

“Plan Be: Active Senior Volunteers”

Erasmus+ Strategic Partnership in the field of Adult Education

Mapping and Survey Report Part B – Good Practices Projects

March 2016



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INTRODUCTION

Demographic ageing is one of the major challenges for many societies and ‘active ageing’ has become a policy priority within the European Union. The term ‘active ageing’ has had several meanings including economic productivity; opportunities for leisure and recreation; political activism; social investment; and engaging older people as partners and givers through volunteering.

The link between voluntary action and citizenship has been established since the Second World War, but in recent times, the connections between volunteering, active ageing and citizenship have never been so strong.

Volunteering is nowadays a tool for participation in society in various fields, establishing itself as an enriching experience that allows the development of social skills and competences.

In almost every country, the proportion of people aged over 60 years is growing faster than any other age group, as a result of both longer life expectancy and declining fertility rates.

This population ageing can be seen as a success story for public health policies, but it also challenges society to adapt for a sustainable socioeconomic development, and in order to maximize the health and functional capacity of older people as well as their social participation and quality of life.

This report will give a deeper understanding about the topic, focusing in Europe and especially in Finland, Italy, Portugal and Slovenia, which will serve as the basis for the creation of a European Senior Volunteering Program.

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GOOD PRACTICES PROJECTS – FINLAND (1/5)

“Citizen Forum”

Citizen Forum is an association, which promotes active citizenship and voluntary activity, and acts as a service centre for volunteers, other voluntary organizations and professionals working in the field on volunteering in Finland. The Citizen Forum is the only Finnish member of CEV. Read more: www.cev.be

The working methods include:

- local and national events for networking and joint action,
- training, consultative services and other support and guidance, gathering,
- disseminating and publishing information, e.g. training programmes for volunteers working with elderly people and training programmes for peer support mentors,
- development projects and cooperation with any relevant stakeholders and www.kansalaisareena.fi –website and its services.

www.kansalaisareena.fi

GOOD PRACTICES PROJECTS – FINLAND (2/5)

“ENTER”

ENTER is an association for people who have retired or are about to retire and who are interested in or puzzled by IT. ENTER started in the late 90s. STAKES (the present name National Institute for Health and Welfare) became concerned about how to guide senior citizens in the world of modern IT. ENTER tries to give older people training in IT on their own terms. Voluntary peer instructors offer individual and free of charge guidance in the use of computers, tablet computers and mobile phones in more than 40 places all over Helsinki region.

The members of the association are given information and short lectures on computers and mobile phones in a very practical and clear way. The association takes part in public projects which have to do with IT such as “Listen to the voice of senior people”.

When planning accessible activity, the diversity of older people is to be considered in addition to the accessibility of the physical, social and psychic environment.

<http://www.entersenior.fi/>

GOOD PRACTICES PROJECTS – FINLAND (3/5)

“Apuva/ Activity Premises Etappi”

The aim of the Apuva association is to promote and develop voluntary activities aimed at enhancing the social interaction of persons in need, to prevent exclusion and to support living at home. The purpose of the voluntary activities is to provide local services mainly free of charge for elderly and disabled. The activity will support clients' living at home.

Apuva Association runs Kyläpaikka café in Etappi in Kuusankoski. It offers personal helpers for outdoor activities and running errands. Training and recreational opportunities are provided to the volunteers. The association cooperates with various non-profit organizations, societies, institutions and authorities.

In the premises of Etappi are located i.a. Pensioners' Association of Kuusankoski as well as six other local associations which are operating in Social Affairs and Health. Once a week "Good Mood Club" meets there. It strives to maintain memory and mental and physical alertness.

<http://users.kymp.net/etappi>

GOOD PRACTICES PROJECTS – FINLAND (4/5)

“Pensioners' Organisations in Finland”

EETU is the common organisation which connects various pensioners' organisations in Finland. It works to improve pensioners' and old people's economic and social benefits. Eläkeliitto ry, Eläkeläiset ry, Eläkkeensaajien Keskusliitto EKL ry, Kansallinen senioriliitto ry, Kristillinen Eläkeliitto ry and Svenska pensionärsförbundet rf together form a channel of great influence. EETU organisations have 1300 local associations, about 80 district associations and over 300 000 members throughout Finland.

