



# HOUSE OF SUPPORT

With funding from  
 Austrian  
Development  
Cooperation

## SERVICES FOR DIGNIFIED LIFE OF ELDERLY IN GEORGIA AND BOSNIA AND HERZEGOVINA

### 2020-2023



## PROJECT PARTNERS



# PROJECT BACKGROUND

GEORGIA AND BOSNIA-HERZEGOVINA ARE FACED WITH A RAPIDLY AGEING POPULATION, THE BREAK-UP OF THE MULTI-GENERATIONAL FAMILY MODEL AND THE OUTFLOW OF YOUNG PEOPLE FROM THEIR HOME TOWNS AND VILLAGES LEADING TO INCREASED NUMBERS OF SINGLE ELDERLY HOUSEHOLDS THAT LACK CARETAKERS. WHILE STATE PROGRAMS CANNOT FULLY COVER THE NEEDS OF THE ELDERLY PERSONS AND ARE NOT TAILORED TO THEIR INTEREST.

THIS PROGRAM STRIVES TO FOSTER INCREASED ACCESS TO MOBILE CARE AND HEALTHY AGEING SERVICES FOR ELDERLY PERSONS IN GEORGIA AND BOSNIA AND HERZEGOVINA AND CONTRIBUTE TO AN INCLUSIVE POLICY FRAMEWORK WHICH STRENGTHENS THEIR POSITION IN SOCIETY AND ENSURES THE FULFILMENT OF THEIR ELDERLY RIGHTS.



WE CANNOT WAIT FOR YOUR ARRIVAL,  
WE COUNT DAYS!  
BENEFICIARIES FROM GORI



# THE MISSION OF THE HOUSE OF SUPPORT:



OUR MISSION IS TO IMPROVE THE QUALITY OF LIFE OF THE OLDER GENERATION, TO STRENGTHEN THEIR MENTAL AND PHYSICAL HEALTH, TO CONTRIBUTE TO THE IMPROVEMENT OF THE BIO-PSYCHO-SOCIAL CONDITION OF ELDERLY PEOPLE WITH PROFESSIONAL APPROACHES AND INTERNATIONAL BEST PRACTICES.

## THE STORY OF THE HOUSE OF SUPPORT:

OUR STORY BEGINS MANY YEARS AGO. WHILE WORKING FACE-TO-FACE WITH THE POPULATION, WE DISCOVERED THAT THE DIGNIFIED AGEING PROCESS FACED MANY OBSTACLES ON THE WAY. IT WAS AT THIS TIME THAT OUR MAIN GOAL WAS DEFINED: TO TAKE CARE OF THE INDEPENDENT AND HEALTHY OLD AGE OF THE CITIZENS OF OUR COUNTRY. BY GATHERING LIKE-MINDED INDIVIDUALS, CONSTANTLY OBSERVING, LISTENING TO PEOPLE AND STUDYING THEIR NEEDS, THE IDEA OF A TRUST-BASED HOUSE OF SUPPORT WAS FORMED. FOR US, EACH PERSON IS SPECIAL, AND WE TRY TO HELP THEM IMPROVE THEIR QUALITY OF LIFE, MAINTAIN THE INDEPENDENCE FOR A LONG TIME, AND KNOW AND STAND UP FOR THEIR RIGHTS.



WE HELP THE OLDER GENERATION TO IMPROVE THE QUALITY OF THEIR LIVES.

