**EVALUATION OF PERCEPTION OF**

**THE "AGE-FRIENDLY COMMUNITY" CONCEPT**

**in Albinețul Vechi commune,**

**Falesti district**



Made in

the "Aging and Health" project,

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**content**

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**LIST OF ABBREVIATIONS**

WHO - World Health Organization

AO "CASMED" - Public Association "CASMED "

SRC - Swiss Red Cross

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GENERAL INFORMATION

The aging population rate is increasing all over the world and the Republic of Moldova is no exception. This phenomenon involves important changes in all social spheres, causing the need to adopt measures aimed at responding to the needs related to aging and making life easier for the elderly.

The World Health Organization (WHO), during more than a decade, has guided the integration of age-friendly actions into the development plans of the largest cities and communities around the world, developing the concept of the Age-Friendly Community, which includes 8 aspects important: transport, house, public spaces and buildings, social participation, respect and social inclusion, civic participation and employment, communication and information, community and health services.

Since 2017, this concept has also been piloted in the Republic of Moldova, within the "Aging and Health" project, by AO "CASMED" with the support of the Swiss Red Cross (SRC).

Starting from 2021, the "Age-friendly community" concept is also implemented in Albinețul Vechi commune , Fălești district. For the successful piloting of the concept, a sociological study was carried out regarding the evaluation of citizens' perception of an age-friendly Community.

CHAPTER I. STUDY METHODOLOGY

The basic objectives of the study are:

* Evaluation of the level of perception of the elderly on the current situation in accordance with the concept of an age-friendly Community;
* Identifying the needs of the elderly in the 8 areas: public spaces and buildings, transport, house, social participation, respect and social inclusion, civic participation and employment opportunities, communication and information, community and health services.

Range:

Commune Albinețul Vechi, Fălești district was selected in the result of the competition announced for the town halls of the Fălești district and will implement the concept of "Age-friendly community" in the period 2021 - 2023, part of the "Aging and health" project, financed by the Red Cross of Switzerland. The survey regarding residents' perception of how friendly their community is for the elderly was conducted in Albinețul Vechi commune between June 3 and June 17, 2021.

Selection of respondents

People over the age of 50+ were selected as respondents. The total number of people in the community was calculated for the following age categories: 50-56 years, 57-65 years, 66-70 years, 71-80 years, 81+. 20% of the total number of people participated from each age category. The total number of respondents was 170 .

Profile of respondents

Among all respondents, 65.38% (85) are women and 34.62% (45) - men. This can be explained by the age structure of the sample, where the share of people over 56 is very high, and after this age, the share of women is much higher than that of men.

Figure 1. Profile of respondents (women, men), N= 170 respondents, %.

Figure 2. Age of respondents, N= 170 respondents,%

**Research Tool and Field Operators**

The survey was conducted face-to-face using the questionnaire for "Assessment of the level of perception of the elderly regarding the concept of "Age-Friendly Community", which can be found in Annex 1. The questionnaire contains a set of statements and questions on the 8 domains of an "Age-Friendly Community" age, with four to five answer options for each question. The time to complete a questionnaire is 20 - 30 min. The questionnaire was applied by 12 operators: the members of the Local Coordinating Committee from the village of Izvoare. All 12 operators benefited from 4 hours of training, being familiar with:

- Tools used to identify the needs of the elderly: survey, focus group;

- The perception questionnaire regarding the concept of "Age Friendly Community";

- Application of the questionnaire;

- Communication methods and techniques in applying the questionnaire.

**The quantitative data collection and interpretation tool**

The data collected through the questionnaires were processed through the KoboCollect online application , which allows content storage, submission verification, online data visualization and analysis, data download, which will facilitate the reassessment of the situation in 3 years. The laptop and other mobile devices connected to the Internet were used to access the application.

**CHAPTER II. PRESENTATION OF THE RESULTS OF THE STUDY**

The evaluation of the level of perception of the elderly regarding the concept of "Age Friendly Community" in Albinețul Vechi commune , Fălești district demonstrated that the level of coverage of the problems of the elderly in the locality until the project implementation is around **34.82%.**

The study shows that in the locality the needs of the elderly are least covered in terms of civic participation and employment opportunities - 22.31%.

