

## 1. Vision and Goal

- In order to make Yongsan-gu an age-friendly city, the following vision is presented through the process of analyzing environmental conditions and advanced cases, diagnosing age-friendliness, FGI, deriving key issues, and presenting guidelines in eight areas.
- Eight Categories: Exterior space and buildings, housing, transportation, social participation, volunteer work and jobs, communication and information, social respect and consideration, and community support and health.
- Characteristics of Yongsan-gu: Senior citizens in Yongsan-gu have a gap in education, information, and welfare services depending on their educational background, region they grew up, and experiences of using welfare facilities. The demand for education and health is high, and traffic safety needs to be improved. It is promoting the nation's first Dementia-Friendly Village (tentatively named), and planning differentiation strategies such as non-face-to-face care and the utilization of IoT (Internet of Things) so that there are no blind spots for welfare.
- The strategic project was established by classifying into three main objectives and five main areas with the vision of "The City you want to live in, the BEST Yongsan everyone makes together."
- Three main objectives: Healthy and vibrant old age, safe environment for the elderly, and the inclusive local community.



- There are a total of 45 three-year project plans for the creation of Yongsan-type age-friendly city, and the number of action plans for each target area are as follows:
  - Objective 1: Healthy and vibrant old age
    - 9 projects in healthy life of the elderly

- Objective 2: Safe environment for the elderly
  - 10 projects in the area of pleasant and convenient physical environments
  - 7 projects in the area of safe traffic environments
- Objective 3: The inclusive community that everyone lives together
  - 9 projects in the area of work–life–balanced life of old age
  - 10 projects in the area of consideration and respect through empathy

## **2. Action plans for the three objectives with the five areas**

### **1) Objective 1: Healthy and vibrant old age**

#### **(1) Area 1: Healthy life of the elderly**

- ① Visiting health care for the elderly
  - Registration management by determining group classification and frequency of visits according to the degree of health problems through basic health assessment such as physical examination, elderly depression and dementia screening test, and health behavior survey.
  - Health and welfare resources linkage and activities to prevent seasonal health problems such as heat waves, etc.
- ② Senior care services by section of the district
  - Through a selection survey, the target group is determined according to the need for care in the social, physical, and mental areas, and the range of service provision time is determined according to the care group which is divided into the general and the focused.
  - Service delivery personnel provide customized services, such as checking on how they are doing, helping with a meal, cleaning, and accompanying hospital, depending on the condition of the elderly.
- ③ Operation of safety and health management solution for senior citizens living alone
  - The solution uses IoT technology to check the safety and health status of elderly people living alone to prevent lonely deaths. It also provides efficient care services.
  - The status of the managed person is identified through environmental data such as movement, level of illumination, humidity, and cloudiness obtained from IoT.
- ④ Health aging program using senior ICT (Information Communication Technology)
  - It operates AI experience zones and AI classes. It also promotes care services

using artificial intelligence for seniors living alone with dementia.

- AI experience zone: Experience digital products that elderly people can use in real life to understand the properties of digital environment and technology. Improve their ability to live, recognize, and enhance their emotional capabilities as well.
- AI class: Improve and maintain cognitive functions by applying digital recognition programs.
- Artificial Intelligence Care Service: Easier monitoring and management of the elderly living alone with dementia by checking the history of incoming and outgoing calls through “114 safety confirmation services.”

#### ⑤ Constructing a Dementia-Friendly Village

- It will build long-term care facilities dedicated to dementia with advanced operating systems that guarantee autonomy and daily life.
- It is not just a care facility focused on control and isolation, but a professional caregiver and dementia patients do gardening and enjoy cultural life together.
- In the Dementia-Friendly Village, programs such as dementia prevention and awareness improvement projects, early dementia screening projects, dementia prevention registration management projects, and community resource enhancement projects are promoted.

#### ⑥ Personalized physical and exercise therapy

- Provide customized treatments such as pain management using thermotherapy and electrotherapy, exercise therapy using exercise equipment, and individual exercises tailored to individual characteristics.
- Physical therapy: Hot pack, infrared, and ICT (Interferential Current Therapy).
- Machine exercise: Upper and lower body exercise, belt massage, waist exercise, and exercise bike (a.k.a. Elephant Bike) which is for remedial exercise.
- One-on-one personalized exercise: Education and counseling, a gym ball, a resistance band, shoulder exercise, and group exercise.