It has a representative in the most important governmental organs which have an influence on pensioners' status. In addition, EETU arranges seminars and carries out projects which support old people's social involvement.

Local pensioners' associations act as an voluntary basis and they arrange outings, which offer possibilities to visit cultural events and go sight-seeing in Finland and even make trips abroad. Clubs for physical training, dancing and hobbies and e.g. taking old people for walks are basic elements in the activity of several pensioners' associations.

www.eetury.fi/

GOOD PRACTICES PROJECTS – FINLAND (5/5)

“With a Big Heart”

With a big heart net service helps helpers and those who need help to find each other. It also helps voluntary organizations to network and connect their resources. This activity can be found in 40 localities all over Finland. On the web sites of your own locality you can see what services are offered and what kind of help is to be found. There are already over 350 volunteers in Kouvola, some of them senior citizens, working together – *With a Big Heart*.

Everyone can work as a volunteer via Kouvola congregations. Your own skills and desire to help are enough. Volunteering doesn't mean continuous commitment, you can bring your own contribution for the common good when it suits you.

Vapaaehtoistyö.fi service is intended to be a mediator of all kinds of voluntary aid. The net service brings together helpers and those who need help. You can also yourself suggest a voluntary task which is not yet offered. There is always an agent responsible for organized voluntary work, e.g. a non-governmental organization or a congregation. They also bear responsibility for the activity and safety.

Vapaaehtoistyö.fi service is maintained by a non-profit association Kirkkopalvelut.r.y. whose web site is based on the principles of charity, non-commercialism and non-profit-making.

<http://www.suurellasydamella.fi/>

GOOD PRACTICES PROJECTS – ITALY (1/5)

“ Marche_Active@Net”

The project realized by CSV MARCHE has been recognized as positive action in the framework of local actions to support the strategies of European Commission and European Parliament about Active Aging.

Main objective of the project was:

“Promote a positive culture of Active Ageing and the value of the exchange between generations in the Marche Region through the creation of a regional network of learning and innovation to support public policies”

The project was founded by Presidenza del Consiglio dei Ministri and was implemented from February 2014 and July 2015, with the objective of empowerment of local networks active in Active aging and solidarity between generations.

The main project results has been:

- 5 provincial groups formed by voluntary associations, local authorities, schools and other organizations of the third sector,
- 5 Pilot Actions founded in the project: “Ricordi 2.0 – Dalla memoria alle nuove tecnologie” (Ancona), “L’orto giardino di nonna Silvia” (Ascoli Piceno), “Colleghi di centro, amici per la vita” (Fermo), “Rete libera tutti” (Macerata), “Nonni e bimbi al lavoro insieme” (Pesaro).

Further Information: Final Publication (attached)

GOOD PRACTICES PROJECTS – ITALY (2/5)

“ M.A.G.I.A. ”

Meeting tra Anziani e Giovani: per un Invecchiamento Attivo

The project realized by SAID – Servizio Assistenza Infermieristica Domiciliare – S.c.s. has been recognized as positive action to promote Active Aging.

Main objective of the project was:

“Promote the active participation of elderly persons in the family and social life, fostering the relationship and the social gathering between generations”.

The project was founded by Presidenza del Consiglio dei Ministri - Dipartimento per le politiche della famiglia under the call “Premi per iniziative di promozione dell’invecchiamento attivo e della solidarietà tra le generazioni – Anno 2012” (European Tear for Active Aging 2012).

The main project activities has been:

- .- social gardening and promotion of traditional activities
- .- workshops with students aimed to promote the life at open air and to realize training by elderly trainers on gardening
- .- cycling tours, training and running routes

<http://www.cooperativasaid.it/m-a-g-i-a/>

GOOD PRACTICES PROJECTS – ITALY (3/5)

“ Approcci per il coinvolgimento e la valorizzazione dei lavoratori senior in azienda”

The project realized by Impronta Etica and SCS has been recognized as positive path on active aging in the companies, for a better exploitation of companies resources in terms of human capital.

Main objective of the project was:

“create a tool for analysis and planning available to companies that want to address the issue of active aging policies to support company management, and enable older people to contribute fully within and outside of the labor market.”

The project is part of the path of diffusion of the Charter for Equal opportunity and equality at work.