The highest level of coverage of needs is found in the Community and Health Services aspect and reaches 58.46%.

The results of the survey will be presented to the local authorities and discussed with the members of the Local Coordinating Committees.

1. Public spaces and buildings

Table 1. Analysis of needs regarding public spaces and buildings in Albinețul Vechi commune , N= 170 respondents

| Public spaces | | No. of accumulated responses | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No.  d/r | question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| 1. | All public institution buildings have railings and access ramps | 56 | 53 | 13 | 6 | 2 | 83.85 % consider the lack of railings and ramps at public institutions a problem;  6.15 %-do not consider this as a problem;  10.00 %-don't know about these issues. |
| 2. | There are enough rest and leisure spaces for the elderly adapted to each season | 40 | 70 | 9 | 9 | 2 | 84.62 %-considers that there are no rest and leisure spaces for the elderly;  8.46 %-do not consider this as a problem;  6.92 %-don't know about these issues. |
| 3. | There are sufficient benches/chairs in the park, near public places and along the main street | 18 | 72 | 8 | 25 | 7 | 69.23 %-consider the lack of chairs in public places and along the main street a problem;  24.62 % - do not consider this a problem;  6.15 %- I don't know about these issues. |
| 4. | The steps / thresholds at all public institutions are comfortable and accessible even in winter | 36 | 92 | 10 | 24 | 3 | 81.54 %-considers that the steps / thresholds of public institutions are not comfortable and accessible especially in winter;  10.77 % - do not consider this a problem;  7.69 %- I don't know about these issues. |
| 5. | The roads / streets in the locality are illuminated at night | 3 | 30 | 11 | 76 | 10 | 25.38 %-considers that not all streets are lit at night.  66.15 % - of respondents live on streets lit at night;  8.46 %- I don't know about these issues. |
| 6. | do you think should be improved in buildings and public places to meet the needs of the elderly? | To install more chairs in public places, post office, road station, sports field;  A bank at shop no. 2. 3.  To make stairs more comfortable in public buildings;  To install access ramps and railings at public institutions: the cultural center, the post office, the polyclinic and the church;  At the medical point it is impossible to go up the stairs, you need a step down;  Let there be light on Izvorului Street;  To light M. Volontir str. on 1000 m;  Street lighting on 139 Independentei str  To illuminate the entire village everywhere;  Let all the streets be lit in Rediu de Jos  To create a center for meetings of elderly people;  To make a playground for children in the center of the village;  To set up recreational spaces/parks with special inventory;  To do Park with chairs in Albinețul Nou;  To repair the road on 9 May Street.  State store in Albinețul Nou, Pharmacy, Bathroom, Orthodox village church;  We need access ramps and special places for people with disabilities;  Public buildings should be adapted for winter;  The chairs to be repaired at the medical point, Balustrada;  Sidewalks everywhere, rest benches, lighting through the slums ; | | | | | |
|  |  | Public spaces and buildings – **23.23 %** the level of coverage of the needs of the elderly in this aspect | | | | | |

As a result of the analysis of the answers given in the survey, we notice that the great majority, about 84.62 % of respondents, believe that there are no rest and leisure spaces for the elderly.

81.54 %-considers that the steps / thresholds of public institutions are not comfortable and accessible especially in winter.

**23.23 %** of the respondents believe that all the needs of the elderly are covered regarding the adaptation of public buildings and rest and relaxation spaces, and **68.92 %** believe that the needs of the elderly in this aspect are not covered. While **7.85 %** do not know what the situation is at the moment.

Figure 3. Analysis of needs regarding public spaces and buildings, N= 170 respondents, %

2. Public transport

Analyzing the results of the survey recorded in Table 2. in this aspect we notice that the elderly encounter many problems that need to be solved.

