



# Annual Report

## Amelie, z.s.

### 2020



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## Foreword

Dear ladies, dear gentlemen, dear supporters and friends of our organisation,

Every year is a year of changes in Amelie. We respond to the ever-changing world, possibilities and challenges and constantly move forward for 14 years already. The last year was, not only for us, a one in the name of an unexpected challenge in the face of the COVID-19 pandemic. The values of a civil society, human rights, democracy and humanism are within the interest of a pandemic management subordinated to the repeated national state of emergency, sometimes to hardly understandable governmental restrictions and emotionally tense behaviours of all people - patients, healthcare professionals, institutions, donors and others. It was not and it is not an easy time for the organisation, its employees, volunteers and especially for oncology patients and their close ones.

Amelie is dedicated to long-standing psychosocial support, which positively affects quality of life. It was no different in 2020. In these difficult times, our focus however gains on a higher topicality.

During 2020, Amelie was within reach to all those in need - as a lighthouse in a restless sea. None of its activities were left out, quite the opposite, many of them developed and improved. It managed to follow-up on possibilities very fast, adapted them to the needs of patients and their close ones and offered them a new mode of service. That was, for instance, taken with great gratitude from their side.



Thanks to all those who have been with us in it. Primarily, thanks to all our wonderful colleagues, without whom it would not be possible. Empowered with the new experience, we are entering the year 2021 and are looking forward to new challenges and co-operation.

A handwritten signature in blue ink, appearing to read 'Šárka Slavíková'.

**Šárka Slavíková**

Chair of the society of Amelie z.s.

## Amelie and outlook for the year of 2021

As we are composing this Annual Report, the world is still facing the coronavirus pandemic. Restrictions are adopted, the full scale implications of which will only start showing, thus not even the impact on the economy can be estimated, all the more so in the non-profit sector. Thus, it is not possible to estimate what sort of impact this will have on Amelie and its financing. We have to, just as we did in 2020, take into account restrictions, event cancellations, and even not receiving some grants. The continuation of activity of the organisation and its mission in 2021 will however not be affected. The Amelie Management monitors the situation regularly and takes all necessary steps to reduce negative effects on the society, its activity, employees and particularly, clients. It is possible that necessary changes will come, nevertheless even in 2021 we are going to help live life with cancer to



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

# Amelie in the year of 2020

Amelie z.s. was established in 2006 as a civic association, the aim of which was the psychosocial support to oncology patients and their close ones. It was established by three women - Pavla Tichá, Henrieta Tondlová and Michaela Chrdlová, who had personal or professional experience with this insidious illness.

## Fourteen years of Amelie's existence

|             |   |
|-------------|---|
| <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 1 <sup>st</sup> conference on volunteering at oncology departments "I slova léčí" (Even 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   |
| <b>2017</b> | 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   |
|      | Follow-up survey on psychosocial needs of cancer patients in the Czech Republic   |
| 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>   |
| 2020 | Organisation of the eight year of the Tulip Month   |
|      | ongoing long-standing projects of the centres, volunteers and cooperations  |
|      | volunteer programme also in Hradec Králové  |
|      | ongoing cooperation both with patient organisations and with The Voice of Patients, which expanded                            |
|      | organisation of the research of sleep in oncology patients in the Czech Republic  |
|      | organisation of a new brochure for incurable oncology patients and their close ones   |
|      | further ongoing projects including the preparation of the new design of the website   |
|      | Covid 19 also pushed Amelie into online activities in much greater scale than ever before                                     |

## Amelie's goals, vision and mission remain unchanged even in these difficult times

We work for the benefit of our clients, we change, but our aim 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.

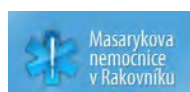
**Our mission:** To help people live with cancer. To provide our support actively and directly to those who need it and want it.

**Our goal:** 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 laics. Especially notable is our collaboration with university 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 Haematology and Blood Transfusion in Prague. Amelie is also a member of several umbrella organisations, namely NRZP, UNO and the League Against Cancer.



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

In 2020 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). The result of it is the confirmation of the Seal of Accountability, which has Amelie held since the summer of 2015.









# Amelie association

Throughout 2020, the Amelie Association focused on changes related to the Covid situation, maintaining the organisation's direction as well as changes associated with restricted socialising opportunities.

## Amelie Management in 2020

### Executive Board

Chair of the Executive Board and the Statutory Body: Mgr. Šárka Slavíková

Board Members: Zdeňka Svoboda Kuhnová, Gabriela Böhmová, Michaela Chrdlová, Petra Kuntošová

### Audit Board

Chair of the Audit Board: Dagmar Bejdlová

Members: Jiřina Vecková, Dina Rišianová

### Members of the Association

The Association has 18 members and the majority of them are people with disabilities. Thereby, Amelie retains its status as an organisation of disabled people.

## Amelie Team

### Amelie Management

Managing Director: Michaela Čadková Svejková

Finance Manager: Michal Blažka

Project Manager: Šárka Slavíková

### Project management

Coordination of Amelie's projects: Tereza Kvapil Pokorná

Coordinator of the Amelie Centre in Liberec: Petra Kuntošová

Coordinator of the Amelie Centre in Olomouc: Helena Kaštilová

Coordinator of the Amelie Centre in Prague: Kateřina Herciková, Monika Kaššaiová

Coordinator of the Amelie Centre in Rakovník: Jiřina Vecková

Coordinator of the volunteer programme in Olomouc: Vanda Omastová, Marie Kubisová

Coordinator of the volunteer programme in Prague: Eva Račanová

Coordinator of the volunteer programme in Central Bohemia: Dina Rišianová

Coordinator of the volunteer programme in Hradec Králové: Andrea Nečasová

### Employees working directly with clients

Petra Kuntošová, Veronika Hlavatá, Pavla Řečtáčková, Marie Bezděkovská, Klára Háková, Jana Gebauerová, Jan Chrastina, Marie Vinklerová, Šárka Slavíková, Michaela Čadková Svejková, Martina Hráská, Olga Fleková, Kristýna Maulenová

### External cooperation

Igor Ondřej, Alexandra Černá Lammelová, Magdalena Frouzová, Marie Marečková, Barbora Filípková, Dagmar Krutilová

### Accountant

MULTIS PRO s.r.o.

In 2020, Amelie employed a total of 40 employees. The average standard number of employees in primary employment relationships was 3.02. The sum of three highest salaries in Amelie (including social security contributions) was CZK 1,595,057.

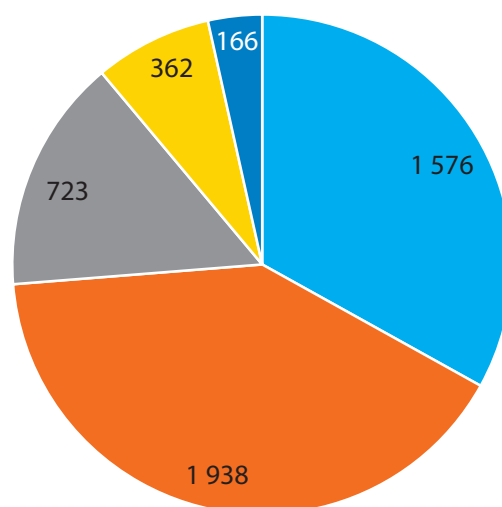
# Financing Amelie

Amelie aims to secure various sources of finance in the long-term. One of our objectives is to increase the percentage of donations in total income, which was managed even in 2020. The public was approached through fund-raising activities. The Tulip Month belongs to the biggest projects, through which Amelie approaches its potential donors. A part of the activities focused on acquiring further resources are the fund-raising activities, which traditionally include charity concerts and cultural and social events. In its Centres, Amelie organises smaller local events that promote its services and introduce Amelie both to new clients and for potential stakeholders. In sum, Amelie's financing was comparable to those of previous years, though the changes inflicted by the COVID situation are apparent.