The main project result has been the structure for a workshop that can be realized in companies organized in:

- STEP 1 - First reflection: possible good practices and prioritization,
- STEP 2 - Survey on corporate culture,
- STEP 3 - Feasibility Analysis,
- STEP 4 - Plan implementation: project design.

Further Information: Final Publication (attached)

GOOD PRACTICES PROJECTS – ITALY (4/5)

“ Tra generazioni: l’unione crea il lavoro”

The project realized by Fondazione Mondo Digitale in partnership with CNA Pensionati, and with the sponsorship Google has been recognized as positive action for intergenerational learning and creation of new job opportunities.

Main objective of the project was:

“Promote the employability of the new generations as reduce the digital gal of elderly people at risk of social and digital exclusion”

The rational of the initiative is the idea that intergenerational exchange of skills among young people and old people will lead to a mutual enrichment of their knowledge in order to promote the employability.

The main project results are that:

- students can be introduced to the secrets of the aged and web technologies;
- seniors make available to boys their professional experience: tips and tricks to guide their design ideas of new businesses or on existing initiatives to raise.

.It is a training and professional alliance, to give young people the skills needed to live and work in the 21st century and to enhance the knowledge of the elders, in favor of the new generations..

<http://www.mondodigitale.org/it/cosa-facciamo/aree-intervento/imprenditoria-giovanile/tra-generazioni-lunione-crea-il-lavoro>

GOOD PRACTICES PROJECTS – ITALY (5/5)

“ ETÀ LIBERA – INVECCHIAMENTO ATTIVO”

The project realized by Fondazione Carige in cooperation with Auser Liguria and "rete per l'invecchiamento attivo" is positive practice based on the methodology of networking, aimed at enhancing the importance of integrated social policies for promotion – protection, not only as support for frail older people as well as participatory and preventive approach to build a new idea of old age.

Main objective of the project was:

“focus on people people in their social life, with rights and duties, able to learn, to re-think themselves, to establish intergenerational, intercultural relationships, and able to engage through solidarity, active citizenship and volunteering.”

The main project actions has been:

- PROTECTION MEASURES for older people with physical and social frailty ,
- SOCIAL PROMOTION of active aging as free age for people of all ages, through:
 - LIFELONG LEARNING
 - PHYSICAL WELL-BEING AND HEALTH PROMOTION
 - PROMOTION OF VOLUNTARY CIVIL SERVICE OF SENIORS as "Handler" and / or "facilitator" of volunteering activities

<http://www.auserliguria.it/chrCorrelati/upload/doc/Progetto%20Eta%20Libera%202011.pdf>

GOOD PRACTICES PROJECTS – PORTUGAL (1/5)

“AVÓS N@ NET”

“Grandparents @ NET” Project aims to provide to the senior citizens of Cascais Municipality the acquisition and of knowledge within the information and communication technologies and, at the same time, combat loneliness. This action may provide participants with new ways to communicate with distant relatives. The priority of participation is be given to participants over 60 years.

This training aims to enhance access to additional media such as the Internet, chat channels, email and social networks.

The project enabled so far, more than 500 residents, the acquisition of basic skills in using the Internet and the resources that it offers. In addition to the skills acquired, this project helps combat loneliness and the digital info exclusion.

<http://www.cascais.pt/noticia/projeto-avos-n-net-2015-formacao-gratuita-na-area-das-tecnologias-da-informacao-inscricoes>

GOOD PRACTICES PROJECTS – PORTUGAL (2/5)

“IDOSO EM SEGURANÇA”

“Elderly in Safety” Program is an initiative of the Ministry of Internal Affairs and aims to:

- Ensure the security conditions and the tranquility of the elderly;
- Promote awareness of the work of the authorities with this population;
- Help prevent and avoid risky situations.

Through:

- Policing Strengthening Public places most frequented by the elderly;
- Creation of a network of direct and immediate contact between the elderly and authorities, in case of need;
- Collaboration with other entities providing support to the 3rd age.

Between the several actions undertake, we highlight one involving directly the senior citizens. A small play held by seniors in order to provide to the senior population a different afternoon and transmit useful safety advices.

(<https://www.youtube.com/watch?v=niMohE-jHnc>)

GOOD PRACTICES PROJECTS – PORTUGAL (3/5)

“SÉNIORES EM MOVIMENTO”

The Project "Seniors in Motion" is directed to the population from the Daily and Social Senior Centers in Cascais Municipality, contributing to an active ageing process, promoting healthier lifestyles with gains in self-esteem and quality of life. The project includes the regular practice of physical activity, focusing on the mode of exercise in water.