Table 2. Analysis of needs regarding Public Transport, N= 170 respondents

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Public transport | The number of accumulated responses | | | | | |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| Public transport is available for the elderly | 13 | 26 | 5 | 67 | 19 | 30.00 %believes that public transport is not available for all seniors, however  66.15 %- consider it available  3.85 %-don't know about these issues. |
| The public transport timetable is convenient for the elderly | 16 | 31 | 8 | 91 | 19 | 18.46 % consider that the transport circulation schedule is not convenient, and  66.15 %-consider it comfortable;  15.38 %- do not know about these problems. |
| All public transport waiting stations are conveniently arranged and display the traffic schedule | 15 | 79 | 10 | 25 | 1 | 72.31 %considers that the waiting stations are not arranged and do not have the traffic schedule, while  20.00 % consider that everything is good;  7.69 %- I don't know about these problems. |
| Elderly people and those with reduced mobility can travel to public institutions in the community with local public transport | 71 | 41 | 5 | 12 | 1 | 86.15 %- consider the impossibility of the elderly with a reduced degree of mobility to travel with local public transport and only as a serious problem  10.00 % do not consider this a problem;  3.85 %- do not know about these issues. |
| What do you think should be done to improve the quality of the public transport service? | To open more routes;  To set up more public transport waiting stations with timetables;  To modify the traffic schedule according to the needs of the elderly;  The stairs in the road should be lower;  Waiting station at store 23 with benches .  A stop at Victoriei str.  Bus stop to be built at store 16.  To build a bus station on Gr. Vieru street.  To build a waiting station in Korea . \_  Chairs at the stop and another stop on the outskirts of the village.  The roads to have summer conditioning .  New buses.  Cheaper transport in all parts of the commune;  The transport should go through the whole village up to Nucilor street, at least 2 times a day.  The schedule of the road more often, the road should go at least 3 times a week .  Let it be the route to the district several times.  Cheaper tax, higher and more convenient transport.  The road should not be very full.  To give the road through all the neighborhoods ;  To pave sidewalks on all streets;  To repair the roads;  To ensure public social transport, including for the elderly; To be made available to the elderly and for people with reduced mobility, public transport through the commune; The town hall has a transport vehicle in the locality. | | | | | |
|  | Public transport - **40.58 %** the level of coverage of the needs of the elderly in this aspect | | | | | |

Regarding this aspect, 86.15 % of the respondents consider the impossibility of the elderly with a reduced degree of mobility to travel by local public transport as a serious problem . Also, 72.31 % believe that the waiting stations are not arranged and do not have a traffic schedule .

With regard to the Public Transport aspect, the seriousness of the problems presented is on average **51.73** %.

**40.58** % believe that the needs of the elderly in this aspect are covered and only **7.69** % are undecided.

Figure 4. Analysis of needs regarding Public Transport, N= 170 respondents, %

3. Housing

Table 3. Analysis of housing needs, N= 130 respondents

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| House | The number of accumulated responses | | | | | |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| Homes for the elderly do not present an increased risk of falls or accidents | 11 | 81 | 2. 3 | 14 | 1 | 70.77 % believe that the homes of the elderly present an increased risk of falls or accidents  11.54 % believe that the situation in the Homes of the elderly does not present an increased risk of falls or accidents  17.69 %- do not know about these problems. |
| Homes for the elderly are equipped with smoke detectors | 117 | 29 | 4 | 15 | 0 | 80.77 % believe that the homes of the elderly requires smoke detectors  5.38 % do not consider this a problem;  13.85 %-don't know about these issues. |
| Elderly people are helped by the authorities and/or people from the locality/neighbors in clearing snow, heating the room during the cold season, cutting wood | 10 | 67 | 19 | 29 | 5 | 59.23 % believe that it is necessary for local authorities/neighbors to help the elderly in solving problems during winter  26.15% state that the authorities help the elderly during the cold season;  14.62 %-don't know about these issues. |
| The elderly and the disabled are given wood and coal for the cold period of the year by the local authorities | 5 | 38 | 24 | 55 | 8 | 33.08 % state that the elderly are not provided by the authorities with wood and coal during the winter;  48.46 % believe that the elderly receive wood and coal;  18.46 %-don't know about these issues. |