GEORGIA

# THE MISSION OF THE HILFSWERK HOUSE OF SUPPORT:



THE MISSION OF THE INSTITUTION OF SOCIAL PROTECTION “HILFSWERK HOUSE OF SUPPORT” IS TO ESTABLISH A REFERENCE CENTER FOR THE ORGANIZATION AND PROVISION OF COMPREHENSIVE PROFESSIONAL AND INTEGRATED CARE AND PROFESSIONAL SUPPORT IN ONE’S OWN HOME FOR PEOPLE IN NEED OF CARE, THEIR FAMILIES AND OTHER MEMBERS OF SOCIETY GUIDED BY PRINCIPLE “ALL FROM ONE HAND”. THE INSTITUTION PROVIDES SUPPORT AND ASSISTANCE FOR PEOPLE WHO ARE UNABLE TO FULFILL DAILY LIFE FUNCTIONS ON THEIR OWN DUE TO AGE, DISABILITY OR ILLNESS ISSUES AND THEREFORE DEPEND ON THE HELP OR SUPPORT OF OTHERS AND ALLOWS THEM TO REMAIN IN THEIR OWN FAMILIAR ENVIRONMENT TO PREVENT LONG-TERM CARE.



HILFSWERK

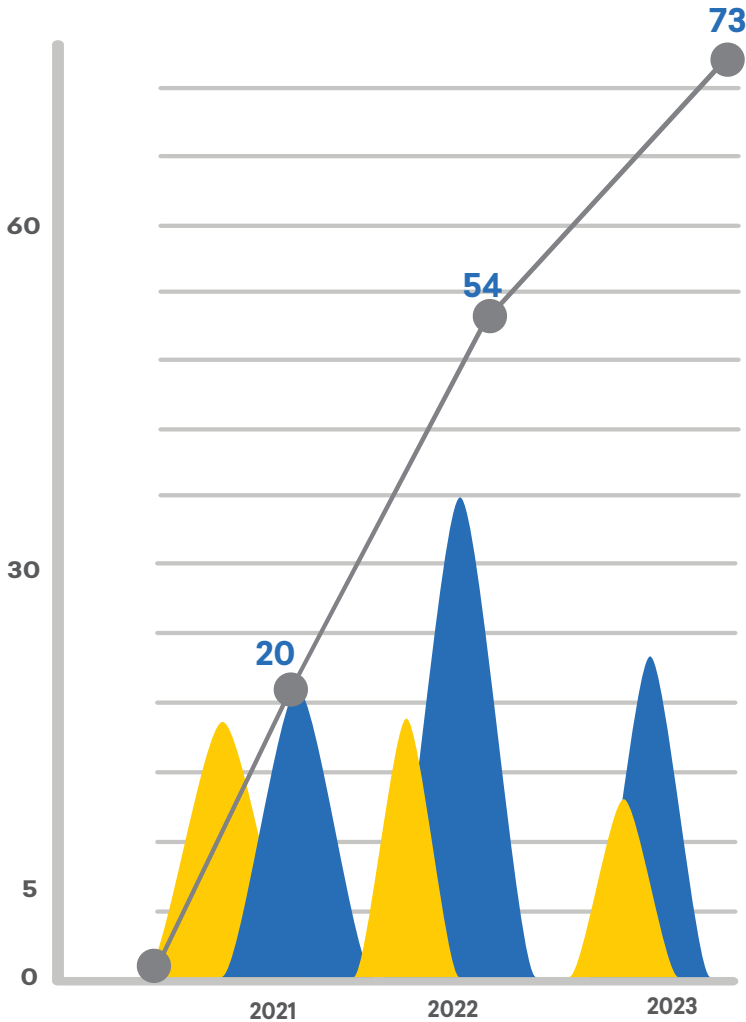


KUĆA PODRŠKE

MY HOME IS WHERE  
THE MEMORIES ARE!