Goals:

- Contribute to the promotion and adoption of healthy lifestyles and consequently improving the quality of life of elderly people;
- Promote physical fitness and develop functional autonomy;
- Promote self-esteem;
- Contribute to the development of interpersonal relations process skills;
- Contribute to an integrated process in the perspective of active ageing.

<http://www.cm-cascais.pt/projeto/seniores-em-movimento>

GOOD PRACTICES PROJECTS – PORTUGAL (4/5)

“VOLUNTARIADO SÉNIOR DE SERRALVES”

“Senior Volunteering in Serralves” is aimed at people over 50 years and culturally active, who wishes to share their time and their knowledge.

Volunteers can sign up to perform tasks such as:

- "Tutoring" / "mentoring" to projects in the field of Creative Industries;
- Graphic material archive and organization in Serralves Library;
- Support for hosting participants in educational programs;
- Support for hosting visitors to the exhibitions;
- Support for hosting participants for Courses / Workshops / Conferences.

Serralves Foundation is recognized as a center of excellence in the field of contemporary art and, in general, in the reflection on crucial issues of our society, promoting the diversity of cultural offerings through an innovative intervention that, in a sustainable way, attracts diverse audiences and induces Community support.

<http://www.serralves.pt/pt/>

GOOD PRACTICES PROJECTS – PORTUGAL (5/5)

“PROJETO MAIOR”

The project “MAIOR” was created by an Hospital (Hospital de Santo André) aims to promote health with Movement, Autonomy, Independence, Opportunity and Recovery of the elderly population.

It proposes a customized structured intervention that involves many professionals from different areas and skills, in order to adapt better the access to the hospital, facilitating access to technical assistance, promoting active ageing through physical exercise and healthy lifestyle and promote the knowledge about health.

It is also intended to ensure the conditions for enabling environments for autonomy for elderly people, giving responsibility to the elderly and their family.

[http://www.chleiria.pt/galeria/files/S_4_3_3%20-%20Projecto%20MAIOR%20\(ficheiro%20para%20download\).pdf](http://www.chleiria.pt/galeria/files/S_4_3_3%20-%20Projecto%20MAIOR%20(ficheiro%20para%20download).pdf)

GOOD PRACTICES PROJECTS – SLOVENIA (1/5)

“Guidance in adult education (ISIO)”

Aims and objectives of the projects:

- To provide high quality, professional and comprehensive information and counseling to all adults (especially vulnerable target groups).
- Connect as many providers of educational and counseling services for adults in the local area networks and also provide high quality, comprehensive and coordinated action.
- to develop volunteering work of elderly people within Guidance in adult education

Brief description:

Within this activity the concept of inclusion of volunteers in the guidance centers for adult education and training program of volunteers was developed. 12 volunteers have been trained for volunteering work in the guidance centers.

Partners: The net of 14 organization for adult education in Slovenia, leaded by Slovenian Institute for Adult Education.

Guidance for learning ([video](#))

<http://isio.acs.si/>

<http://www.ric-nm.si/si/dejavnosti/svetovalno-sredisce/>

[Manual Volunteering in guidance activities in adult education](#)

GOOD PRACTICES PROJECTS – SLOVENIA (1/5)

“AHA.SI (Active and Healthy Ageing in Slovenia)”

Aims and objectives of the projects:

- To make recommendations for a strategy of active aging in Slovenia in three areas: promotion of the employability of older and disposal decisions for retirement; active and healthy aging for active and healthy aging; independent living through environmental and long-term care.
- Create a working network of sectors and stakeholders in the field.
- To increase public awareness and target groups in this field.
- To carry out the analysis of the situation and specific challenges.

Lead partner: National Institute of Public Health (NIJZ)

Duration of the project: 1.3. 2014 do 28. 2. 2016

Financed by: The European Commission, Directorate-General for Employment, Social Affairs and Equal Opportunities and The Ministry of Labor, Family, Social Affairs and Equal Opportunities and Ministry of Health

[The report of working consultation 17.6.2014](#)

<http://www.zdus-zveza.si/ahasi>

GOOD PRACTICES PROJECTS – SLOVENIA (1/5)

“Elderly for the elderly”

Brief description:

Project is prepared by professionals of Slovenian Philanthropy and gerontology. All activities and forms of cooperation with senior citizens have been designed on the basis of the responses from the survey (performed at the first visit).