|  |  |
| --- | --- |
| How could the living conditions in the homes of the elderly be improved? | Wood and coal at a reduced price/or free from APL and to be brought home;  Wood and coal for everyone elderly  Inspection of homes for the elderly and repair of damaged houses;  Repair of stoves;  Change of windows, doors, Glass windows. Potable water, sewage, good windows, smoke detectors, comfortable steps. More durable floor.  Connecting the homes of the elderly to natural gas;  Installation of smoke detectors;  To draw water into the house.  Central heating, gasification, hot water.  Connection to centralized sewerage;  Attracting volunteers, To be a group of young people to help the elderly in clearing snow, cutting wood;  I would like the organ cast , I have a disabled child, so that he can move, the light on the road.  More active social assistance. |
|  | Housing - 22.88 **%** the level of coverage of the needs of the elderly in this aspect |

Within this aspect, the most important problems faced by the elderly as well as the disabled are: not equipping the homes of the elderly with smoke detectors - 80.77 %.

59.23 % believe that it is necessary for the local authorities/neighbors to help the elderly in solving problems during the winter, while 14.62 % do not know much about the problems of the elderly in this aspect.

**22.88** % is the level of coverage of the needs of the elderly in this aspect , **60.96** % of respondents believe that the elderly are not safe in their homes.

Figure 5. Analysis of housing needs, N= 170 respondents, %

4. Social participation

Table 4. Analysis of needs regarding Social Participation, N= 130 respondents

| Social participation | The number of accumulated responses | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | Conclusions |
| The events and activities organized in the community are intergenerational , being designed to involve people of different ages | 7 | 48 | 22 | 42 | 11 | 42.31 %-considers that the activities carried out in the community are not intergenerational and do not involve people of different ages.  40.77 % mentioned that people of different ages participate in the activities.  16.92 %-don't know about these issues. |
| The elderly participate in the socio -cultural activities organized in the locality and outside it | 7 | 36 | 36 | 49 | 2 | 33.08  33.08 % mentioned that the elderly do not participate in socio -cultural activities while  39.23 % of the respondents agree that the elderly participate in socio -cultural activities.  27.69 %-don't know about these issues. |
| Elderly people are involved in organizing different public events in the community | 25 | 65 | 14 | 54 | 7 | 36.92 %-mention that the elderly are not involved in the organization of various public events in the community;  48.46 % agree with this statement;  14.62 %-don't know about these issues. |
| There are enough opportunities to stimulate and facilitate meetings between older people | 14 | 52 | 38 | 22 | 4 | 50.77 %-do not agree that there are opportunities to facilitate meetings between elderly people;  20.00 % believe that such an opportunity exists.  29.23 %-don't know about these issues. |
| Elderly people with reduced mobility or immobilized are visited at home | 18 | 37 | 30 | 55 | 25 | 30.77 % believe that people with reduced mobility or immobilized are not visited at home;  40.77 % agree that they are visited;  28.46 %-don't know about these issues. |
| What types of activities should be organized in the community to stimulate the participation of the elderly? | To organize interest circles for the elderly and adults;  To organize training for the elderly regarding informatics/use of computing technology;  To organize crafting, sewing, embroidery and craft fairs;  To set up a day care center for the elderly/ Grandparents Club, - a socializing center for meetings and various activities: lounges, meetings, fitness, dance hall; Culinary contests, Fitness room , Cycling, cross-country running at different distances, wood carving, braiding in the loggia, chairs, lights.  To involve the elderly in sports competitions, lights, concerts on calendar days, the most beautiful slum, culinary markets .  To organize Sunday schools for children with elderly mentors.  Disco for people over 50 years old.  Let's have more home visits by the social worker.  Home visits and by local councilors, we don't know who they are, to organize culinary fairs, sit-downs, candlelights, anniversaries with golden and silver weddings.  Give me a wheelchair so we can both go to hoops and sitters.  To organize activities for the elderly. Set up a gymnasium, a room where people can sit . | | | | | |
|  | Social participation- **37.85** % the level of coverage of the needs of the elderly in this aspect | | | | | |

Within this aspect there are problems that need to be solved. For example , 36.92 % of respondents mention that the elderly are not involved in the organization of various public events in the community and do not participate in socio -cultural activities.

