

## **PERFORMANCE REPORT ON A PROJECT "VELENJE, AN AGE-FRIENDLY CITY" FOR THE 2009-2014 PERIOD**

When it comes to senior citizens, the municipality of Velenje (henceforth: the MOV) pays much attention. In 2009 we decided to take part in a project called "Velenje, an age-friendly city", the goal of which was to improve the quality of life of senior citizens in our municipality. The decision to participate in this project was made because we wanted to further develop programme activities which would enable senior citizens an active and full third age. We have desired inter-generational cooperation, for the elderly have much knowledge which they could pass on to the young. On the other hand, the young are full of innovative ideas which could be evolved with the help of the elderly. Already before stepping in we had respected the rights and standpoints of the elderly and had done our best for their welfare. But the magnitude of our activities increased when we joined the project. Firstly we founded the seniors' committee, which is comprised of 65 citizens. The members received special booklets and manuals, including various pieces of information: information on age-friendly cities, usage instructions for the manual, reasons why age-friendly cities are important, descriptions of their features, and 84 recommendations for age-friendly cities. Blank slots in the booklets are meant for writing down observations and proposals of how to improve life standard in the city. Proposals were at first gathered once a year and then sent to institutions where an adequate response or a suitable solution was found. But because we wanted matters to be solved immediately, we decided to collect proposals and questions at every meeting of the seniors' committee, and forward them right away to the institutions in charge. In the beginning of 2014 we launched a website called [www.starostiprijazno.si](http://www.starostiprijazno.si), which can be regarded as an upgrade of the booklets. Each and every citizen can ask a question, make a proposal or deliver a complaint – we will solve it as quickly as possible. And the answer is then visible to everybody that visits the webpage.

Having founded the seniors' committee, we also founded the coordination committee which is responsible for coordination and performance of all the activities in the project "Velenje, an age-friendly city". At the same time we incorporated ourselves in the National committee of age-friendly cities and municipalities, which functions under the auspices of the Anton Trstenjak institute. Alongside the coordination committee in the "Velenje, an age-friendly city" project there were two more such committees – each responsible for separate projects: the first being "A disability-friendly city" and the second "Social involvement of the elderly in the MOV".

In 2012 the mayor of the MOV, Bojan Kontič, signed the Dublin Declaration, with which the MOV officially supported the functioning of World Health Organization in the sphere of the environments, friendly to the elderly.

In 2013 we signed with the Anton Trstenjak Institute a contract on incorporation of the Municipality of Velenje into Slovenian and world network of age-friendly cities and municipalities, and on expert help at performing this programme.

In 2013 the Council of the MOV decided to extend the strategy for age-friendly courses and activities until 2020. With the passing of the strategy we pledged to execute numerous measures that would improve the quality of life of senior citizens. In the document we find 63 general and individual measures that are divided into eight crucial spheres defined by World

Health organization: indoor and outdoor areas, transport, residences, social life, respect and incorporation into the society, social engagement and employment, communication and notification, community and health services. With the measures mentioned in the strategy for age-friendly courses and activities that extends until 2020 we expect a number of activities in the region of the Municipality of Velenje. The MOV can pledge to perform the activities, but must, however, take the law jurisdiction into account and comply with the accepted financial plans of individual operators.

In the following chapters we will define areas which we, in the years of 2009-2014, dedicated most of our time and attention to, with the purpose of making the life conditions of senior citizens in our city better. In December 2013 the Council of the MOV passed the Strategy for age-friendly courses and activities that extends until 2020. This strategy involves numerous measures that we have started performing in 2014 and will continue to do so until 2020, and that is why they are not described in the chapters below.

### **1. Indoor and outdoor areas:**

Most initiatives and proposals of the seniors' committee, which we gathered in five years, were in close connection precisely with indoor and outdoor areas. Our citizens were warning about areas with no wheelchair ramps, so we sorted that out. A lot of the elderly, who are otherwise not in wheelchairs, walk with difficulty – wheelchair ramps are thus the solution to them. Here, regulation of wheelchair ramps and removal of other architectonic obstacles proved to a suitable measure. In the years of 2009-2014 the MOV regulated 43 wheelchair ramps.