BOSNIA AND HERZEGOVINA

# NUMBER OF HOME CARE BENEFICIARIES



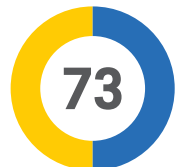
WOMEN



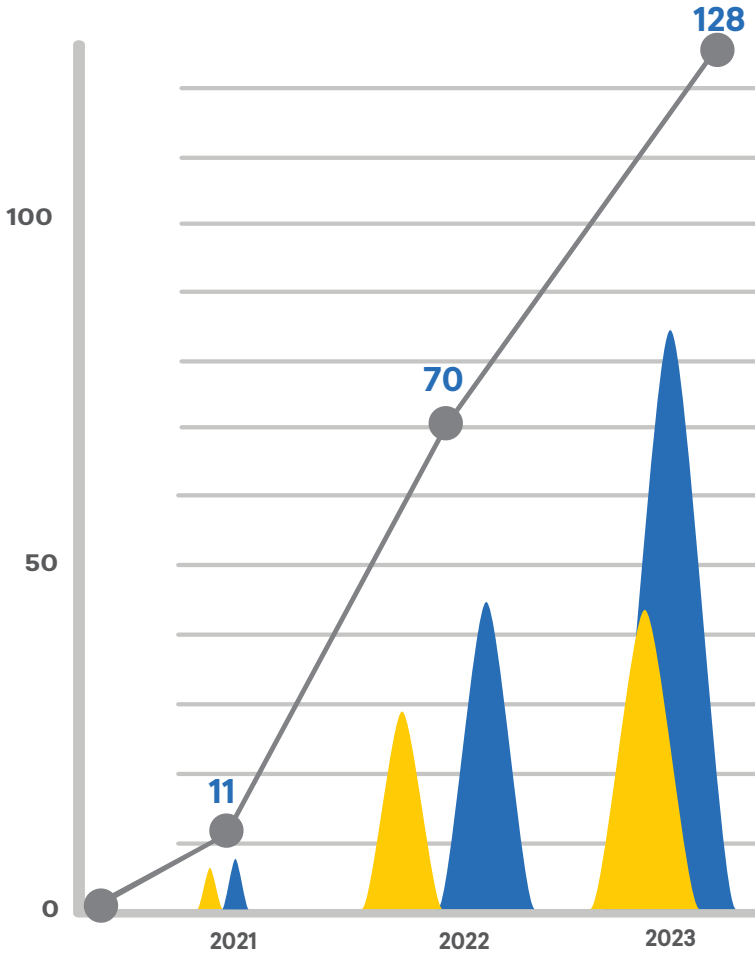
MEN

TOTAL NUMBER OF BENEFICIARIES

GEORGIA



# NUMBER OF HOME CARE BENEFICIARIES



**WOMEN**



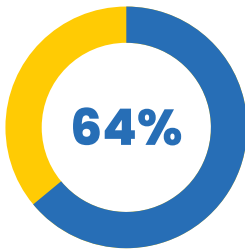
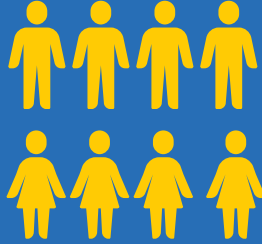
**MEN**

**TOTAL NUMBER OF BENEFICIARIES**

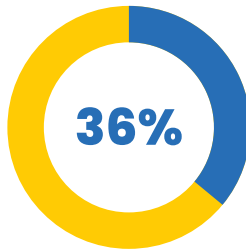
**BOSNIA AND HERZEGOVINA**



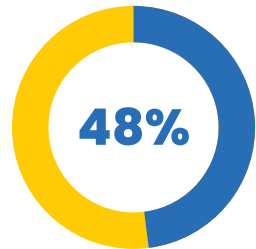
# TOTAL STATISTICS OF THE BENEFICIARIES



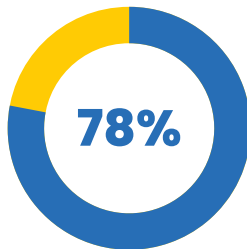
**WOMEN**



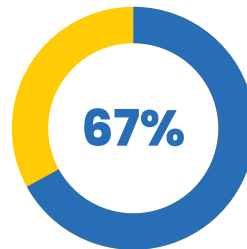
**MEN**



**LIVING ALONE**



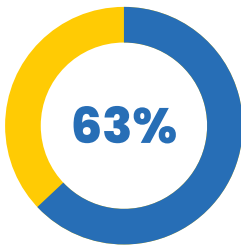
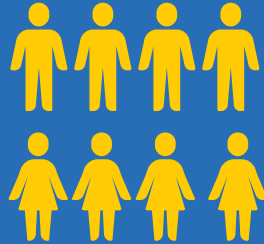
**SOCIALLY VULNERABLE**