Within the Social Participation aspect, the needs of the elderly are covered **37.85** %. A large percentage of respondents, about **23.38** %, are not aware of the problems of the elderly in this aspect. While **38.77** % of the respondents believe that the needs of the elderly in this aspect are not covered.

Figure 6. Analysis regarding the coverage of needs regarding the Social Participation aspect, N= 170 respondents, %

5. Respect and social inclusion

Table 5. Needs analysis regarding Respect and social inclusion, N= 130 respondents

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Respect and social inclusion | The number of accumulated responses | | | | | |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| Local authorities and local people are concerned about older people and their needs | 0 | 30 | 17 | 77 | 6 | 23.08 %-considers that the local authorities and local people are not concerned about the elderly and their needs, but  63.85 % consider that they care;  13.08 %-don't know about these issues. |
| Older people are asked to attend local council meetings and similar activities and their input is valued. | 50 | 64 | 11 | 32 | 8 | 63.08 % believe that the elderly are not invited to CL meetings and the contribution of the elderly at the community level is not appreciated.  10.77 % mentioned that elderly people are asked to attend local council meetings, and their input is appreciated.  26.15 %-don't know about these issues. |
| More and more young people show a respectful attitude towards the elderly | 7 | 49 | 22 | 44 | 8 | 43.08 % believe that young people do not show a respectful attitude towards the elderly, however  40.00 % stated otherwise.  16.92 %-don't know about these issues. |
| Older people are sometimes treated with less respect and/or discrimination | 19 | 56 | 28 | 59 | 3 | 60.77 % mentioned that the elderly are sometimes treated with less respect, and  25.38 % do not agree with this statement;  13.85 %-don't know about these issues. |
| What needs to be done to increase respect for the elderly? | The mayor and the policeman of the village to organize with the youth and their parents discussions on education and behavior in front of elderly people;  To organize more joint educational activities between young people and the elderly (thematic sessions, different workshops); The local Youth Council to organize discussions with the elderly and the youth to discuss the given issue.  To organize lessons for children and young people at school with the participation of the police, the church, etc.; Let's convince them that they will reach old age. For example, Open lessons with parents.  Educational partnerships with kindergarten, family, school, society.  Volunteering activities with visits to the homes of the elderly, attracting volunteers to help the elderly;  Promotion through videos, spots, leaflets of good deeds towards the elderly, actions based on respect;  Attention to education in the family. It's its own example, The seven years from home.  To respect their rights. We must be received as we are, to be respected but not isolated. to offer them a seat in public transport  Don't be ridiculed because of health problems.  Invitations to the council. Attention from the mayor's office. APL to pay more attention to the guardian of the elderly, to be invited to the local council meetings. | | | | | |
|  | Respect and social inclusion – **35.00** % the level of coverage of the needs of the elderly in this aspect | | | | | |

Regarding Respect and social inclusion of the elderly in Albinețul Vechi commune , the following problems were identified:

43.08 % of the respondents believe that young people do not show a respectful attitude towards the elderly. 63.08 %- believe that the elderly are not invited to CL meetings and the contribution of the elderly at the community level is not appreciated.

**17.50** % of respondents do not know about these issues.

**35.00** % is the level of coverage of the needs of the elderly in this aspect . But **47.50** % believe that the elderly encounter problems in this aspect.

Figure 7. The level of coverage of the needs of the elderly in the Respect and social inclusion aspect, N= 170 , %.

6. Civic participation and employment opportunities

Table 6. Needs analysis regarding Civic participation and employment opportunities, N= 130 respondents