## Finance distribution based on their resource

|                       |       |
|-----------------------|-------|
| State Institutions    | 1 576 |
| Cities and Regions    | 1 938 |
| Foundations and Funds | 723   |
| Donations             | 362   |
| Takings               | 166   |

|   |     |
|---|-----|
| Public raising campaign, used resources   | 54  |
| Public raising campaign, unused resources | 132 |



## Total of incomes and expenses

|                        |       |
|------------------------|-------|
| Total Costs of 2020    | 4 725 |
| Total Earnings of 2020 | 4 819 |
| Result                 | 94    |

## Out of that main activities:

|               |       |
|---------------|-------|
| Costs 2020    | 4 661 |
| Earnings 2020 | 4 717 |
| Result        | 55    |

## Out of that the economic activity:

|               |     |
|---------------|-----|
| Costs 2020    | 63  |
| Earnings 2020 | 102 |
| Result        | 38  |


The organisation passed an audit by ADAMEC AUDIT s.r.o. company.

## Donations and gifts

In 2020, Amelie was supported by 34 institutions and organisations, but also numerous persons, whose identity is known. Further donors supported Amelie through public raising campaigns and through DMS (donor SMS). In thousands CZK.

|                            |  |       |                                      |    |
|----------------------------|--|-------|--------------------------------------|----|
| Hlavní město Praha         |   | 1 421 | Ministerstvo vnitra                  | 85 |
| Ministerstvo zdravotnictví |   | 887   | Statutární město Olomouc             | 70 |
| Úřad vlády České republiky |   | 404   | Středočeský kraj                     | 55 |
| Ministerstvo kultury       |   | 150   | Liberecký kraj                       | 55 |
| Městská část Praha 10      |   | 130   | Ministerstvo práce a sociálních věcí | 49 |
| Olomoucký kraj             |  | 118   | Městská část Praha 8                 | 45 |
|                            |  |       | Městská část Praha 4                 | 35 |
|                            |  |       | Městská část Praha 5                 | 15 |
|                            |  |       | Město Rakovník                       | 11 |
|                            |  |       | Městská část Praha 12                | 10 |

## Donations with a determined purpose

|  |   |     |   |    |
|--|---|-----|---|----|
| NF J&T                                       |  | 108 | Amgen s.r.o.                              | 30 |
| Takeda Pharmaceuticals Czech Republic s.r.o. |   | 95  | Nadace rozvoje občanské společnosti/Tesco | 30 |
| ROCHE s.r.o.                                 |   | 90  | Globus ČR                                 | 22 |
| Nadace ČEZ                                   |   | 82  | Nadační fond Pomozme dětem žít lépe       | 20 |
| Novartis s.r.o.                              |   | 71  | Nadace Komerční banky a.s. - Jistota      | 18 |
| Fórum dárců z.s.                             |   | 58  | Pro bezpečnou budoucnost z.s.             | 18 |
| Liberecký kraj ID                            |   | 35  | Nadační fond Avast                        | 18 |
|  |   |     | PRECIOSA, a.s.                            | 15 |
|  |   |     | Nadační fond CDCP                         | 10 |

Further donations by: Municipal District of Prague 3 and Liga proti rakovině Praha z. s. (The League Against Cancer).

## Amelie Donors

### A list of gifts exceeding 10,000 CZK (ordered by the highest):

|   |    |                                  |    |
|---|----|----------------------------------|----|
| Mezinárodní asociace žen v Praze, z.s.  | 85 | Florea Holland s.r.o.            | 27 |
| Alza.cz a.s.                            | 42 | DENSO MANUFACTURING CZECH s.r.o. | 13 |
| ABO valve, s.r.o.                       | 30 | CONDOMINIA, s.r.o.               | 10 |
| AeskuLab k.s.                           | 30 | Liga proti rakovině Praha z. s.  | 10 |
| KNORR-BREMSE                            |    | Michal Mizera                    | 10 |
| Systémy pro užitková vozidla ČR, s.r.o. | 30 |                                  |    |

## A list of donors up to 10 thousand Czech Crowns

|                      |  |
|----------------------|--|
| Aldorf Lukáš         | Magna Exteriors (Bohemia) s.r.o.       |
| Bulánek Petr         | Mikeš Martin                           |
| Dream Sisters s.r.o. | Mgr. Molák Stanislav - soudní exekutor |
| Fišara, Jan          | Mgr. Papajiková Miroslava              |
| Herman Vladimír      | Pudilová Veronika                      |
| Hojerová Ilona       | Ing. arch. Richtrová Eva               |
| Karasová Lenka       | Ryšková Eva                            |
| Kejzlarová Lenka     | Ružičová Olga                          |
| Klabanova Alena      | Tomanková Jana                         |
| Kupilíková Jana      |  |

## Non-financial contributions

Amelie's operation also benefits from pro-bono services and in-kind contributions which are immensely important. The following listed persons and organisations helped in 2020:

|                               |                                  |    |
|-------------------------------|----------------------------------|----|
| Bínová Renáta                 | Materiál do Centra Praha         | 5  |
| Daněčková Ivana               | Tisk propagačních materiálů      | 10 |
| Google Czech Republic, s.r.o. | Reklama a IT služby              | 6  |
| Krásná Každý Den s.r.o.       | Materiál do Centra v Olomouci    | 6  |
| Praha 8 srdcem - dárce        | Materiální dar do Centra v Praze | 1  |

## Non-financial gifts:

|  |   |
|--|---|
| Amana, s.r.o.                              | teas for Amelie Centers   |
| Aschermannová Alexandra MUDr.              | Volunteer tutor   |
| Bátková Zdeňka                             | Aid with preparations at events                                 |
| Bednářová Ludmila                          | Volunteer tutor   |
| Cendors Eva                                | events, Amelie support  |
| Current Media s.r.o. – Onkologická Revue   | Amelie, z.s. promotion  |
| Damair Irská Muzika                        | Concert during an event   |
| Dárci Benefičního bazárku Amelie           | Charity shop at Olomouc Centre                                  |
| Fasnerová Lenka, Mgr.                      | Volunteer tutor   |
| Fialová Alena MUDr.                        | Volunteer tutor   |
| Fitness Life Liberec                       | Charity events support  |
| Friedlová Martina                          | Volunteer tutor   |
| Glassor Decoration, s.r.o.                 | Donation of decorations   |
| Gulichová Dana                             | help with the preparation of activities for Amelie charity shop |
| Háva Petr Mgr.                             | Volunteer tutor   |
| Hindráková Hana                            | Discussion at Nemocnice Na Pleši                                |
| Houdková Dana                              | Volunteer tutor   |
| Hrabánková Darja Mgr.                      | Volunteer tutor   |
| Chlebovcová B. MUDr.                       | Volunteer tutor   |
| Chrastina Jan                              | Aid with preparations at events                                 |
| Janáčková Laura, doc. PhDr. Dr. phil., CSc | Free lecture  |
| JCDecaux                                   | Amelie, z.s. promotion  |
| Klaudiánova nemocnice, a.s.                | cooperation   |
| Koktová Martina Bc.                        | Volunteer tutor   |
| Krajčovič Ivan                             | consultation  |
| Krajská nemocnice Liberec, a.s.            | cooperation   |
| Krajská vědecká knihovna v Liberci, p.o.   | Events premises   |