Apart from the fact that we lowered the kerbs to ensure a more gently crossing from the kerbs, we also enabled the bus station Velenje be accessed from all directions (removal and transformation of the fence), and painted the stairs in the underpass at the post office yellow to insure easier crossing for the elderly and the visually-impaired. In 2012 did the Post Office of Slovenia on our initiative set side handholds on the stairs in front of the post office in Velenje. In the block at Goriška cesta 44, a lift was installed, thus enabling the disabled and the elderly access into upper floors, while at the parking lot of the Goriška 61-65 blocks they fixed the staircase and installed a handhold to make climbing up and down safer. Around the new business-residential complex at Gorica, a kerb was built, which makes it easier for the disabled to access. Opposite the shopping centre Mercator, at the staircase near the crossroads of Šaleška and Rudarska cesta, the INOX handholds were installed. For the visually-impaired citizens, we installed six sound signals on the traffic lights. At Cesta talcev and at Rudarska cesta, a floor lighting of two pedestrian crossings was conducted.

### **2. Transport**

The MOV implemented free public transport – *Lokalci*. With it we want to ensure the citizens and the visitors an efficient, reliable, safe and favourable transport. In such a way we also pollute the air less and relieve the city centre of lots of the traffic and traffic jams. *Lokalci* has been especially warmly welcomed by the elderly that either do not possess a car or do not have a driving licence. At the public transport buses it has also been made sure for the disabled to access the bus using the wheelchair ramp – this is the case with two coaches.

For the elderly that are unable to afford taxis and are without any relatives, occasional transport is organized. This is done by the volunteers at the project "The elderly for the elderly" (presented in Chapter 8).

### **3. Residences**

Senior citizens have the option to reside at the Adult day care centre Velenje, where there were 34 special nursing beds (the lifting system is powered by electricity) bought in a period of five years, a number of chairs adjusted to the elderly, wheelchairs and a mobile bath. At the Adult day care centre Velenje there are various activities scheduled and performed throughout the year, which improves the quality of life of their users: they continue the project "Walking as a part of physiotherapy", in the summer months they cooperate with the MOV and enable walks to the elderly and the disabled that have difficulty moving around – long story short, their users are enabled to go to exhibitions and shows outside their home, etc. Currently the MOV provides 850 municipal apartments, while one block is still being built. The elderly that live on the upper floors and do not have a lift at their disposal, can switch their apartment with one that is on the ground floor.

The citizens that are over 65 and live alone or with their partner, may put in a request for an apartment at the Committee of social standard and housing matters, which is a part of Šalek regional association of pensioner society. The committee posts a tender on the topic of apartment acquisition. On the basis of the documentation received, a priority list is made. The apartments (in Velenje there are currently 85 of them) are owned by the Pension and disability Insurance Institute. The institute was founded by the real estate fund for housing matters, which is located in Celje and which cooperates with Šalek regional association of pensioner society as regards the housing distribution.

### **4. Social life**

With the help of the University of the Third Age and other partners we organized an international and intergenerational festival in Velenje for five years, while for three years also an international festival of embroidery. The themes of international and intergenerational festivals were as following: "European year of citizens", "Slovenia in Europe, experience and perspectives", "Active process of aging and intergenerational solidarity", "Voluntarism for all generations" and "European year for combating poverty and social exclusion". In cooperation with the MOV, the institute of Integra twice organized the international conference for the disabled "A disability-friendly community", which was attended by elder disabled persons, too.

Under the patronage of the University of the People we conducted a project at the MOV, called "From the past into the future with fashion giants", which went here from January to June 2013. The project connected more than 300 people from different generations across the MOV, municipalities of Šoštanj and Šmartno ob Paki. Its purpose was to help preserve local craft (knitting, crochet, sewing) and at the same time promote the interest in wool and art. The workshops were intergenerationally oriented, and that is why there were the elderly as well as the young included, in all the three activities mentioned above.