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Civic participation and employment opportunities | The number of accumulated responses | | | | | |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| Local authorities support initiatives and volunteering activities carried out by older people | 3 | 36 | 32 | 50 | 9 | 30.00 % mention that the local authorities do not support the initiatives and volunteering activities carried out by the elderly while  45.38 % believe that they support the initiatives and volunteering activities carried out by the elderly  24.62 %-don't know about these issues. |
| Older people are well represented in committees and participate in the decision-making process | 48 | 59 | 20 | 29 | 9 | 63.08 % believe that the elderly do not participate in the decision-making process, while  12.31 % believe that the elderly get involved in this process.  24.62 % - do not know about these problems. |
| Older people have opportunities to learn new things, to be socially active | 17 | 63 | 21 | 26 | 3 | 61.54 % believe that elderly people do not have opportunities to learn new things and be socially active, while  22.31 % believe that there are such opportunities.  16.15 %-don't know about these issues. |
| Elderly people with special needs/disabilities have access to volunteer activities | 38 | 54 | 35 | 21 | 17 | 54.62 % believe that elderly people with special needs/disabilities do not have access to volunteer activities and only  19.23 % have a different opinion.  26.15 % do not know about these problems. |
| There are employment opportunities for the elderly | 33 | 58 | 2. 3 | 13 | 3 | 70.00 % believe that there are no job opportunities for the elderly and only  12.31 % mention that there is.  17.69 % - do not know about these problems. |
| What needs to be done for the elderly to participate more actively in community life? | To inform the elderly through notices on panels info in big letters, local radio, internet, slum meetings;  To invite the elderly to participate in the meetings of the local council and of the specialized commissions in order to give their opinion and get involved in decision-making;  To organize activities, occupations, to create jobs for the elderly;  To create opportunities for learning new things: To organize training activities for the elderly, etc.; To organize learning courses in box braiding, modeling in clay, to be involved in volunteer activities.  To facilitate access to volunteering, Charity Acts., activities, occupations, projects, etc.;  Volunteering to help the elderly . To create a group of volunteers to help the elderly .  To be understood by APL, to be given a meeting room of their own, to also propose jobs.  To be supported by APL to volunteer. To offer them work for that age .  To learn new things, organize computer study at the library.  We have no place to work, different activities for us to be involved.  APL develops projects, poetry contests , drawings to protect the environment, etc. and invite the elderly to participate in these activities;  Meeting with the management of the town hall to find out the urgent problems. | | | | | |
|  | Civic participation and employment opportunities **-**  **22.31 %** the level of coverage of the needs of the elderly in this aspect | | | | | |

Within this aspect, we identified that **55.85** % of the needs of the elderly are not covered. The level of coverage of problems in this aspect is **22.31** %. One of the problems lies in the fact that citizens do not know about these needs of the elderly, as shown by **21.85** % of the respondents who mentioned this fact.

While 70.00 % of the respondents believe that elderly people do not have employment opportunities in the field of work.

Figure 8. The level of coverage of the needs of the elderly in the aspect Civic participation and employment opportunities, N= 170 , %.

7. Communication and information

Table 7. Analysis of needs regarding Communication and information, N= 130 respondents

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Communication and information | The number of accumulated responses | | | | | |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| The elderly are informed about the activities that are organized in the locality | 7 | 43 | 24 | 51 | 5 | 38.46 % do not agree that the elderly are informed about the activities that are organized in the locality.  While  43.08 % consider that they are informed.  18.46 %-don't know about these issues. |
| The information placed on the information boards is displayed for the understanding of the elderly | 9 | 50 | 18 | 45 | 8 | 45.38 % believe that the information placed on the information boards is not exposed to the understanding of the elderly while  40.77 % believe that the information is presented for the benefit of the elderly.  13.85 % do not know about these problems. |
| Older people voluntarily involved as experts, information disseminators and trainers/trainers | 38 | 51 | 27 | 13 | 1 | 68.46 % believe that elderly people are not voluntarily involved as experts, information disseminators and trainers/trainers.  10.77 % believe that the statement is true.  20.77 % do not know about these problems. |
| Elderly people have access to computers and the Internet in public spaces or institutions (community center, library, etc.) | 2 | 31 | 21 | 67 | 9 | 25.38 % do not agree that elderly people have access to computers and the Internet in public spaces or institutions. While  58.46 % say that the elderly have access.  16.15 % do not know about these problems. |
| What suggestions do you have for improving communication between citizens and local authorities? | To display more information regarding the APL activity through information boards, social networks;  To install more informative panels in the slums with large letters;  To hold meetings with the citizens in the neighborhoods by the mayor's office and councilors .  Courses for studying the computer and the Internet. Let's learn the Internet, the mobile phone. To help with the procurement of glasses.  Have access to the internet.  The library should be on the 1st floor, difficult to lift the stairs.  To make a local radio;  To send information letters from the town hall to the home;  To inform us not only on the Internet. To hold meetings with us, to have a newspaper.  Let the lies disappear, keep the local authorities from permits, increase esteem and the desire for communication.  The courier from the town hall should inform the elderly ;  To create an internet access center;  To organize a training on how to communicate correctly, how to use the phone, social networks, the computer, etc.  To organize question and answer activities regarding different themes on community development,  Organizing several surveys to highlight the complaints of the locals;  Installation of reliable speakers in public institutions. | | | | | |
|  | Communication and information – **38.27 %** the level of coverage of the needs of the elderly in this aspect | | | | | |