|                                    |   |
|------------------------------------|---|
| Kubánek Michal                     | Volunteer tutor   |
| Kučerová Veronika                  | grafika a realizace výmalby v Centru Olomouc Graphics and painting the Amelie Centre in Olomouc |
| Kulhavá Alena Mgr.                 | Volunteer tutor   |
| Kuntoš Marek                       | Aid with preparations at events   |
| Kvapil Pokorná Tereza, Mgr.        | Amelie support  |
| Kynkorová Hana Mgr.                | Volunteer tutor   |
| Lerch Jakub                        | Support of Tulip Month in Olomouc   |
| LIVOX spol. s r.o.                 | concessionary prices for leaflet printing   |
| Masarykova nemocnice Rakovník      | premises  |
| Mečl Jan MUDr.                     | Volunteer tutor   |
| Město Liberec                      | záštita Tulipánového měsíce   |
| Mikulová Radka Mgr.                | Volunteer tutor   |
| Morcinek Ondřej a Orchester UPOL   | koncert na zahájení TM  |
| Moučka Tomáš MUDr.                 | Volunteer tutor   |
| Nemocnice Jablonec nad Nisou, p.o. | premises  |
| Obchodní centrum Forum Liberec     | premises and further cooperations   |
| Obchodní centrum Krakov            | Charity events support  |
| Omastová Vanda                     | Volunteer tutor + Aid with preparations at events   |
| Pončová Radka                      | Support at charity events   |
| Pretl Martin MUDr. CSc.            | Volunteer tutor   |
| Sport studio ENDORFIN, s.r.o.      | Exercise for Amelii   |
| Svobodová Jitka a České ILCO       | Volunteer tutor   |
| Tůmová Vendulka                    | Volunteer tutor   |
| Vágnerová Tereza Mgr. Ing.         | Volunteer tutor   |
| Vodáková Eliška                    | Volunteer tutor   |
| Voldřichová Věra Mgr.              | Volunteer tutor   |
| We Make Media, s.r.o.              | Amelie, z.s. promotion  |
| Zbořilová Petra                    | Volunteer tutor   |
| Zdichynec Pavel                    | Volunteer tutor   |
| Zikán Michal prof.                 | Volunteer tutor   |
| ZŠ Sokolovská Liberec, p.o.        | Fundraising for Amelie  |

As donors, we also account for the volunteers who participated in the Tulip Month and those who volunteer for Amelie z.s. regularly.

In 2020, the donors received a newsletter containing information on the activities of the organisation. Amelie continuously thanks these donors as without them, the activities of Amelie would not be possible.

**Thanks to all those who helped Amelie with and in its mission in 2020.**







# Projects organised in 2020

**In 2020, Amelie organised 11 projects. The aims in the direct work with clients and their close ones and in raising public awareness were met.** Some projects are short-term ones or limited in time, others are being conducted on an ongoing basis as long-term ones. The information describing individual projects follows.

The impact of activities organised by Amelie is very difficult to be measured with the available tools. It relies on the worldwide assessment which stands for the efficiency of timely and professional psychosocial support for oncology patients and their close ones, and accordingly, activities are being planned for. On top of it, Amelie also reacts on the identified needs and specifics of oncology patients in the Czech Republic and as such organises very specific activities. Among these are, for instance, needs mapping or representation of the best interest of oncology patients. The efficiency of support is then repeatedly demonstrated in patients' lives and their stories, which they share with Amelie. For the stories, please see below.

## Organised in 2020:

|                                   |       |
|-----------------------------------|-------|
| Contacts with clients:            | 6409  |
| Contacts with clients and public: | 11019 |
| Group activities:                 | 584   |

Professional social counselling in Amelie is specialised, because it reacts on the acute needs, which arise into existence at the beginning of oncology illness. Concurrently, it is greatly affected by the situation of the ill or their close ones, and as such it requires a great depth and outlook. Such counselling requires specialists, who have a real interest, because then it is really possible to fulfil Amelie's visions and real compliments then land in the hands of the social workers.

***"Beautiful day to Amelie, I have to greatly thank you for all the help, which I have received from you. You have literally saved my life. The treatment could run much more calmly... and of course it is still in process... I really appreciate it. I have even sent to you my other colleagues from the daycare, who are also delighted by you. You save the quality of our lives. Big thanks for that. With regards, Jana"***

See here, there is no need to doubt the about the change of the quality of life of those, who used the social counselling service at Amelie



## Amelie Centres and Helpline

Amelie was established with the aim to provide support to cancer patients and their loved ones and help them find comprehensive professional care. Its activities are aimed at accommodating the individual needs of those who seek help. Just as in other developed countries, psychological and social support and counselling and information services are parts of psychosocial services. Amelie also accounts for 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 close ones. Simultaneously, Amelie strives to inspire the society as a whole to adopt a more empathic approach towards and interest in others.

The range of services provided by our Centres complies with the above objectives. The Amelie Helpline as well as online activities such as counselling and consultations, which have been on a rise in 2020, may at least partially substitute for some of the services in areas, where there are no Amelie Centres.

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

In 2020, Amelie offered its psychosocial support services in its Centres in Liberec, Olomouc, Prague and Rakovník, and through Amelie Helpline (telephone and e-mail) across the Czech Republic. In total, there were 3,208 contacts with oncology patients or their close ones through their participation in individual or group activities. Namely, these accounted for providing information, counselling (including registered social services and related support services), support in the situation of change, stress relief and prevention, self-development and physical activities organised to suit the specific needs of oncology patients. In particular, activities such as art therapy, relaxation and breathing exercises, basic and specialised social counselling were provided. Apart from these services, Amelie offers to its clients an opportunity and space to meet other people and share experiences.

The Covid year of 2020 significantly impacted meetings in person both in individual, but also and especially in group activities. Just as the whole society, even oncology patients and their close ones were affected by the restrictions, as they are also a vulnerable group from the heightened risk of infection standpoint. Thereby, 2020 was also a year of a great challenge - how to deliver the service while abiding by the regulations and decisions, as well as the specifics of oncology patients and their close ones. Fortunately, Amelie could follow up on its former attempts from the online activities standpoint and extend its offer. People started to get much better oriented in the online environment and a greater interest in online counselling was observed.

### Contacts with clients in Amelie Centres

|  |              |
|--|--------------|
| <b>Contacts with clients in total</b>      | <b>3 208</b> |
| Individual consultations                   | <b>1 277</b> |
| Contacts through Amelie Helpline           | <b>245</b>   |
| Contacts via group activities              | <b>1 579</b> |
| - out of that social services              | <b>274</b>   |
| Participants in social and cultural events | <b>15</b>    |
| <b>New clients</b>                         | <b>532</b>   |

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

## Amelie Centre in Liberec

The Centre in Liberec was opened in 2015. It is the only professional organisation in the Liberec region, which provides oncology patients and their close ones with psychosocial support. In 2020, the Centre continued to be open to clients three days a week. In its offer, there were individual consultations with a psychologist or a social worker and numerous physical and further activities.