#### ⑦ Mobile healthcare services

- Provide customized health care services using mobile applications and devices.
- Service is provided through mobile app after recruiting and selecting targets, and the selectee visits the public health center for three times (week 1, 12, 24) to measure change in their health.
- Specialized counseling, health information, and online education are provided.

#### ⑧ Operation of “Silver Health Plus Program”

- Health maintenance and fall-prevention exercise programs are available in

- either face-to-face or non-face-to-face. A variety of exercise programs like exercise methods according to the presence of disabilities, are also prepared.
- Education on proper health information including making healthy meals to strengthen the immune system.
  - ⑨ “Hope Lunch Box” filled with nutrition, consideration, and interest for the elderly.
    - Contribute to life stability and health promotion by providing meal services to senior citizens aged 55 or older (especially those who are in vulnerable class, the elderly living alone, and households only with the elderly) who need extra care.
    - Congregate Meals: Provide a place and opportunity to have a meal with other seniors in the same situation once a month to alleviate the loneliness, alienation, depression, and lethargy of elderly people who eat alone every day.
    - Home-delivered Meals: Signing MOUs with small local stores and delivering Baekban (Korean home-style meal) to elderly households every day.
    - Nutritionists provide one-on-one counseling to identify the health, nutritional status, dietary intake, chronic diseases, and drug use of elderly people to suggest options and methods to improve their nutritional conditions. For instance, type A lunch box is for the elderly who have either hypertension or hyperlipidemia, and type B lunch box is for diabetes elderly.

## **2) Objective 2: Safe environment for the elderly**

### **(1) Area 2: Pleasant and convenient physical environments**

- ① Creating a cultural park in the vicinity of the International Building
  - Create a large-scale cultural park, which is a regional cultural attraction and a gateway to Yongsan Park, near the International Building.
  - It enables the elderly to be healthy and healed through the expansion of parks, one of the fields of life SOC (Social Overhead Capital).
- ② Maintenance of city parks, town yards and residents' rest area
  - Refurbishment of town yards and community rest areas with residents' participation.
  - Provide residents a pleasant and safe place to communicate and harmonize by replacing old facilities and improving the environment in the rest area of the Sancheon-dong and Wonhyo-ro 2-ga that were selected by the residents.
  - Readjustment of leftover land.
  - Provide residents with safe and pleasant resting places by improving the

environment, such as maintenance of old facilities in the piece of land.

③ Safety management of old buildings using the Internet of Things (IoT)

- Establish a system that can be managed and operated systematically in real time and implement a safe “Yongsan-type digital new deal” and “smart city.”
- Implement real-time monitoring and systematic safety management by introducing IoT sensor devices (crack gauge and tiltmeter) at dangerous old buildings and construction sites and connecting integrated monitoring platforms.
- Establishment of building management systems by life cycle.
  - Throughout the entire life cycle of buildings, a total service system will be established that integrates and manages the history information of buildings managed by individual statutes and institutions so that local residents, landlords, inspectors, and public officials can easily and conveniently receive building-related information.
  - Total Building Life Information Service: Provides various integrated information considering the life cycle.
  - Construction of database on integrated building information: Integrated management with standardized information.

④ Creation of pedestrian-friendly specialized streets

- The old and disconnected sidewalks from Hannam Station to Hannam-daero are repaired and established to create a safe and comfortable pedestrian-friendly street.
- Creating a safe and pleasant walking street by improving the road environment on Sowol-ro, the representative walk in downtown Seoul, which is located at the foot of Namsan Mountain and frequently used by tourists and residents.

⑤ Installation of Smart Shades against heat wave

- Using IoT technology, “Smart Shades” that automatically open and close according to climate changes, such as temperature and wind, are installed to promote convenience for residents and implement people-centered smart services.
- It acts as a security light at night with automatic lighting.

⑥ Safety inspection and maintenance on households vulnerable to safety

- Safety vulnerable groups (including but not limited to beneficiaries of national basic livelihood, lower income family, the elderly living alone, families with the disabled, etc.) are provided with gas and fire safety inspections, firefighting equipment, installation of gas timer, like gas circuit breaker, smoke detectors, and fire alarm.

⑦ Welfare facilities for the elderly with universal design

- Developing guidelines for universal design by space and remodeling with universal design in welfare facilities for senior citizens to enhance their mobility, accessibility, and safety.
- Development of guidelines for universal design by space: Developing guidelines and scope of universal design required for each space, such as public facilities, welfare centers for the elderly, nursing home, and housing.
- Remodeling with universal design for elderly welfare facilities: Facilities with insufficient safety guarantees and old facilities are preferentially promoted.