The People's University of Velenje is a co-organizer of the project "Symbiosis" in Velenje, which is meant for the seniors that want to learn the basics of the computer and cell-phone. In 2013 some workshops offered free-of-charge educational programmes on the basics of working with the computer, text editor, electronic mail, internet, social networks and mobile telephony. In Velenje there were 10 volunteers that lectured skills and knowledge to 21 participants. Altogether they made 90 hours of voluntary work. The themes of individual courses complemented one another and were picked for each day separately. The project was scheduled twice a day – altogether there were 10 terms which went in the forenoon as well as in the afternoon.

At the People's University of Velenje, there was the Centre of intergenerational teaching of Šalek valley established on November 18, 2013. Taking part in the project were the municipalities of Velenje, Šoštanj and Šmartno ob Paki, as well as the associations and establishments that operate in the Šalek valley. At the People's University of Velenje they aspire for lifelong learning and intergenerational synergy, while at the same time trying to be more active at including members of vulnerable adult groups, such as the Roma, prisoners, migrants and the elder adults, into educational programmes. The intergenerational teaching thus represents one of the most important means of overcoming these differences, and leads to solidarity and trust among generations. In the week of the intergenerational teaching, which went from November 25 to November 30, 2013, there were numerous intergenerational workshops in the Šalek valley.

All the celebrations organized by the MOV are interpreted into sign language for the deaf and the hearing-impaired. For all that use the hearing aid or the cochlear implant, we in 2014, at the Vila Bianca hall, installed an induction loop that is portable, which makes it easy for associations to use it also at events elsewhere. Induction loops can be found elsewhere as well – in the Velenje library, in the hall of the Cultural centre Velenje, and in the conference hall of the MOV.

In Velenje the seat of the University for the Third Age Velenje is located. The elderly and the disabled are thus enabled lifelong learning, healthy lifestyle, encouragement of active culture functioning – the goal here is to once more include the elderly into active society, only that the stress is on the intergenerational cooperation. In the programme are thus united study courses, study groups and other self-organized groups of the elderly that function on the principle of voluntarism, free choice, mutuality, mutual help, exchange of knowledge and experience, friendship among members – all under the supervision of a competent mentor.

## **5. Respect and incorporation into the society**

In October 2010 there was a coordination group (part of the project "Social incorporation of the elderly in the MOV") launched. That transpired due to the demand for successful aid and close observation of open social problems that concern the elderly in need. The goal of the coordination group is to develop appropriate programmes when it comes to the quality of life of the elderly, connecting the support network of the elderly, and transmission of good practice and innovative programmes into the local environment.

Each year the local communities and city quarters organize a meeting of the seniors that are over 70.

In November 2012 we opened the Centre of daily activities for the MOV elderly, which is meant for social incorporation, bonding, socialising, amusement as well as for additional help at taking care of oneself. The centre opens its doors twice a week – on Mondays and Thursdays from 9am to 12am. In accordance with our vision, there are various social activities going on in that time, with which we want to shape a social network, strengthen the mutual help and solidarity, and increase the social incorporation of the elderly. For this purpose we cooperate with organizations and societies which also offer their programmes to the elderly. While socializing we organize various social games, such as the memory game, domino, chess, bridge and so on, while at the same time do the stretching and various balance exercises, for we want to tackle falls at this age. We also discuss how to prevent these falls, how to fight diabetes, we drink herbal teas, mutually teach all kinds of handicraft, laugh a lot and sing Slovenian folk songs. Our meetings go in a relaxed atmosphere, so it is not rare that they go by too quickly. A special aim of our group is to attract individuals that are either unable or too shy – lack the confidence or feel as not capable enough - to take part in our social activities. Our centre is the place to go, for we adjust to each and every member. There is no homework here nor do we judge anyone, if he or she cannot do something. This is also the place to go for those elder persons that are in need of an entire day's care of their relatives back at home.