Even in 2020, the centre and its services operated in a close collaboration with a hospital, directly at the ambulance of the Complex Oncology Centre in Liberec (Komplexní onkologické centrum in Liberec), although in a limited nature, through informative materials. To the possible extent, Art Therapy, Crafting supporting motor skills and exhibition visits were organised. Throughout the year, a series of lectures and workshops focused on oncology and related issues were held in the Liberec Regional Scientific Library, in Amelie Centre and online. Specific projects were implemented to extend the range of free-of-charge services available to oncology patients, e.g. Christmas Sale of 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 counselling
- Health exercises
- Pool Exercise
- Swimming
- Nordic walking and walks
- Art Therapy
- Crafting workshops aimed at improving fine motor skills
- Opportunity to borrow books dealing with oncology issues
- Educational seminars
- Drinks and information service at an outpatient oncology clinic

### Contacts with clients in Liberec Amelie Centre in 2020:

|  |            |
|--|------------|
| <b>Contacts with clients in total</b>      | <b>517</b> |
| Individual consultations                   | 48         |
| Contacts through Amelie Helpline           | 49         |
| Contacts through group activities          | 313        |
| Contacts in an outpatient setting          | 107        |
| Participants in cultural and social events | 0          |
| <b>new clients</b>                         | <b>86</b>  |

### In 2020, Amelie Centre in Liberec organised these single-time activities:

- January: winter walk to the Liberec Peak, discussion with the Zookeepers at Liberec Zoo
- February: travelogue lecture "Bali and Gili Island, Yoga for supporting digestion
- March: Open Day, Memory Training Workshop
- April: online counselling and psychosocial support to oncology clients online
- May: walk through the Forest Nature Trail Harcov, health exercise
- June: Employed and Self-Employed During and After a Long-Term Illness, theatrical walk Shift
- July: Zoo Liberec visit, trip to Harrachov
- August: workshop Healthy Lunch Without Cooking, online lecture The Most Frequent Urological Tumours
- September: lecture about the possibilities of surrogate family care during infertility, senior exercise in a pool
- October: walk to Ještěd in the colours of autumn, swimming for oncology patients
- November: online lecture Breast Cancer and Genetic Risk Factors, walk to Hamrštejn
- December: online theatrical performance Mosquitoes Got Married in Naivní Theatre, event Sport as One of Preventive Activities Against Stress and Illness



### Centrum Amelie Liberec (Amelie Centre in Liberec)

Husova 357/10 (building U, entrance from Jablonecká street)  
460 63 Liberec  
Phone: +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 programmes for clients and the general public.

### Activities and services offered:

- Art Therapy
- Crafting Workshop
- Poetics Therapy
- Participatory and relaxation activities and coaching
- Physical exercises
- Memory training

A variety of activities was organised within the Tulip Month project in March (i.e.: charity sale, group exercises). The Centre also offered events and activities organised throughout the year within the educational project Theme Months (i.e. talks, lectures, workshops).

### Contacts with clients in Olomouc Amelie Centre in 2020:

|  |            |
|--|------------|
| <b>Contacts with clients in total</b>      | <b>230</b> |
| Individual consultations                   | 16         |
| Contacts through Amelie Helpline           | 49         |
| Contacts through group activities          | 165        |
| Participants in cultural and social events | 35         |
| <b>new clients</b>                         | <b>68</b>  |

### In 2020, Amelie Centre in Olomouc organised these single-time activities:

- In September, Amelie Charity Shop took place. The earnings were donated to support services of Amelie Centre in Olomouc services' support.
- A traditional Christmas party with a programme for clients, volunteers and the general public was held at the beginning of Advent season.

### Centrum Amelie Olomouc (Amelie Centre in Olomouc)

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

## Amelie Centre in Prague

The Amelie Centre in Prague passed its 14<sup>th</sup> year of delivering services to clients. The clients could participate in numerous individual and group activities, as well as Professional social counselling and Social services and participatory activities for the Elderly and Disabled. This included Nutrition counselling, Tai-chi, Art Therapy, or relaxations. As part of the Theme Months, three events were held per month, focused primarily at lectures and prevention. The

centre had also been continuing activities from the previous period and sustained Memory Training, Yoga, Pilates, walks or Crafts Club. The Centre was always open from Mondays to Thursdays.

Even 2020 brought a specific situation to the Amelie Centre in Prague, as part of its activities were moved to the online environment. In the strict anti-epidemiological situation, the attention of the employees was focused on recording online activities for the website and YouTube; lectures, videos of Yoga exercises, Pilates, Relaxations and crafting DIY instructed videos.

The core of the activities' promotion for the clients and the public also lies in the email invitations for the clients, volunteers and patient organisations. Facebook was also used. Thanks to the volunteers, the leaflets and posters also reached Prague hospitals. The events were also promoted in notifications available in the Municipality District of Prague 8 and Municipality District of Prague 10 websites or Helpnet.cz domain.

#### **Activities and services offered:**

- Individual consultations with psychologist and psychotherapist
- Professional social counselling
- Return to Work
- Nutrition counselling
- Relaxation Against Stress
- Art Therapy
- Pilates
- Memory Training for Beginners
- Memory Training Advanced
- Tai chi exercise for beginners
- Tai chi Advanced
- Culture with Amelie
- Yoga
- Peripatetic groups– “Walking for healing”
- Healthy cooking and baking
- Tea room

#### **Contacts with clients in Prague Amelie Centre in 2020:**

|                                       |              |
|---------------------------------------|--------------|
| <b>Contacts with clients in total</b> | <b>1 873</b> |
| Individual consultations              | 1 105        |
| Contacts through Amelie Helpline      | 98           |
| Contacts through group activities     | 670          |
| - out of that social services         | 239          |
| <b>new clients</b>                    | <b>328</b>   |

#### **In 2020, Amelie Centre in Prague organised these single-time activities:**

- A highly successful lecture on the topic “Happiness” from Laura Janáčková took place in June
- On 31<sup>st</sup> October and 1<sup>st</sup> November the Centre participated in a flower fund-raising campaign of the League Against Cancer (Liga proti rakovině)
- In December and in a restricted regime a charity sale supporting the Centre's activities took place as well as the first Christmas Party during which Amelie got in touch with both clients and volunteers.

#### **Centrum Amelie Praha (Amelie Centre in Prague)**

Šaldova 15 (vstup ze Sokolovské ulice)

Praha 8, 186 00 - Karlín

Phone: +420 283 880 316

E-mail: praha@amelie-zs.cz



## Amelie Centre in Rakovník

The 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 rehabilitation programmes.

Regular meetings were held every second week, always on Thursdays between 2 p.m. and 5 p.m. Once a month, an informal gathering was organised in Česká chalupa restaurant. Guided walks (Nordic walking with or without walking poles) were also organised and continued throughout the year. For instance, visits to Veltrusy Chateau, Blatno, Petrohrad, Krásný Dvůr, Mariálná Týnice, CHKO Křivoklátsko, or a hike Bezruč valley by Chomutov were conducted.

The Centre's offer involved participation activities and group activities focused on sharing during which oncology patients and their close ones meet up. During these regular club meetings, the clients engage in crafting activities.

### Activities and services offered:

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

### Contacts with clients in Rakovník Amelie Centre in 2020:

|  |            |
|--|------------|
| <b>Contacts with clients in total</b>      | <b>588</b> |
| Individual consultations                   | 108        |
| Contacts through Amelie Helpline           | 49         |
| Contacts through group activities          | 431        |
| Participants in cultural and social events | 15         |
| <b>new clients</b>                         | <b>50</b>  |

### In 2020, Amelie Centre in Rakovník organised these single-time activities:

- A discussion on Healthy lifestyle took place in January.
- Three-day rehabilitation programme in Jeseníky took place in June and 20 people participated in it.
- November belonged to the workshop on healthy cooking and baking.

### Centrum Amelie Rakovník (Amelie Centre in Rakovník)

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



## Amelie volunteer programme and volunteers

In 2020 Amelie organised volunteer programme continued in Olomouc, Prague and Central Bohemia Region and also in Hradec Králové. 108 volunteers participated in the programme.