⑧ Produce age-friendly specialized housing management professionals

- Create jobs for young people and prevent safety accidents through customized housing management for the elderly
- A completion ceremony will be held after selecting specialists in residential management services for the elderly.
- Young people will be selected and cooperated with companies specializing in home repair to complete housing management personnel training programs such as aging, house repair, arrangement and storage, cleaning and quarantine, and field placement.
- House repairs are conducted for the elderly of low-income households who need to improve their residential environment as age-friendly housing management specialists (repairing houses for prevention of falls, general house repair, cleaning, disinfection, organizing storage, etc.).

⑨ Improvement of residential environment for the safety of the elderly living alone

- Prevent falls and improve the environment so that seniors can live safely in their homes where they spend the most time (remodeling).
- Remove floor steps and thresholds in bathrooms and rooms to prevent falls.
- Installation of gas circuit breakers and replacement of LED light bulbs.
- Installation of safety handrails in toilets, bedrooms, front doors, etc.
- Installing chairs to sit on while wearing shoes on the porch.

⑩ Supply of residential facilities for retired seniors

- Support for the elderly living in common housing.
- Classify space by age group and health condition.
- Design as a space without physical restrictions by renovating or remodeling old houses.
- All residents live in private rooms with emergency bells, and they can bring their

own furniture and household goods when moving in to live in a familiar and comfortable environment like their own house.

## **(2) Area 3: Safe Traffic Environment**

### **① Installation of heated chairs at roadside bus stops**

- Creating a warm and comfortable public transportation environment for residents who use bus stops during winter.
- Out of a total of 120 locations, it is installed sequentially for 5 years in the order of bus stops with the largest number of users.
- The heated chair has a high-efficiency carbon-based heating element that can generate heat up to 54 degrees with a small amount of electricity in winter, and it can also lower surface temperatures to 18 degrees in summer. It is automatically controlled by the thermostat according to the outdoor temperature.

### **② Installation of facilities for mobile convenience at subway stations**

- Mobile convenience facility installation projects for Seobinggo Station and Hannam Station.
- Install two elevators that can take up to fifteen people and do maintenance of walkways, etc.
- To minimize road crossing, elevators for each direction of each subway entrance are installed and location information is provided.

### **③ Operating shuttle buses for cultural facilities and providing a smart information system**

- Providing residents with advanced smart information such as real-time location and breakdown information of the shuttle buses in real time to minimize inconvenience to residents due to delays or non-operation that may occur due to traffic jams or breakdowns.
- Real-time information such as the location and arrival of shuttle buses to cultural facilities is provided to residents who use shuttle buses through smartphone applications.
- Notification of non-driving information due to vehicle failure through a smartphone application.
- Provide information using the relevant service provider system without building its own system.

### **④ A pedestrian overpass environmental maintenance project in front of the Seobinggo station**

- The pedestrian overpass in front of Seobinggo Station was completed in 1984. The steel corrosion and damages will be repaired and the cooling/heating system using

solar powered generators will be installed. A safe eco-friendly space with small flower beds and smart lighting on pedestrian paths will be created.

- Creating eco-friendly energy and high-efficiency public facilities: Install solar panels at the top of the structure to operate lighting, cooling, and heating systems.
- Creation of eco-friendly space: Make small flower beds and install chairs on the walkway.
- Smart lighting installation: Lighting automatically turns on and off as external shading changes.
- Maintenance of facilities damaged and corroded by leaks: Improve durability and functionality of facilities through repainting and maintenance.

#### ⑤ Installing a Smart Bus Shelter and a Smart Shelter

- Installation of a pleasant and safe smart bus shelter with functions such as clean air, eco-friendly energy, citizen safety, user convenience, and real-time information.
- Good air quality: The bus stop is equipped with a ceiling-type air purifier, indoor and outdoor air quality meter, UV air curtain, and fine dust information service system so that children, the elderly, and people who have underlying conditions can use it safely.
- Green Energy: Install solar panels to produce renewable energy and apply smart LEDs (light and motion recognition sensors) to increase efficiency of energy use.
- Citizen safety: CCTV, emergency bell, and Automated External Defibrillator (AED) are installed to enhance responsiveness in emergency situations, and transportation facilities such as safety handles and voice guidance are also installed.
- User convenience: "Automatic Stop System" will be introduced, where IoT sensors detect empty spaces and designate the stop position of the scheduled bus to arrive so that guide drivers and waiting passengers. Screen doors will be installed as well.
- Real-time information check: Smart screens are installed to check various municipal and living information.