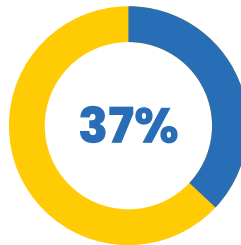
**RURAL RESIDENTS**

**GEORGIA**

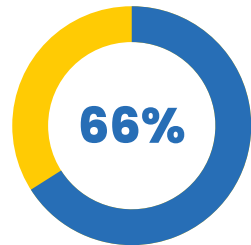
# TOTAL STATISTICS OF THE BENEFICIARIES



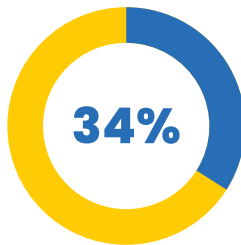
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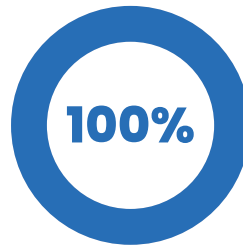
MEN



SELF-FINANCED



SOCIALLY VULNERABLE



URBAN RESIDENTS

BOSNIA AND HERZEGOVINA



# COVERAGE OF THE ADMINISTRATIVE UNITS



**DMANISI MUNICIPALITY**  
**KVEMO KARTLI**

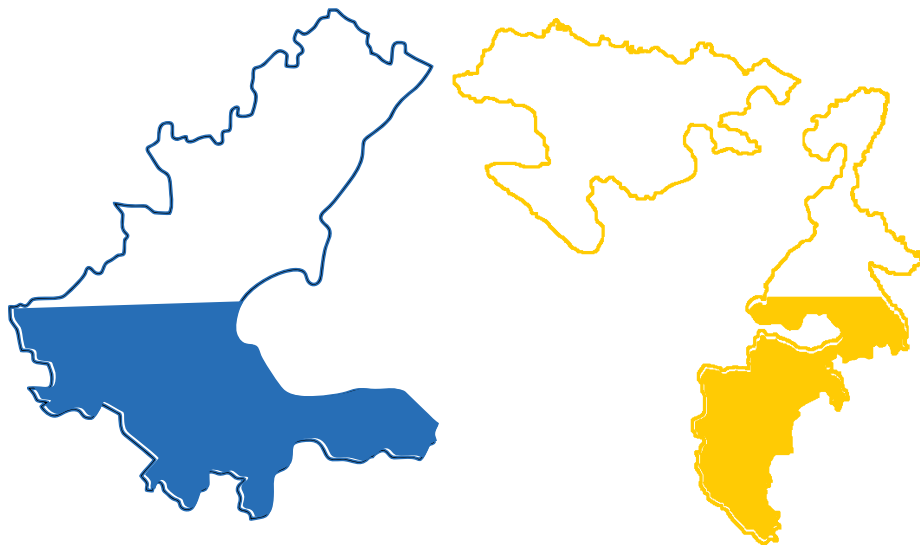


**GORI MUNICIPALITY**  
**SHIDA KARTLI**

**GEORGIA**



# COVERAGE OF THE ADMINISTRATIVE UNITS



**6 MUNICIPALITIES**  
**CANTON SARAJEVO**

**2 MUNICIPALITIES**  
**REPUBLICA SRPSKA**



**BOSNIA AND HERZEGOVINA**

# SATISFACTION OF THE HOUSE OF SUPPORT BENEFICIARIES WITH HOME CARE SERVICES

OVERALL SATISFACTION  100%

SERVICES RESPOND  
TO THE NEEDS  100%

PROFESSIONALISM OF  
THE TEAM MEMBERS  100%

 WHEN YOU VISIT ME, ALL THE SORROWS FALL OUT OF MY HEART! 