### Places where you could have met Amelie volunteers in 2020

#### **Olomouc University 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 University Hospital in Prague**

Hemato-oncology outpatient department of the 1<sup>st</sup> 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 Haematology and Blood Transfusion in Prague**

Oncology inpatient ward

#### **University 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**

Amelie volunteers offered their company and support to oncology patients in hospitals, providing entertainment and helping them pass the time. Thus, the volunteers contributed to the overall humanization of the hospital environment, which is beneficial not only to the patients but also to the overburdened hospital staff. In the Centres, volunteers help to organise various activities and also play an important part in fulfilling some administrative tasks.

Even for the volunteer programme, the year of 2020 was a great challenge, especially due to the fact that the volunteers' access to the hospitals was not allowed in some areas for over eight months in the year. In case that the volunteers could go to the wards, they had to count with the risks associated with activities amongst the ill, or with regards to one's own health condition. Nevertheless, even in such an atmosphere, the volunteer programme was managed well and even though great restrictions had been put in place with regards to face-to-face meetings, both volunteers and the coordinators of the volunteers came up with many means of how to arrange the contacts. There was a decrease in the amount of contacts, but neither the hours donated by the volunteers, nor their total amount has not decreased significantly.

|   |              |
|---|--------------|
| <b>Total number of volunteers</b>         | <b>108</b>   |
| out of which in hospitals                 | 76           |
| out of which in the Centres and at events | 56           |
| Number of visits                          | 409          |
| <b>Hours donated</b>                      | <b>929</b>   |
| <b>Contacts with patients</b>             | <b>3 201</b> |

### Training Amelie Volunteers

With regard to the 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 the volunteer programme is also open to people, who went through cancer treatment themselves. Amelie places great emphasis on professionalism, complexity and practicality of its training programme. Volunteers are trained by a team of experts, who have extensive experience in the field of oncology. Training courses are held in the Centres and include visits in collaborating hospitals.

The present year brought a change in the training, too. In reaction to the need for ongoing training, after an inclusion of Amelie's new experience, slight changes in the content of the training, it was found that it is possible to conduct the training online. In this way, the 2020 autumn training was conducted, and the second day of finalisation of the training is still anticipated. Even in this case, they might join in to the arranged activities and apply their enthusiasm for the benefit of oncology patients.

### Educating Amelie Volunteers in 2020

|                               |    |
|-------------------------------|----|
| Number of Training Sessions   | 5  |
| Number of trained volunteers  | 68 |
| Number of involved volunteers | 31 |

During their year-round activities, the volunteers regularly attended supervisory meetings, in which they were sharing situations and experiences from their activities with the supervisor. During the year of 2020, there were nine such meetings. In addition to this number, further five intensive meetings with a methodist and two online meetings of the whole volunteer programme. The volunteers also had the opportunity to connect within the acknowledgements and internal education in Amelie.

## Amelie volunteer programme in Olomouc

The volunteer programme in Olomouc has been affected by COVID-19 in many aspects, but at the same time, plenty of new directions were found on how to organise both thoughts



and aims of the volunteer programme. Since March 2020, it was forbidden to enter both inpatient and outpatient wards, when the volunteers could not go to hospitals. They could take part in, for example, decorating wards in an oncology clinic during the Tulip Month, sending messages to those ill in the hospitals, which were later distributed by its' staff, to participate in the challenge to sew face-masks, painting Amelie Centre, selling flowers during the Czech Day Against Cancer, while preparing a charity sale, packing Christmas bells and crafting Christmas cards for the oncology clinic.

Educational Supervision for the volunteers took place. During the year, the volunteer coordinator was replaced. All those nominated for the Prize of the Rector of the Palacký University in Olomouc for their merits in the area of volunteering, one of them was also Amelie's volunteer, Matěj Mičulka, who reacted: "I personally accept this as a recognition for whole Amelie."

#### **2020 Volunteer programme in Olomouc in numbers:**

|   |            |
|---|------------|
| <b>Total number of volunteers</b>         | <b>25</b>  |
| out of which in hospitals                 | 14         |
| out of which in the Centres and at events | 18         |
| Number of visits                          | 41         |
| <b>Hours donated</b>                      | <b>115</b> |
| <b>Contacts with patients</b>             | <b>515</b> |

#### **The volunteer programme in Olomouc organised the following events:**

- During the whole year, there were meetings with the Head Nurse via phone and in person, where the possibilities of organisation of the volunteer activities, which were in accordance with the government regulations and momentarily situation in the hospital and in the wards were discussed.
- Thanks to this, it was possible to organise decorating of the premises of the oncology clinic during March, to send messages to the ill during the Covid wave in spring, to hand-over gifts for St. Nicholas's day and Christmas wishes for the ill and hospital staff in December.

#### **Volunteer programme in Olomouc**

Phone: +420 734 409 757

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

### **Amelie volunteer programme in Prague**

In the beginning of 2020, the volunteers in Prague, as companions by the hospital beds, had been regularly visiting cancer patients at the General Teaching Hospital (GTH), 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 Haematology and Blood Transfusion (inpatient ward of haematology department). Another GTH department regularly visited by our volunteers is the Hemato-oncology outpatient department of the 1<sup>st</sup> 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.

Since March, the situation regarding coronavirus unfortunately also affected the number of further visits of the volunteers in the hospitals. Due to the restriction of visits in all healthcare institutions, the volunteers could not, for the majority of the year, visit the patients. The volunteers however contributed with, for instance, sewing and distribution of face-masks for the hospitals, sent greetings to the patients via cards or pictures.

A temporary restoration of the visits happened in some wards during the summer months. During autumn, the wards closed down for the volunteers' visits, excluding a few exceptions. The volunteers however proceed in arranged activities.

### 2020 Volunteer programme in Prague in numbers:

|   |              |
|---|--------------|
| <b>Total number of volunteers</b>         | <b>59</b>    |
| out of which in hospitals                 | 40           |
| out of which in the Centres and at events | 35           |
| Number of visits                          | 234          |
| <b>Hours donated</b>                      | <b>514</b>   |
| <b>Contacts with patients</b>             | <b>1 953</b> |

### The volunteer programme in Olomouc organised the following events:

- In the springtime, the volunteers took part in the Tulip Month project and they helped decorate an oncology clinic at the General Teaching Hospital at Karlovo náměstí. They also ran creative workshops in hospitals, and as a living jukebox, they sang songs upon patients' wishes. Further, the volunteers aided with charity sales of tulips at Amelie stalls in Prague shopping malls.
- The May date for the national fundraising campaign, in which Amelie's volunteers take part regularly, was postponed. The fundraising campaign took place in autumn.
- The traditional December visit of St. Nicholas had to be organised in cooperation with the staff. The volunteers handed-over St. Nicholas's presents for the patients to the nurses in the wards hoping that the upcoming year will allow meetings in the hospitals once again.

### Volunteer programme in Prague

Phone: +420 733 640 872

E-mail: dobrovolnici@amelie-zs.cz

## Amelie volunteer programme in Central Bohemia

In 2020, Amelie's volunteer programme in Na Pleši Hospital was to certain extent affected by the epidemiological situation, which reflected upon hospital closure to all visitors, including volunteers. The volunteers spent the first closure, which lasted from March to April with preparations of supportive messages for the patients, they sent Easter cards for colouring, letters and hand-made bookmarks. One volunteer sung and recorded a series of folk songs, which were available for listening at Amelie's Youtube channel.

From June to October, it was allowed to be physically present at the patients' bedsides, as well as favourite craft workshops led by a group of volunteers. All of this took place while adhering to the hygienic measures in place. Since October, the hospital was once again closed down to all visits, volunteers however remained active and at Christmas time, they sent patients tens of hand-made Christmas cards and messages and Christmas decorations.