#### ⑥ Distributing "smile silver marks" for considering and yielding culture in traffic environment

- Vitalizing the use of "silver mark" to decrease numbers of traffic accidents and to spread yielding and considering culture in roads.
- Promote and distribute the "silver marks" for the elderly drivers who have completed the self-evaluation for cognitive ability and safety education courses.
- Regulate the policy to secure the efficiency of the "silver mark."



- ⑦ A graduation from driving for safety, “system for returning driver’s license”
  - Create a safe environment to prevent the senior drivers’ car accidents and improve public transportation to make it convenient even after returning drivers’ licenses in order to induce voluntary return of drivers’ license.
  - Improve perception of returning drivers’ license by having a conferral ceremony for a graduation certificate from driving.
  - Award with 200,000 KRW worth of community currency or 100,000 KRW worth of traffic card when returning drivers’ license.

### 3) Objective 3: The Inclusive Local Community

#### (1) Area 4: Work-Life-Balanced Life of the Elderly

- ① Public sports facilities for districts (Gu/dong)
  - Encourage public sports and social engagement for healthy and vibrant post-retirement.
  - Public sports class for Gu (district): 18 classes including Danhak (Korean Ki training), table tennis, swimming, and soccer.
  - Public sports class for -dong: 60 classes (combined all 16 dongs) including badminton and gate balls.
- ② Creating streets with performances
  - Create “streets with performances” that would be a cornerstone of a community that are not only for a certain generation, but everyone can participate and enjoy.
  - Invite local artists and street performance teams to host cultural and artistic events in various genres including but not limited to music and performances.
  - It will also provide opportunities to perform for local artists and opportunities for residents and visitors of the district to enjoy in their everyday life.
- ③ Building library network, MY (Mini Yonsan) in each community
  - Building an integrated library system
    - Expansion of “Library one service” to connect books from other libraries, building of integrated data management system, and reorganization of integrated libraries website.
  - Building network and support for small libraries
    - Building a network for human resources and expanding a budget supporting small libraries.
  - Interlibrary loan service

- When the material the users want is not available in their community library, users can request a loan from different library.

#### ④ Contest for vitalizing multi-family residential

- Project to vitalize multi-family residential for active communication between neighbors and improved increased awareness of community.
- Community interaction project (club activities and community events), community environmental improvements project (community gardening), and sharing economy (community library, tool library) contest selection and support for projects.

#### ⑤ Foundation and management of “Yongsan college for elderly”

- Foundation and management of “Yonsan college for the elderly” to encourage the elderly to have acquisition, affiliation, and education.
- Necessary spaces including classrooms, offices, auditorium, and rest areas
- Necessary installation reflecting characteristics of the elderly and efficient layout of spaces.
- Use of completion of credits system and provide various courses including humanities, social science, computer engineering, arts, etc.
- All the above would be provided.
- Detailed plan:
  - Two shift system in a week with classes divided by the age group.
    - Class A: Monday, Wednesday, Friday with the age of 60–70 (example).
    - Class B: Tuesday, Thursday, Saturday with the age of 71 or more (example).
  - Four departments available.
    - Humanities / Social science: History, Philosophy, languages (English, Japanese, Chinese) and so on.
    - Computer science: IT-related education such as how to use a kiosk and smartphones.
    - Fine Arts: Watercolor, Calligraphy, Literary painting, etc.
    - Arts: Yoga, dance, Nanta, etc.
  - Completion of Credits
    - 5 credits/course.
    - At least three courses need to be taken in a semester.
    - To be eligible to get in advanced classes (sophomore classes) 30 credits in a year (15credits/semester) need to be taken.
  - Club activities would be also available.

#### ⑥ Jobs for the elderly and support for social participation

- Expand opportunities for the elderly to socially participate and to work reflecting

their demand for jobs, reorganize the project to reflect characteristics of each type, and establish projects to support those elderly who live alone and the household with grandparents and grandchildren.

⑦ Creating internet contents targeted the elderly specifically

- Create the contents covering the elderly' s interest, and provide the demanded information such as health, jobs, leisure, and local news of the community via IP-TV and social network.
- Each dong' s local news with history, culture, and jobs will be provided as well.