Aims and objectives of the projects:

- the purpose of this project is to strengthen cooperation and organization help senior citizens over 69 years to the latter as long as possible to live in their own homes.
- societies with 371 volunteers covering 22,152 local residents of North West Slovenia (a total of 17,738 individuals so far decided to participate with the volunteers which helped and visited them occasionally in the context of opportunities also help to overcome the everyday problems faced by this age).

Partner: The Association of Pensioners of Slovenia, involved 25 associations of pensioners of Gorenjska. The project senior citizens each year expanding throughout Slovenia. So far, the project included a total of 240 associations of pensioners.

Project coordinator: Edo Kavčič (edvard.kavcic@telemach.net)

<http://www.pzdugorenjske.si/Starejsi-za-starejse>

GOOD PRACTICES PROJECTS – SLOVENIA (1/5)

“Active and quality aging at home (A-Qu-A)”

The Ljubljana Home Care Institute was established in the year of 2002 funded by the Municipality of Ljubljana. Its main activity is development of various types of home health care. The main wish of the elderly is, in the context of their environment, to establish new social contacts and remain active in their domestic environment. This is the reason why we put great emphasis on the integration of older people in intergenerational cooperation. Self-help groups and volunteering achieved great success, because elderly became more open to accept students and senior volunteers in their life. To provide our users with more specific services we decided to implement the project called Active and quality ageing at home (A-Qu-A).

Aims and objectives of the projects: The basic aim of the project is to ensure a healthy and active aging population in home environment. Due to the needs of older people following the enlargement of the aid will institute within the framework of the project "active and quality ageing at home" users for the duration of the project, ie. from May 2015 until the end of December 2016 home offer free services in physiotherapy, occupational therapy, dietetics, nursing and Speech Pathology. Together with project partners, the Municipality of Ljubljana, the Institute for Kinesiology Research, Municipal Federation of Pensioners Ljubljana, Medical Faculty, the Faculty of Design and the Norwegian partners will be offered other forms of assistance, education, counseling and recreation for the quality of life in the home environment.

Results of the project:

- Acquirement of a concession to perform stated services.
- Supplying 905 users with started services (main criteria: 65 years).
- 6 trained professionals to work with users.
- Enrolment of 40 students of Faculty of Health Sciences, University of Ljubljana and 20 students of the Faculty of Design, Associate member of the University of Primorska in the project through obligatory internship.
- Implementation of mass measurements with mobile laboratory, processing and publication of results in scientific publication.

Lead partner: Institute for home care Ljubljana

Duration of the project: 09.04.2015 – 31.12.2016

Financed by: The Norwegian Financial Mechanism 2009-2014

<http://www.a-qu-a.si/o-projektu/>

GOOD PRACTICES PROJECTS – SLOVENIA (1/5)

“Slovenian Third Age University”

Description: Since 1984, when it was established through voluntary endeavours of a group of adult education experts and university teachers of andragogy, Slovenian Third Age University has steadily grown to become a national network of 45 universities in 44 localities with about 21 000 students, more than 1000 mentors and volunteers. Its practice has been extensively researched; as a result, today the University follows its own generalisations and is based on its own model.

Aims and objectives of the projects:

- to achieve better understanding of older people’s needs and to better their life through culture and education,
- to facilitate integration of older people in the society through their personal growth, paid or voluntary work,
- to support active ageing in all its forms and to enable different generations to collaborate, study and work together,
- to conduct public campaigning in the field of older people’s issues and education and to support older workers to stay on the labour market and /or to get back there,
- to research education of older adults and to disseminate the findings and educate teachers, mentors and facilitators in the field,
- to provide education for professionals dealing with people in later life and develop new innovative educational programmes for different groups of people in later life,
- to provide integrated counselling and guidance for active ageing (educational, psychological, legal, and guidance in the field of labour market),
- to ensure networking of civil and public organisations active in the field of education in later life.

www.utzo.si

Contact: univerza-3@guest.arnes.si

GOOD PRACTICES PROJECTS – EUROPEAN/INTERNATIONAL (1/4)

“KuuRet - International Grassroots Agent”

Kuusankosken Retkeilijät (Kuusankoski Hiking Club) was restarted in 1979, and from that time on voluntary work has been part of its activity. All its events are organized by volunteers. KuuRet55+, which started in 2007, works through individuals and small groups according to a grassroots principle both locally and at an international level. KuuRet has participated in the following projects concerned volunteering, active ageing and lifelong learning:

1. In 2006-2008 the pilot project “TraVELAgents” as a local co-partner of the Kuusankoski Adult Education Centre, the pilot project was supported by the European Union.