### 2020 Volunteer programme in Central Bohemia in numbers:

|                                   |            |
|-----------------------------------|------------|
| <b>Total number of volunteers</b> | <b>19</b>  |
| out of which in hospitals         | 18         |
| a v Centrech a na akcích          | 2          |
| Number of visits                  | 123        |
| <b>Hours donated</b>              | <b>265</b> |
| <b>Contacts with patients</b>     | <b>574</b> |

### The Volunteer programme in Na Pleši Hospital organised the following events:

- throughout the year, there were 16 art workshops
- The hospital's premises were decorated within the Tulip Month project, in collaboration with six local subjects (i.e. schools, non-profit organisations and children clubs)
- A lecture and screening with writer Hana Hindráková titled "My African Story" took place



- Amelie volunteers organised an art workshop for children and public as part of the music festival in a park of NaPleš!Fest hospital festival

#### **Volunteer programme in Central Bohemia**

Phone: +420 608 458 303

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

### **Amelie volunteer programme in Hradec Králové**

The first volunteer programme in Hradec Králové commenced with a nice cooperation and plans, but the wards' closure and summer painting of both wards changed a lot of things. Nevertheless, few volunteers were trained for Hradec Králové and they started to create activities for oncology patients. The coordination was taken over by a local worker, which helped activities and contacts. The Hradec Centre joined the Tulip Month and numerous activities followed as well as in all the other parts of the volunteer programme. The training finalisation in Hradec is awaited by further volunteers, in order to extend the attendance once it is possible.

#### **2020 Volunteer programme in Hradec Králové in numbers:**

|                                   |            |
|-----------------------------------|------------|
| <b>Total number of volunteers</b> | <b>5</b>   |
| out of which in hospitals         | 4          |
| a v Centrech a na akcích          | 1          |
| Number of visits                  | 11         |
| <b>Hours donated</b>              | <b>34</b>  |
| <b>Contacts with patients</b>     | <b>159</b> |

#### **The Volunteer programme in Hradec Králové organised the following events:**

- throughout the year, wishes and messages were sent to wards
- in Tulip Month, ward decorating and music performance was organised
- In December, volunteers delivered sweets and wishes to wards

#### **Volunteer programme in Hradec Králové**

Phone: +420 774 435 131

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



## Art Therapy in Amelie

Art Therapy has been offered as a long-standing part of the support of oncology patients and their close ones, both in the Centres, but also through volunteers in hospitals, as well as through walks for culture - i.e. exhibitions, performances or cultural institutions. The offer includes both individual and group art therapy meetings, both in person and online, art workshops or exhibitions visits. In 2020, more than 100 activities were organised, during which over 544 contacts were made with patients. In total, more than 153 hours were served either by employees or volunteers who cooperated on activities in 5 regions. The art products were also the means of contact and sharing during the times, when volunteers could not visit patients in hospital wards. In the time of closed exhibitions, Amelie offered numerous online activities and individual walks for culture.

## Tulip Month 2020

For a ninth year in a row, the Tulip Month took place and fulfilled its motto "Let's welcome spring together with hope". Despite the start of the pandemic and hospitals' closure and finally also the state of emergency with all its restrictions, informing the general public, the patients and their close ones about life with cancer was a success. The healthy expressed their participation through decorations, but also various activities. It was also possible to support the costless psychosocial help offered in Amelie's Centres. Thanks to the support of many organisations, the legacy of the Tulip Month was spread into other places in the Czech Republic. Despite the situation prevented organisation of planned activities, others were organised differently- for example sewing and sending facemasks for oncology wards or online broadcasts.

Thanks to all those who took part in the Tulip Month of 2020!

### Tulip Month 2019 in numbers:

| Decoration of   |                |
|---|----------------|
| Hospitals and outpatient clinics                            | 13             |
| Hospital wards  | 27             |
| Amelie Centres  | 4              |
| Number of people involved in preparing decorations          | more than 3400 |
| Events for patients in                                      |                |
| Hospitals   | 4              |
| Centres   | 8              |
| Involvement of general public                               |                |
| Participating institutions (especially schools)             | 64             |
| Number of volunteers involved                               | 44             |
| Communication related to the project and psychosocial needs |                |
| Posters in Prague underground                               | 91x            |
| Posters in public transport etc.                            | 260x           |
| Leaflets for the public                                     | 3000x          |
| Media outcomes  | 14x            |

## Theme Months 2020

The aim of the Theme Months project, which is part of the usual activities of the centres, is to highlight the specifics in the area of prevention and impacts of certain types of disease. In this way, many of those interested from both the general public and professionals, but especially patients who possess these diagnoses and have no patient representation, may access the information. The project was organised in all the branches even in 2020 and every month was dedicated to a different group of diagnoses and psychosocial topics related to them.

The project was greatly impacted by the pandemic situation, as it was almost impossible to plan and organise activities in Amelie's centres and outside of them. Nevertheless, the project ran throughout the year. The Liberec Centre, the Rakovník Centre and the Olomouc Centre organised a single activity every month. The Prague centre organised three to four activities per month. The amount of online activities, organised in cooperation with Seppia or via Google Meet increased significantly. As soon as it was possible, all the centres incorporated lectures, discussions, workshops, walks, or cooking in the face-to-face regime or in combination with the online regime, so that it could stand to the needs of the public and even higher risk target groups of oncology patients.

In 2020, 63 activities were organised, in which 41 tutors took place in all branches of Amelie. The total number of contacts with the general public was 750 for the whole year. Out of that, there were 141 in-person meetings in Prague, 34 in Liberec, 112 in Rakovník and 57 in Olomouc and 406 in the online regime. In addition, 18 videos were recorded, which achieved 5014 views on YouTube. The greatest interest was, traditionally, in the online lecture of a Nutritional Therapist Tereza Vágnerová and in the lecture from Petr Háva. For the ill ones, a web section of News in Social and Healthcare Area was available, in which there were 43 contributions.

## Research of Sleep of Oncology Patients in Czech Republic

Amelie observes oncology patients' needs in the Czech Republic in the long-term. One of these basic needs is also sleep and deficits, which are also present in oncology patients in this area and which are apparent from Amelie's practice as well as from foreign research. For this reason, Amelie decided to conduct a research into the sleep of oncology patients' in the Czech Republic.

A questionnaire was being prepared in the first half of the year, which was then, during summer, electronically distributed and answered by almost 400 people. The outputs were published in the winter of 2020 as well as on Amelie's website. Further communication in this area follows in 2021.

The research activity of Amelie is one of the forms of covering for the interests of oncology patients and their close ones, which substitutes the lack of relevant information in the Czech Republic. Thereby, it is an important part of Amelie's activities.

## Brochures and information support by Amelie in 2020

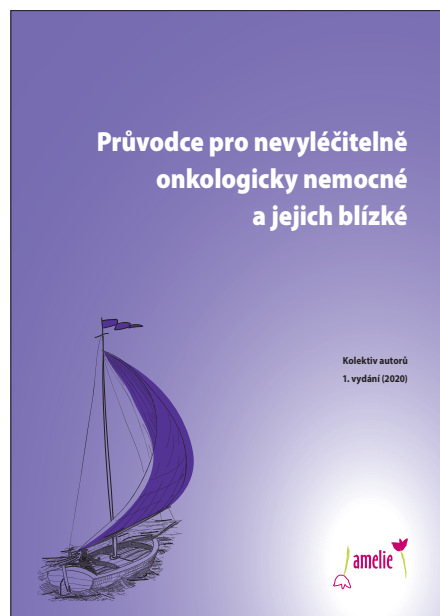
In 2020 was written and published a „*Guide for Terminally Ill Oncology Patients*“. The trigger for it were special needs of patients in palliative care, during repeated recurrence, and their close ones. The new brochure is dedicated to palliative topics, which will be pulled out of an older brochure „Psychosocial Minimum for Oncology Patients and Their Close Ones“, of which the fourth edition revised will be published in 2021.