⑧ Support centers for “baby boomers” to plan their second life

- Job training that reflects the elderly' s abilities and talent
  - One-stop service supporting system that includes education, training, in-depth counselling, and a case management for each individual need.
- Expansion of supporting “start-ups”
  - Create human network with startup specialists and provide the mentoring service within the network.
- Senior economic activity support programs
  - “Boomers’ leading change” : Provide education and training to connect the retired to the same and different generations who demand resources and help.
  - “Plus 50 Initiative” : A project to support people with the age of 50 or older to secure their income.
  - “Back to work 50+” : Provide education especially for those with low-wage jobs among the people with age of 50 or older, to be able to get full-time jobs.
  - “Encore Fellowship” : The elderly who already have retired would be connected to non-profit organizations and share their skills and expertise with other generations.
- Online lectures for job preparation

⑨ Community salon to encourage social participation of “active senior” generation

- The community salon is a complex cultural space where everyone in the community has the opportunity to participate in community events, seminars, education and cultural performance. It is not just a coffee shop, but a place to make organic relationships between community and individuals.
- By providing space for the elderly to communicate with each other, it encourages the elderly' s more active social participation and eventually improves the quality of life of them.

## (2) Area 5: Consideration and Respect through Empathy

### ① Monetary award given in celebration of longevity

- As a celebration and hope for the elderly to stay healthy.
- Create a social atmosphere of filial piety toward the elderly.

### ② Holding events of Yonsan-Gu “day of the elderly”

- Develop a variety of programs to spread the social atmosphere of filial piety toward the elderly and increase awareness of the elderly.
- A ceremony, celebration performances, experience booth, and providing lunch and giveaways.
- Event details:
  - Sports for all: Soccer, gate ball, longevity marathon, and tug of war
  - Competitions: Janggi (Korean chess) and Baduk (go game)
  - Traditional sports: Jegichagi, swing, kite flying, and jump rope
  - Welfare conferences for the elderly: Academic seminar and meeting for the elderly
  - Health promotion project: Health examination, meals, and memorial towels are provided for free.

### ③ Holding the district sport event “Hanmaum sports festival”

- Promoting environment for general health and sports for all.
- Providing opportunities to intergenerational communications and participations.
- Sports for all (5 sports): The wave relay, Archery with shoes, Throwing loops, Ball curling, and 400M relay.

### ④ Foundation and management of team monitoring age-friendliness.

- Investigate and evaluate the projects Yongsan-Gu established to make an “age-friendly city.” Research the inconveniences of the elderly and discover improvements.

### ⑤ Education to improve digital competency for everyone

- Evaluating digital competency > Classes customized by level > self-discipline study available for both online and offline / digital coordination to connect with jobs.
  - Measuring indicator of competency, educational contents, professional digital lecturer, and “digital supporters.”
- (Job-linked education for the vulnerable class) Provide education of professional data processing and connect them to jobs by collaborating with social enterprises.

⑥ Build VR experience of “A future city Yongsan”

- Provide new experiences with “smart-services” to residents with creation of various VR contents.
- Create VR contents to provide “untact” (non-face-to-face) administrative service such as the use of community center and guide to civil complaints.
- Create VR contents to promote local businesses and major tourist attractions that have been stagnant due to COVID-19.

⑦ Education to prevent abuse and to protect human rights for the elderly

- Prevention of abuse through improved understanding of perception of human rights and extra attention.
- Education to protect human rights and to prevent abuse. Education to increase basic understanding of the elderly and promotion.

⑧ Mentoring program between the elderly and college students

- The elderly mentor and the student mentee
  - Provide opportunity for the elderly with experiences in the field to share their skills and expertise to college students who study and pursue jobs in related fields.
- The student mentor and the elderly mentee
  - Provide opportunities for the elderly to learn art, Korean writings, and use of smartphones from the younger generation.

⑨ A “Talent fair of the elderly” to improve perceptions of the elderly and intergenerational communication

- Biannual fair for residents to improve perception of the elderly.
- Experience booth for the elderly to demonstrate their skills.
  - experience, promotion, and performance from each booth’ s theme.
- Organized by application from organizations for the care of the elderly, community welfare facilities, and clubs.
  - Contents that would be experienced and participated by all generations including the youth, the adolescents, the middle-aged, and the elderly.
- Cultural performances by retirees to sympathize with other generations and spread of culture.

⑩ Vitalizing the “Silver Newsletter” that reflects interest of the elderly

- Vitalize and distribute “Silver Newsletter” containing contents in various fields

such as such as health, social issues, and jobs, which reflect the interest of the elderly.

- Provides information on health, social participation, jobs, and service programs from welfare facilities that can arouse the interest of the elderly.
- The elderly in the community themselves would participate in making the newsletter.