## **6. Social engagement and employment**

Members of the University of the Third Age Velenje commit themselves at municipal and other events in the municipality all the time. If we take into account that there are the choir as well as the brass band music and other musicians functioning under the auspices of the university, we realize they are wanted practically on every event. As a part of the university we also found embroiderers, bobbin-lace makers and dressmakers, which prepare exquisite exhibitions. In the municipality of Velenje there are one hundred public workers, among which we also find senior citizens who are on the brink of retirement or are disabled.

## **7. Communication and notification**

In the five-year period of performing this project we organized round tables on the following topics: "Can oldness be regarded a civilizational benefit?!", "How do we and how will we take care of the elderly in Velenje?" and "The role of grandparents in upbringing children". At the third event, the guests were prof. defek. Franc Hočevar, MA in management, and doc. dr. Božidar Voljč, PhD in medicine. They presented us with their rich professional and personal life experience of treating children at the level of adults-children, and grandparents-children, and talked about the importance of mutual coexistence. Their conversation was joined by many participants/listeners, who actively shared their own stories from life with grandchildren. Besides that we prepared lectures on the subjects of "Safe and correct consumption of medicines", "Balance on the plate, balance in the body" and "Improve the health levels and lessen the risk factors for a chronic illness".

The lecture on balance on the plate and consequentially in the body was organized by the MOV in order to thank the seniors' committee for actively participating in the project "Velenje, an age-friendly city". The lecturer was a healthy diet counsellor, Marija Merljak. After the lecture finished, the attendees received their own copies of the Strategy of age-friendly courses and activities in MOV that extends until 2020. Attendance at the lecture was

extremely high. The closing lively discussion of the participants proved that they understood how important it was for them to take care of themselves and be responsible for health. There was another lecture where we recorded good attendance – at that one the senior citizens listened to three lecturers:

Tanja Kontič, BA in nursery, Urška Bandalo, spec. clin. of dietetics, and Karmen Petek, MA in health care. They presented the participants with the risk factors for chronic diseases: high or low blood pressure, increased cholesterol level, and diabetes. After the end of the lecture, the attendees were measured blood pressure and blood sugar levels.

In a five-year period we created the following posters: the poster "Scheme of organizations of social protection" is divided into four sections: social programmes, information on where to seek help and who I can turn to. "European year for active ageing and solidarity between generations in 2012" and "European year for active ageing and solidarity between generations in 2013" are the two posters where all the activities conducted by schools, institutions, associations, local communities, city quarters, clubs, societies and organizations were listed by month. The activities were: creative workshops, roundtables, lectures, educational programmes, meetings of seniors in different local communities and city quarters, rehabilitation exercises, shows, holiday events, hikes, picnics, sports activities, social meetings, health education, exhibitions, cooperation of children with grandparents, technical excursions, singers and musicians, handicrafts, artisanship, self-help group, reading club, celebrations, choirs magazine, etc. On the poster "My numbers" there are telephone numbers of institutions, transporters, maintenance men, societies, activities, help at home, safety, who to complain to, and health establishments. There are blank slots on the poster too, and there the citizens can write down telephone numbers of their relatives. The posters were distributed among the citizens through the Centre for social work Velenje, through the programmes "The elderly for the elderly" and "Šalek regional association of pensioner society Velenje".

