"Your work is truly supportive and useful. It is refreshing for the patients that you bring in your smile and interest as well as your understanding for their illness. Amelie is also active in Liberec and I am aware of their efforts and activities. I know some people who used their support and counselling. It is wonderful that such services exist. Good luck for the future."*

### Feedback on the Tulip Month project in Hradec Králové:

*"The Tulip Month is over but the scent of tulips still lingers here. Your decoration of our clinic was such a success that we decided to leave it in place until the end of spring. We often hear comments that it would be good to continue with such decorating activities, probably according to changing seasons, and start cooperating with schools on a regular basis. In short, neither the patients nor the staff want to see empty and sad walls anymore!"*