# SATISFACTION OF THE HILFSWERK HOUSE OF SUPPORT BENEFICIARIES WITH HOME CARE SERVICES

OVERALL SATISFACTION

100%

WITH WORK OF  
THE CARETAKERS

100%

MY HOME IS WHERE MY HABITS, TRADITIONS AND CUSTOMS ARE!



BOSNIA AND HERZEGOVINA

# WE SUPPORT THE BENEFICIARIES IN THE FOLLOWING DIRECTIONS:



## GEORGIA



**NURSING  
AND  
INDIVIDUAL CARE**



**MEDICAL CARE**



**PSYCHO-SOCIAL  
SUPPORT**



**HOUSEHOLD  
ASSISTANCE**

## BOSNIA AND HERZEGOVINA



**INDIVIDUAL  
CARE**



**ASSISTANCE  
IN THE MEDICAL  
TREATMENT  
PROCESS**



**PSYCHO-SOCIAL  
SUPPORT**



**HOUSEHOLD  
ASSISTANCE**

# CORE TEAM

HOUSE OF SUPPORT

TOTAL NUMBER OF EMPLOYED STAFF  
(WITH DIFFERENT HOURLY ENGAGEMENT)

29

## DMANISI (CITY MODEL)

BRANCH MANAGER  
COORDINATOR  
MOBILE CARE NURSES  
CARETAKERS  
DRIVER – TECHNICIAN  
SOCIAL WORKER  
DOCTOR

## GORI (VILLAGE MODEL)

BRANCH MANAGER  
COORDINATOR  
MOBILE CARE NURSES  
CARETAKERS  
DRIVER – TECHNICIAN  
NEIGHBOURHOOD SUPPORTERS



OUR ELDERLY BENEFICIARIES  
HOLD HOPE IN US

HEMOCARE NURSE, DMANISI

GEORGIA

# CORE TEAM

## HILFSWERK HOUSE OF SUPPORT

TOTAL NUMBER OF EMPLOYED STAFF  
(WITH DIFFERENT HOURLY ENGAGEMENT)