We created brochures: A guide through social programmes 2011 – this is the Third generation in the MOV community that encompasses a transparent list of types of social services and institutions, and is sort of a guide that includes instructions for the elder generation in the community. In October 2013 we also issued a Guide through social programmes – this is the Third generation in the MOV community, and is an upgrade of the eponymous guide from 2011. The guide contains all the rights that the elderly can assert at the town hall, at the centre responsible for social work, and at the Pension and disability insurance institute. There are all the programmes described that are performed by the institutions and organizations in the field of the elderly: the Integra Institute Velenje, the Šalek regional association of pensioner societies, the University for the Third Age Velenje, the Adult day care centre Velenje, the Vid society, and the Slovenian Hospic society. In the guide there are all the important telephone numbers where the elderly can turn to when in need of help or some other service. While going through the guide, readers can quickly find providers of specific contents, and their key contact data. This guide is actually an informer meant for everyone that seek help or some sort of support – be it for themselves or for their close relatives.

We organized a conference with the title "The elderly and the disabled in the city – Velenje 2010". Among the organizers were the Integra Institute, the University for the Third Age, and the MOV. There were reputed pundits who commented on social themes in the society. The purpose of the conference was to talk in the society, connect the generations, discuss the meaning of acquiring new knowledge, contemplate the care of the entire community when it

comes to incorporating the elderly and the disabled, observe the programmes that are dictated by the present – and especially look for networking and links. The conference work was widely presented in public media.

In 2014 a website called [www.starostiprijazno.si](http://www.starostiprijazno.si) was launched. It is meant for collecting proposals and remarks of the seniors' committee and other citizens in reference to architectonic obstacles and other obstacles in Velenje. Compared to booklets, which serve the same purpose, the application has the upper hand, for their initiative is immediately sent to the establishment, which makes it possible for the staff there to start solving out the problem straight away. The network application is available to all the citizens, no regardless the age – while the booklets were only greeted by the seniors. Besides that they can add a photo, which makes the problem all the more clear. All the initiatives, proposals, questions and answers can be seen and printed by each and everyone. But of course, the seniors' committee members can continue to write down their proposals in their booklets, if that suits them better.

## **8. Community and health services**

Since 2006 we have performed the project "The elderly for the elderly – for a higher standard of life at home". Volunteers visit the seniors at 69 years of age or more and, if any problems are eventually determined, they inform the Centre for social work Velenje. The volunteers are efficient in an environment where they are already acquainted with the people they ultimately visit. The project "The elderly for the elderly" is conducted under the auspices of the University for the Third Age Velenje and the Šalek regional association of pensioner society. The goals of the project "The elderly for the elderly" are as following:

- to find lonely, drawn, impoverished peers, make their lives better and relieve their distress;
- to open the door of our societies to all lonely and those in need of help, to invite them to join us at the activities;
- to forward the information on the elderly that need and want help to the responsible staff in public institutions, and to have a say in improving the services;
- to help the humanitarian organizations and find those that need help the most;
- to increase the influence of civil society on the decisions regarding the needs of the elderly.

Under the auspices of the society VID – the lifelong educational society Velenje, there are groups of elderly people for self-help. The groups are led by volunteers – so called group leaders who undergo special training. Seven groups function in the Adult day care centre Velenje, and is meant for the House residents, while one group is comprised of members from various parts of Velenje. A group is approximately ten strong, usually with people over 65, and with two leaders. They meet once a week, same time, same place. The basic category is the chat, and chat content are themes the participants have in common. The talk is based on communication of personal experience and life stories.

In 2012 we performed an educational programme called "Let's decrease falls in older age". The management of the educational programme was taken over by the Anton Trstenjak Institute. We formed a group of 28 persons (volunteers) who were ready to learn and take the role of a person who would disseminate knowledge – a role of a leader of an intergenerational group in his or her own environment. The role of the leader and coordinator of the group was taken by Anica Krajnik Pistotnik, PhD, who combined dates and places of the educational

programme. Together and under the supervision of the institute we conducted 11 educational meetings for volunteers in Velenje who would disseminate knowledge – one session would last 3-6 hours and would also offer the necessary technical literature. The volunteers organized 13 educational groups of senior citizens across different local communities, at Pensioner society Velenje, at the Adult day care centre Velenje and at Velenje Library. The participants got the know-how of home and environment arrangement that could prevent them from falling. Among the local populace, the educational programme was well received. Especially it connected the generations of the third age who realize that mutual and neighbourly help is ever more important when it comes to ensuring a quality life.