<http://www.ance-hellas.org/el/projects/55/>

2. In 2010-2012 the Grundtvig project “European Approach” as a coordinator.

3. KuuRet also coordinated another Grundtvig project “Active Body + Active Mind = Healthy Senior” in 2012-2014.

4-5. KuuRet has arranged two workshops for seniors supported by Grundtvig. In 2011 the theme was “Many Faces of Finnish Nature Environment” and in 2013 “Exercise and Learn in the Nature Environment”.

6.-7. In the Grundtvig senior voluntary work projects “Taking care” in 2011-2013 and “Helping Hands” in 2013-2015 our partner came from Portugal.

<http://kuuret55.nettisivu.org/>

GOOD PRACTICES PROJECTS – EUROPEAN/INTERNATIONAL (2/4)

“ACTIVE AGEING GOING LOCAL (AGL)”

Lead Partner: Regional Health Agency Marche (Italy)

Consortium:

- EuroHealthNet
- Department of Welfare - Apulia Region
- Department of Social Services - Veneto Region
- Health Equalities Group (HEG)

The project is founded by European Commission - DG Employment.

The aim of the AGL is to develop European Policy Guidelines to support the designing and implementation of new integrated strategies to promote active aging initiatives. The need of a multidisciplinary approach in supporting active ageing is of growing relevance when considering demographic changes and the rise of life expectancy in Europe.

AGL aims at improving policy coordination among public and private stakeholders, through a consortium of three Italian Regions (Apulia, Marche and Veneto) responsible for planning and implementing social and health policies in Italy, the National Health Service England, considered a good practice in the field, a network of European institutions involved in the Health Sector (EuroHealthNet) and FGB. Partners will be involved in research and mutual learning activities.

<http://www.agl-project.eu/>

GOOD PRACTICES PROJECTS – EUROPEAN/INTERNATIONAL (3/4)

“VOLUNTEERING AS AN OPPORTUNITY OF LEARNING IN LATER LIFE”

The project is a collaboration of three European associates from Italy, Denmark and France. Seniores Italia, Seniores without Borders of Denmark and l’Office Technique d’Etudes et Cooperation International (OTECI) of France have joined together to gain perspective on Senior Skill-based Volunteering in Europe.

The project aims at enhancing Senior Skill-based Volunteering in Europe by investigating on senior professionals motivations to volunteer and identifying innovative strategies and tools to enhance their involvement in volunteers’ activities.

The initiative also aims at identifying best practices in pre-assignment training tailored for Senior Skill-based Volunteers.

<http://www.seniores.altervista.org/index.html>

GOOD PRACTICES PROJECTS – EUROPEAN/INTERNATIONAL (4/4)

“Engaging the older people in lifelong learning”

Brief description:

The aim of the project was to identify what people from the age group of 75 + need to stay involved and learn longer. It provides suggestions and best practices on activities for people with high support needs and it matches research into practical guidelines. The project provided suggestions and best practices on activities for people with high support needs and it matches research into practical guidelines. The study involved 240 individuals from four partner countries. The results of research has shown that poor health of the elderly can prevent participation in organized activities but it is not a decisive factor. For people who are not closely involved in the activities, the biggest obstacle is poor motivation and the other is the vicinity of the activity or the possibility of transport. We have prepared a brochure in which we present the top ten proposals for the integration of the elderly, as well as Slovenian specifics that require the attention of the organizers of volunteering.

Partners: Slovene Philanthropy, Age UK, Third Age Ireland, The National Foundation for the Elderly Netherlands

Funded: Under the Lifelong Learning Programme (learning partnership)

Brochure: http://www.filantropija.org/wp-content/uploads/2015/08/SF_Erasmus_Zgibanka_180x1800_LayOut_WEB.pdf

<http://www.filantropija.org/vkljucevanje-starejsih/>