9



**DIRECTOR**



**COORDINATOR / CASE MANAGER**



**CARETAKERS**



**GERONTO-HOUSEKEEPER**



BECAUSE WE DO EVERYTHING  
FOR YOUR STAY IN YOUR OWN HOME

**BOSNIA AND HERZEGOVINA**

# PROFESSIONAL CAPACITY BUILDING TRAININGS

DAYS

EMPLOYEES

55

✓ 8 HOME CARE NURSES AND COORDINATORS CAPACITATED

STUDY VISIT TO AUSTRIA

5

✓ 16 CARETAKERS CERTIFIED

✓ 20 NEIGHBOURHOOD SUPPORTERS EDUCATED

PRACTICAL COACHING

100

MUNICIPALITY PUBLIC AGENCIES

9

✓ 20 MUNICIPAL REPRESENTATIVES TRAINED



GEORGIA



# PROFESSIONAL CAPACITY BUILDING TRAININGS

DAYS

EDUCATION OF  
THE CARETAKERS  
2 CYCLES

146

STUDY VISIT TO AUSTRIA

5

✓ 20 CARETAKERS CERTIFIED

✓ 4 GERONTOHOUSEWIVES EDUCATED

PRACTICAL COACHING

18

MUNICIPALITY PUBLIC AGENCIES

7

✓ 28 MUNICIPAL  
REPRESENTATIVES  
TRAINED



BOSNIA AND HERZEGOVINA

# SOURCES OF FUNDING

With funding from



≡ Austrian  
Development  
Cooperation



FUNDING AND MATERIAL  
SUPPORT OF THE MUNICIPALITIES



INCOME FROM THE SALE OF HANDICRAFTS



PRIVATE DONATIONS

## ADVOCACY EVENTS

ROUND TABLES / WORKING GROUP MEETINGS 4

OPENING CEREMONIES OF REGIONAL OFFICES 2

CONFERENCE 1

ELDERLY FORUM 1

OCTOBER 1ST CELEBRATIONS 4



# SOURCES OF FUNDING

With funding from



≡ Austrian  
Development  
Cooperation



**MUNICIPALITY CENTAR  
OF THE CANTON SARAJEVO**



**MUNICIPALITY HADZICI  
OF THE CANTON SARAJEVO**



**MUNICIPALITY NOVO SARAJEVO  
OF THE CANTON SARAJEVO**



## ADVOCACY EVENTS

**3** STAKEHOLDER CONFERENCES  
ON OCTOBER 1<sup>ST</sup>

**BOSNIA AND HERZEGOVINA**

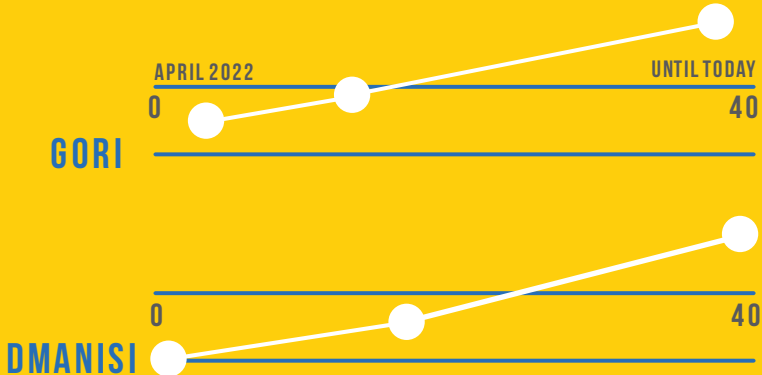
# HEALTHY AGEING CENTERS IN GORI AND DMANISI

THE AIM OF THE HEALTHY AGEING CENTERS IS TO ENABLE THE OLDER GENERATION TO REALIZE THEIR PHYSICAL, COGNITIVE AND SOCIAL SKILLS.

HEALTHY AGEING CENTERS ALLOW THE VISITORS TO MAINTAIN AN ACTIVE LIFESTYLE, ENGAGE IN VARIOUS ACTIVITIES, AND MEET DIFFERENT PROFESSIONALS ACCORDING TO THEIR INTERESTS.

WITHIN THE FRAMEWORK OF THE PROJECT, FROM APRIL 2022, A NEW HEALTHY AGEING CENTER WAS ESTABLISHED IN DMANISI MUNICIPALITY, AND THE EXISTING HEALTHY AGEING CENTER IN GORI WAS EXPANDED AND FURTHER DEVELOPED.

## DYNAMIC OF GROWTH OF PERMANENT VISITORS



HEALTHY AGEING CENTERS OPERATE IN CLOSE COOPERATION WITH OTHER PROJECTS AND LOCAL MUNICIPALITIES.

GEORGIA

# ACTIVITIES OF THE HEALTHY AGEING CENTERS

## GROUP AND INDIVIDUAL SESSIONS

PSYCHOLOGIST  
SOCIAL WORKER  
OTHER SPECIALISTS

## PARTICIPATION IN VARIOUS EVENTS

PHYSICAL ACTIVATION AND HEALTH PROGRAMS  
HANDICRAFT CLUBS  
THEATER CLUBS  
BOARD GAMES  
EXCURSIONS AND OUTDOOR ACTIVITIES  
EXHIBITION-SALES  
ART AND MUSIC CLUBS  
CELEBRATION OF DIFFERENT HOLIDAYS AND NOT ONLY

“AFTER I CAME HERE,  
I LEARNED HOW TO TALK  
ABOUT MY EMOTIONS.  
I GOT HOPE AND FAITH TO  
THE FUTURE”

WOMAN, 70 YEARS OLD, DMANISI



GEORGIA

# CONTACT



## GEORGIA



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**IA ZUBASHVILI**



**EKATERINE OKRIASHVILI**

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## BOSNIA AND HERZEGOVINA



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