At the MOV we fully abode by the guidelines for the programme "Age-friendly cities", which was issued by the World Health Organization, and prepared the Strategy for age-friendly courses and activities in MOV that extends until 2020, while fully taking into account proposals of the seniors' committee. The preparation and acceptance of the strategy at the MOV council was one of the acts to which the MOV pledged when entering World Health Organization's global network of Age-friendly cities, and one of the results of the tendency to ensure an age friendly-city. The strategy was added an attachment, where social care service to families at home and institutional day care are described, and the following projects that are being conducted in the MOV: "Velenje, an age-friendly city", "A disability-friendly municipality", "Social incorporation of the elderly in the MOV" and remote assistance – the SOS button. Just as well we find there tasks of the Centre for social work, Velenje Clinic, Pension and disability insurance institution, the Integra institute, the Šalek regional association of pensioner societies Velenje, the University for the Third Age, and TECUM with you – an Institute for a quality life of the elderly people. The strategy was accepted at a municipal council of the MOV on December 3, 2013 and will help the conditions for an age-friendly city be restored.

In 2014 the MOV council accepted the Strategy of social care development in the MOV for he 2014-2020 period. The strategy concentrates on different groups of people, including the elderly, and is about intergenerational centres, measures to improve the quality of life of the elderly in our municipality, and a programme network for the elderly that are threatened to be left out or are in need of help in the everyday life, including the programmes of help and support for demented persons and their relatives. One of the more important measures is the Intergenerational day and residential centre (group type of socializing). The realization of this project has enabled us residential and daily organized needs of interested groups, new and quality services for users and an even, network distribution of the day- and all-day intergenerational centres be solved out on a sustainable basis.

Currently there is another programme in place: "Programme of improving the quality of life of the disabled in the MOV for the 2014-2017 period". It includes 210 measures that concern particularly the disabled. In the chapter "Accessibility of the built environment, information and transport", measures are meant for the senior citizens as well: the care for wide pavements, the care for the tidiness of other public places, the care for tidy roads and other traffic areas, care for assurance of urban equipment such as trash bins and benches, the care for enough parking slots and accessibility, the care for installation of audio-induction loops in places which host public events and at the Adult day care centre Velenje – as part of a reconstruction plan etc.



In November 2010, on the premises of the Šalek regional association of pensioner societies at Trg Bratov Mravljak 1 in Velenje, we founded a Counselling service for the elderly and others in need of help. The counselling service, which was shut down in 2012, was established to improve the quality of social life of the elderly in the society by ensuring the following services: personal counselling in distress, prevention of violence, social support and assistance. At first there were many citizens coming, but then the number of visitors fell dramatically and the counselling service was closed down, giving its place to the Centre of daily activities for the elder citizens of the MOV. At the same time we notified the citizens that they could still come to the same place and ask for help, and that they would be accepted by the president of the Šalek regional association of pensioner societies, who would then direct them further – to a place where experts would help the person to overcome distress. Thus it has remained until today.

In the Municipality of Velenje, a city kitchen is open, where the MOV enables a free-of-charge lunch to approximately 60 socially threatened citizens, among which there are many elder persons – pensioners who draw low pensions.

The MOV also grants one-time financial aid to the elderly, the disabled, and the unemployed, who are socially threatened. Each year, from 2009 to 2014, there were averagely 270 individuals and families helped by us.

In Velenje functions a Citizen assistance committee which takes care of distributing financial aid to the socially threatened individuals and families, among which are the elderly, too.

The elderly of the MOV are entitled to a one-time subsidization of one service on remote assistance, which are offered by companies Tele-SOS and Doktor 24. The subsidization includes service connection and device installation, while the monthly subscription is paid by the users. The Tele-SOS remote assistance offers a bracelet with a button, whereas at the Doktor 24 remote assistance is done using a cell phone or a landline telephone. By pressing the button, the users can call for help at any time.