There were 5420 printouts of the „*Guide for Terminally Ill Oncology Patients*“ brochure, which were distributed across the Czech Republic - to all KOC and HOC Centres, to smaller hospitals and oncology clinics as well as to patient organisations and NGOs, but also individuals, who requested it - in total more than 60 sites. The brochure is traditionally free to download on [www.amelie-zs.cz/brozura](http://www.amelie-zs.cz/brozura). Its implementation received numerous positive feedback from other organisations such as home healthcare, social unions at municipal offices or hospices. The brochure should help patients access information and contacts, which they need promptly in a single place.



In 2020, patient favoured workbook “Managing Cancer” was reprinted and it was already the third year of publishing News In Social and Healthcare Area for Oncology Patients and Their Close Ones. There were two issues - in September and in December. The news are accessible both on the website [www.amelie-zs.cz/category/novinky-v-socialni-a-zdravotni-oblasti/](http://www.amelie-zs.cz/category/novinky-v-socialni-a-zdravotni-oblasti/), and as electronically sent newsletter and distributed in printed form in the usual locations as brochures.

Following the awareness, new webpages are made or the standing webpages of Amelie are being updated. In 2020, two sections were established online: [www.amelie-zs.cz/zivot-jde-dal/](http://www.amelie-zs.cz/zivot-jde-dal/), about sleep of oncology patients: [www.amelie-zs.cz/pomoc-pro-zivot-s-rakovinou/spanek/](http://www.amelie-zs.cz/pomoc-pro-zivot-s-rakovinou/spanek/) updated were, for instance, webpages regarding Art Therapy [www.amelie-zs.cz/na-vystavu-on-line/](http://www.amelie-zs.cz/na-vystavu-on-line/), or new information for the target group as means of news on the website: [www.amelie-zs.cz/category/novinky/](http://www.amelie-zs.cz/category/novinky/), which are issued approximately four times a week.



**NOVINKY**  
v sociální a zdravotní oblasti  
nejen pro onkologicky nemocné a jejich blízké

3. ročník 2/2020 15. prosince 2020

Tento občasník pokračuje 3. rokem ve zlepšování informovanosti onkologicky nemocných a jejich blízkých na co mají během léčby a po ní nárok v oblasti sociální a zdravotní. Cílem je přinášet informace o aktuálních i plánovaných legislativních nebo organizačních změnách a hovořit o potřebných i ožehavých tématech.

**Zvýšení minimální mzdy**

V listopadu vláda ČR schválila zvýšení minimální mzdy o 600 Kč na 15 200 Kč od ledna 2021. Dosáhne tak na 42,4 % průměrné mzdy. Minimální mzda podmiňuje růst nejvyšší úrovně zaručené mzdy. Ty stanovují nejvyšší cenu práce odpovídající podle její složitosti, odpovědnosti a namáhavosti. Máme 8 skupin prací. Ministerstvo práce a sociálních věcí dlouhodobě říká, že by ráda viděla minimální mzdu ve výši 50 % té průměrné, což by při stávající průměrné mzdě kolem 34 000 Kč činilo 17 000 Kč. Zaměstnavatelé vidí situaci úplně jinak. Potýkají se s koronavirovou krizí a řadě propouštění zaměstnanců, které by právě zvýšení minimální mzdy mohlo urychlit. Mnoho firem udává, že nemají ani na to, aby udržely provoz.

Růst mezd je pro občany zásadní. Podhodnocování ceny práce snižuje schopnost lidí žít na slušné životní úrovni a vede ke zvyšování výdajů na sociální dávky. Zároveň zvýšení minimální mzdy by mělo plnit do státní kasy na sociálním pojištění navíc 330 mil. Kč za rok, příjmy ze zdravotního pojištění by se mohly zvýšit o zhruba 140 mil. Kč za rok.

Minimální mzda má vliv také na měsíční částku zdravotního pojištění pro osoby bez zánětlivých příjmů, která v roce 2021 bude činit 2 052 Kč (v roce 2020 činí 1 971 Kč), tedy 13,5 % z minimální mzdy. A také s dopadem při odvodu zdravotního pojištění u osob, které mají pouze částečný úvazek se mzdou nižší, než je minimální mzda a od tohoto doplatu nejsou osvobozeny.

**Zvýšení důchodů**

Od lednové splátky důchodu se zvýší všechny státem vyplácené penze. Zvýšení se bude pohybovat v řádech stovek korun. Státní důchody se budou od ledna zvyšovat

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3. ročník 1/2020 30. září 2020

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**Životní minimum a jeho vliv na sociální dávky**

Od 1. dubna je navýšeno životní a existenční minimum. Minima ovlivňují mimo jiné i výši řady sociálních dávek. Zvýšení přichází poprvé od roku 2012.

| Částka životního minima  | Účinnost od 1. 1. 2012 | Valorizace od 1. 4. 2020 | Rozdíl |
|--|------------------------|--------------------------|--------|
| Jednotlivec  | 3 410                  | 3 860                    | 450    |
| První osoba v domácnosti   | 3 140                  | 3 550                    | 410    |
| Druhá a další osoba v domácnosti, která není nezaopatřeným dítětem | 2 830                  | 3 200                    | 370    |
| Dítě do 6 let  | 1 740                  | 1 970                    | 230    |
| Dítě od 6 do 15 let  | 2 140                  | 2 420                    | 280    |
| Dítě od 15 do 26 let (nezaopatřené)                                | 2 450                  | 2 770                    | 320    |
| Částka existenčního minima   | 2 200                  | 2 490                    | 290    |

## Expertise in Amelie - education, presentation, cooperation and representation of interests

Amelie was established as a patient organisation, which wants to provide professional care and cooperate. In Amelie is engaged a professional team, which establishes the service concept, but also represents Amelie, its work and psychosocial topics of the professional public and which represents oncology patients' interests on both professional and patient levels.

The most important topics of 2020 were:

- clarifying illness allowance and rights relating to secondary trades licence in the time of spring wave of the pandemic
- extending deadlines period in requests for prolonging supporting period in incapacity to work
- postponing support in unemployment while raising an objection in decision regarding disability pension

Amelie presented its experiences in some professional conferences. A great number of them were, due to the pandemic, cancelled, or significantly shortened and moved into an online regime.

| Event Name                            | Date   | Speaker              | The name of a contribution / poster    |
|---------------------------------------|--|----------------------|--|
| Prague ONCO (Praha) – Patient seminar | 29 <sup>th</sup> – 31 <sup>st</sup> January 2020 | Mgr. Šárka Slavíková | The Impact of Social Aspects on Stress |

|   |   |  |   |
|---|---|--|---|
| Prague ONCO (Praha) – Palliative care section | 29 <sup>th</sup> – 31 <sup>st</sup> January 2020  | Mgr. Šárka Slavíková + MUDr. Alexandra Aschermannová | News in Social care of Oncology Patients  |
| BPOS 2020 (Edinburgh)                         | 27 <sup>th</sup> – 28 <sup>th</sup> February 2020 | Kristýna Maulenová McS                               | Passive participation - establishing new connections and contacts   |
| Family Politics Forum (Pardubice)             | 3 <sup>rd</sup> – 4 <sup>th</sup> September 2020  | Bc. Michaela Čadková Svejčková                       | Panel discussion - Death in a family. How to manage it?   |
| Brno Oncology Days (on-line)                  | 13 <sup>th</sup> – 15 <sup>th</sup> October 2020  | Mgr. Šárka Slavíková                                 | Contribution in a printed collection - Possibilities of psychosocial aid of oncology patients in a GP's outpatient office |

Even this year, the activities from the platform The Voice of Oncology Patients (formerly The Voice of Patients), which worked the whole year as a platform for 11 organisations. Jointly, activities in favour of all oncology patients were organised. The main topic was the revision of the National Oncology Programme (Národní onkologický program; NOP) and access to healthcare of the oncology patients during the COVID-19 pandemic. The Voice of Oncology Patients conducted a questionnaire investigation after the spring pandemic wave and in collaboration with the American Chamber of Commerce in the Czech Republic organised on 14<sup>th</sup> October 2020 an online conference to the revision of the NOP with the participation of the Ex-minister of Health Adam Vojtěch and the chairmen of the Croatian Oncology Society Eduard Vrdoljak.

