



The three **Elderly Care Centres** of Smiles are known in Bihor County for providing high-quality care and because of that, many people look for us and want us to take in their beloved. Often, especially in ECO, the numbers are complete and we have to put names on a long waiting list, this happens because of the big city and because the preference for everyone is not to travel too far when they visit their parents and grandparents.

As part of our continued effort to keep high standards in our services, we are now through with the licensing process with all the Centres. They all now have the official recognition from the authorities and so we qualify for some support from them. That does not mean that all the needs are covered, unfortunately, but it is of course a welcome addition to our own efforts of getting the support for the residents.

Another challenge we had to deal with was the lack of qualified personnel to work in the centres. In some cases, we had to increase the number of hours for the carers and nurses, simply because there aren't enough of them around. Either from fear in front of COVID or for other reasons, we had less applications for the vacancies, but this is most likely something temporary and after the pandemic, this will not be an issue anymore.

So, please keep supporting our residential project, through your prayers and your donations! Your support will enable us to care not only for those who can afford to pay the costs, but also for those who could never do it. We want to help all in need of care and some of them do need support, as they do not have the personal means available.

Residential Project Newsletter

Thank you for being a supporter of the Residential Projects. Your support is very important and enables us to do something for the elderly and other groups that are in immediate need of help and they are dependent on others, as they cannot care for themselves anymore.

**The Smiles
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Residential Project Newsletter

Autumn-Winter 2020



We keep busy everyday - there is no other therapy better than keeping the mind and body engaged with activities. Not only creating artistic work, but simply discussing and sharing the latest news - this is something we do everyday, across all three centres.



Residential has become a Pillar of Smiles Work since establishing the first 'trial' facility in Cihei in 2010.

Over the past 10 years, extraordinary progress has been made in understanding and providing for the needs of the Elderly and Disabled through our three fully accredited Care Homes in Salonta (JFL) Oradea (ECO) and Tileagd (TAL)

Today we have capacity for 125 residents and provide our excellent services with 60 staff serving the needs as Doctors, Nurses, Carers, Cleaners, Cooks, Administration and Security.

Ten years ago, we had no idea how desperately important these facilities would become in helping the elderly and disabled, and their families, to cope with the challenges that basically come to us all, in time.

Through all the activities scheduled in our facilities, the opportunity to share spiritual encouragement is the greatest joy. Our Pastor and Outreach staff are able to visit regularly, holding acts of worship, bible studies, prayer meetings and personal counselling.

Many of our residents love to sing the old hymns they were familiar with when younger, and many have seen their faith restored and for some, found for the first time God's Saving Grace. We look forward to developing our Residential facilities in the coming years to care for more through the challenges of age and disability.

Kevin Hoy,
Founder and Chief Executive
The Smiles Foundation

At **TAL**, in **Tileagd**, we introduced serious precaution measures, to prevent viral infections, just as we did in all centres. We do not like it, but we have to admit that everything these months happened around this hot topic. It is just an uncomfortable reality we can't ignore.

The residents were kept alright and we are grateful to God we didn't have major issues, life continued as normal as it could be. Of course, we lost some, but all through natural causes, part of the regular routine.

Because of how the situation evolved, there was a reduced number of new comers. These days, many of the families are concerned about moving their parents or grandparents into a care home, because they believe this would be a high-risk decision. We respect that, but they can also see for themselves that we do keep the safety of our residents very high. So, some of them did decide to come and we are happy, as always, to provide a great service for those who need care. Our centre is seen as an important place in this area of social work and we always endeavour to maintain those high standards. This is a hallmark of what Smiles does.



ECO Centre, in **Oradea**, continues to care for its residents, providing great service in an area with high demands. Our colleagues do a great work in dealing with the needs and we keep our good name of providing good care, amidst these difficult and troubling times.

After the initial pandemic wave, many families got scared and took their parents and grandparents back home - for about two months. But after that, they came back to us, as they understood we can actually take better care of them. Of course, they can come to visit, but we do have a strict scheduling with them and we do it so that there will not be a risk to anyone.



Our colleagues in **ECO**, as in all centres, work very hard to make sure all is in order. We had some carers leave, due to a State drive for employment in the hospitals, so those remaining must do extra work, to maintain the level of care. We are grateful to see their commitment and we hope everything will be back to normal as soon as possible.

In **JFL Salonta**, we had to fight with the virus in a very immediate way. Eight of our residents, as well as six staff were infected and had to be quarantined and sent to the hospital. All except for two returned back in the centre after the treatment and isolation time. The two that didn't make it actually died from other associated health problems. As we all know, the body gets very frail and at age of 90, every little health issue can cause a severe complication. That was the case and our friends passed away because of long-standing lung problems that they had from before. We thank God that most of the residents are alright up until now and we hope they will stay well in the future, through the difficult months of winter!



These months of the COVID-19 siege were not an easy time for anyone. The Centres were on high alert all the time and despite the best intentions and measures taken, we did have some cases in **JFL Salonta**. We have been in contact with the authorities and did the whole procedure very carefully, so that the issues would be kept to a minimum.

As mentioned above, there were a number of people infected. Those that were unaffected, the vast majority, continued their daily routine. Getting together for fellowship, or simply to say a prayer and sing a song is something we encourage everyone to do. There is a great interest for these gatherings and we try to get everyone involved. It is just too bad we couldn't have invited guests, as we had before, because the access in the centres is restricted, as we try to protect our residents the best we can.

Praying and worshiping is still something very important to do and although the modern facilities need some time to adjust to, our friends were happy to watch YouTube videos from their favourite Romanian Christian channels, as well as singing along with all the artists they know and love. This showed us all that a worshiping heart will always find a way around difficulties to stay faithful and true to God!