The regional association Red Cross Velenje conducts the following activities: lectures on healthy lifestyle, which are performed at local organizations (diabetes, high blood pressure, cancer ...), measurements of blood pressure, blood sugar, cholesterol, triglycerides, aid to the disabled with apartment and environment arrangement, help with delivering and buying basic necessities from the stores, escort when arranging documentation at courts and Administrative units.

## **CONCLUSION**

In conclusion it should be said that in a five-year period we achieved more than we hoped for in the beginning. Together with the support of the former mayor of the MOV, Srečko Meh, and the current one, Bojan Kontič, with the help of the colleagues of the municipal administration, the seniors' and the coordination committee, the employees of establishments and societies in the field of health care, social services, education and the Anton Trstenjak Institute, we completed the five-year performance of the project.

In the next five years we will make sure the measures we mentioned in the Strategy for age-friendly courses and activities in the MOV that extends until 2020, in the Strategy for the development of social day care in the MOV for the 2014-2020 period, and in the Programme for improving life quality of the disabled in the MOV for the 2014-2020 period, will be carried out.

Measures for the elderly in the Strategy for the development of social day care in the MOV for the 2014-2020 period are as following: support to various programmes of social day care that is meant for the elderly, connecting and maintaining of support network for the elderly, transfer of good practice and innovative programmes into local environment (cooperation between generations, development of voluntarism), support to educational and informative programmes, support to self-help for the relatives of demented persons, support to programmes of crisis accommodation and help at home, a radical reconstruction of the Adult day care centre Velenje, and implementation of a new, modern and expert concept of work – the concept of a fourth generation centre, the expansion of the Hospica programme with palliative rooms in old people's homes, an increase in activities at the Centre of daily activities for the elderly of Velenje, continuing the active membership in the World Health Organization's network of Age-friendly cities, and training caregivers. They are needed for the services such as help at home and to work with the hearing-impaired.

In the programme for improving the quality of life of the disabled in the MOV for the 2014-2017 period, there are 210 measures mentioned, which will be welcomed by the elderly, too. There belong the following measures: performing adapted guidance across the city for the disabled, informing the physically disabled as regards accessibility of cultural content, help to immobile members of the Slovenian multiple sclerosis society – a branch of it is SAŠA Velenje, which is offered by a personal assistant, a psychosocial counselling service, – pieces of advice to the disabled, to persons with health impairments and to their relatives, an apartment group for the disabled which offer residential programmes with a 16-hour lasting expert support, arrangement of wheelchair ramps on all kerbs where they are not present yet, ensuring the object accessibility, ensuring accessibility, safety, maintenance, cleanliness, lighting of bus stops and stations, audio-induction loops in places which host public events, meetings, etc., acquisition of portable wheelchair ramps with the purpose of overcoming architectonic obstacles – part of a project Clear na Gradu Velenje, etc.

In the Strategy for age-friendly courses and activities in the MOV that extends until 2020, we find a set of measures such as: erection of a covered bus stop at the cemetery Podkraj, placement of a kerb at the road leading to Zgornji Šalek, Bevče and Lipa, assurance of free public transport, construction of serviced apartments, functioning of the Centre of daily activities for the elderly in the MOV, assurance of jobs adjusted to the needs of the disabled, formation of a Guide through social programmes, expansion of free thematic workshops for the elderly, assurance of social-protective service Remote assistance – the SOS button, functioning of the website [www.starostiprijazno.si](http://www.starostiprijazno.si), etc.

Some of the above measures were already carried out in 2014, while the others were queued and wait for their turn which will come in the next five-year period of the project "Velenje, an age-friendly city". By no doubts will we continue to produce the best conditions for life possible, in all the municipality and for all the generations. In case it proves that we need

additional plans or strategies, we shall do so, for we realize that the welfare of the citizens always comes first.

Velenje, October 7, 2014

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