Similarly, Amelie's collaborations as such continued. An online seminar for the Multiple Myeloma Club (on the 5<sup>th</sup> November) and online roundtable for patient organisations' representatives (on the 25<sup>th</sup> November) took place. Both seminars showed limited possibility of access to online technologies in considerably higher age categories of the members of the patient organisations, a weight which is caused by the combination of oncology diagnosis and COVID-19 and the great need of contact and an early return to the activation activities of these organisations.



Feedback on Amelie in 2020:

### **Centres:**

*"It's wonderful, how many things you have prepared for us. Exercise and meditations are very well done. I have gladly seen and heard my tutors after a longer time, as if I was with them."*

**Mrs. Nikol, client of Amelie Centre in reaction to online activities in March and April 2020**

*"I also have to admit that reading the justification of that expert opinion has been quite difficult and I am still processing it. It is not easy to admit it in such a black and white manner. Nevertheless, it changes nothing on how grateful I am for your help and I am thanking you once more."*

**Mrs. Kateřina, client of Amelie Centre**

*"Thank you for your answer and all the information. Yes, the above describes well what I feel needs to be done. I would not have believed that I would need help with it once more."*

**Mrs Vladislava, client of Amelie Centre**

*"Good day, many thanks for the information. Based on your very well understandable email I am not going to revoke."*

**Mrs. Lenka, client of Amelie Centre**

*"Every month I read, with thanks and curiosity, what is happening in Amelie Centre in Prague. I admire the tremendous creativity and devotion with which the programme is created!"*

**Mrs. Marie, client of Amelie Centre**

*"Many thanks to all those who dedicated their time to me yesterday. It was a very pleasant afternoon in your presence for both Jana and I. On top of it Jana was helped a great deal by the psychologist, I saw that she had been like another person once she left the centre. I believe in the smooth course of her rehabilitation."*

*Wishing all the best, with gratitude"*

**Mrs. Ludmila, client of Amelie Centre**

*"Beautiful day.. I have to thank you for all your help, which I have received from you. You have quite literally saved my life. The rehabilitation could have been under way in a much calmer manner... and of course it is still ongoing..."*

*...In advance many thanks for the selection of format and help. I very much appreciate it. I have even sent my further colleagues from my daycare, who are also delighted from you. You are saving the quality of our lives. Big thanks for that."*

**Mrs. Jana, client of Amelie Centre**

*"The Liberec branch of Amelie works really well. I very often refer clients with oncology diagnosis problems for their services. Retrospectively, I have very good reviews both on the human and sensitive approach of the leading branch, and on the rich offer. It is great that this organisation is in our region and that it offers support for oncology patients and their close ones, who are oftentimes exhausted and they do not know where to turn to in the area of social counselling."*

**Mgr. Jolana Strnadová, Manager of Communication and Psychosocial Care at the Regional Hospital in Liberec, the Head of the Centre of Supportive Care KNL**

### **Volunteers:**

*"Spending my free time with seriously ill patients has from the very beginning seemed like a beautiful thought. In time I have found out that volunteering is something more. It is more than a good feeling and it can hardly be described in words. It is not easy at all times, sometimes it is merry and sometimes sad, but with every patients' visit I know and I can see that what I do makes sense. And that is something that is worth experiencing. "*

**Miša, volunteer**

*"Volunteering in Amelie gave me a new possibility - a possibility to meet many wonderful people, who became my friends, some of them only popped into my life, and others I will meet again. It is work with people, for people and me myself. Some moments are merrier, others less, but all these moments can be summed in a single quote - it is life."*

**Alžběta, volunteer**

*"Visit of every single volunteer helps our patients decrease their loneliness and improve their psychosocial state during their hospital stay. Patients feel better, at least for a moment they forget the pain and their hospitalisation. The most frequent activity of a volunteer while meeting the patient is talking, listening, book reading, playing board games etc. The volunteers prepare art workshops for our patients, which occur every 14 days in the common room. Patients are very much looking forward to these workshops and they always get to keep what they created. In the time of coronavirus, when volunteers could not attend to patients in the closed wards, the volunteers came up with an alternative programme, they sent cards, letters, pictures, bookmarks etc. Patients were delighted. The work of volunteers is very much appreciated by all of us and we thank for it very much."*

**Ludmila Petráková - Social Worker at Nemocnice Na Pleši**

*"I have been meeting volunteers at our oncology ward for many years. My experiences with the volunteer programme and even with the work of Amelie are only the best ones. Patients who are being treated at the oncology ward experience many difficult situations, their illness fairly often does not allow them to attend ordinary activities that they have been used to and sometimes the overall condition is so serious that it does not allow them to stay in their home environment. At that moment, the visit of a volunteer, a person, who is not a healthcare professional, who has not only come to conduct further procedures with them, is absolutely amazing experience and a great joy. Sometimes, they come to talk, to read a book, play cards, other times they accompany the patient on their walk to the park. But the most beautiful thing about volunteering is that it can and should be a mutually beneficial activity. Volunteers, who come to us, consider the experience as extremely rewarding, meaningful and it brings them a good feeling and joy, too."*

**MUDr. Kateřina Jirsová, Senior Doctor at the Oncology Ward at Nemocnice Na Pleši**

#### **Tulip Month:**

*"Good day, I would like to thank you from the bottom of my whole heart for the beautiful bouquet of tulips for us nurses. Since January, I work in FP Karlovo náměstí and yesterday I was in the filing room with my colleague the whole day, when an unbelievably kind miss/misses appeared, handed me a bouquet of tulips with the words - this is for you, nurses, and disappeared. And I was so surprised that I didn't even manage to properly react. It was an immensely beautiful gesture and we would like to thank you one more time."*

**Nurse, VFN Prague**

*„A couple of years ago I was treated in Prague in Na Bulovce hospital. The waiting rooms and corridors were decorated with tulip paintings and it was nice - a kind of diversification, a piece of hope and optimism. Thanks for every picture, it makes a great sense."*

**Mrs. Alena in reaction to the works of schools for the Tulip Month**

#### **Palliative care brochure:**

*"Thank you for your encouraging email and nobility. We very much appreciate it and the brochures will help us a great deal as well as our clients."*

**Ladara s.r.o.**

*„I would like to thank you for providing the brochures. I have immediately started reading them and I think that it is a great help for all, not only oncology patients. I am missing the meetings, we are in touch with other members, everyone suffers with loneliness. Not even the families are managing. So once we meet, we have much to discuss and the brochures will come in handy. I wish everyone in Amelie for the current year to be more considerate towards us and for all the hopes we put in it to come true."*

**Českolipská Vesna**

#### **Cooperation:**

*"Many thanks for sending the message, we have a low number of patients within the age range, who return to work, but there are some. And they are looking for solutions, but it is not our priority, so our possibilities to direct them adequately and help them are minimal, and rather it equals zero :( I am thus grateful for every piece of information. Thanks"*

**Vedoucí patientského klubu**