Regarding this aspect, 68.46 % of the respondents believe that the elderly are not voluntarily involved as experts, disseminators of information and trainers/trainers , and 45.38 % believe that the information placed on the information boards is not exposed in the sense of the elderly and they are not inform about the activities that are organized in the locality.

The level of non-coverage of the problems of the elderly in this aspect is **44.42** %.

The level of coverage of the needs of the elderly in this aspect is **38.27** %

The percentage of those who do not know about these problems is high **17.31** %.

Figure 9. The level of coverage of the needs of the elderly in the Communication and information aspect, N=130, %.

8. Community and health services

Table 8. Analysis of needs regarding community and health services, N= 170 respondents

| Community services  and health | The number of accumulated responses | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| question | I definitely do not agree | I disagree | I do not know | I agree | I totally agree | ConCluSIonS |
| There is a family doctor in the community | 0 | 3 | 1 | 59 | 67 | 2.31 % do not agree that there is a family doctor in the community.  While  96.92 % say that there is.  0.77 % do not know about these issues. |
| There are enough nurses in the community | 6 | 13 | 16 | 78 | 52 | 35.38 % do not agree that there are enough nurses in the community.  56.15 % consider that they are sufficient  8.46 % do not know about these issues. |
| Elderly people have access to social and medical care services when such a need arises | 3 | 43 | 11 | 49 | 24 | 21.54 % do not agree that the elderly have access to social and medical care services when such a need arises.  68.46 % consider that they have access.  10.00 % do not know about these issues. |
| There are educational programs for elderly care in the locality and a number of communicators who provide information to the elderly on health topics | 50 | 41 | 25 | 8 | 6 | 70.00 % do not agree that there are educational programs for the care of elderly people in the locality;  10.77 % believe that there is.  19.23 % do not know about these problems. |
| The elderly have access to solid waste collection services | 111 | 42 | 9 | 3 | 0 | 83.08 % do not agree that the elderly have access to waste collection services,  10.77 % consider that they have access.  6.15 % do not know about these issues. |
| Elderly people have access to water supply services | 2 | 18 | 4 | 91 | 15 | 15.38 % do not agree that the elderly have access to water supply services;  81.54 believe they have access.  3.08 % do not know about these issues. |
| Elderly people have access to pharmaceutical services | 2 | 4 | 6 | 94 | 59 | 9.23 % do not agree that elderly people have access to pharmaceutical services;  84.62 % consider that they have access.  6.15 % do not know about these issues. |
| What services would still be needed in the community for the elderly? | To organize a waste collection service;  Water supply for the whole village,  To open a mill, veterinary pharmacy, dentistry, gym and massage, procedure office at the medical point;  Dental and pharmacy service is needed; analysis collection laboratory.  More equipped medical point. Cheaper drugs. The doctor's visit to the home of the sick.  More nurses.  Socio-medical care services at home are requested ;  Educational programs for caring for the elderly.  To open a social canteen with hot lunches;  Social taxi to be launched;  Construction of public toilets.  Social bathroom to be repaired (with laundry) Workshop for the restoration of household items.  Shop, medical center in Albinetul Nou, street lighting, roads, seats in the village.  Repair in front of the houses and more light - Glavan MV pensioners and neighbors. | | | | | |
|  | Community and health services – **58.46 %** the level of coverage of the needs of the elderly in this aspect | | | | | |

In the Community and health services aspect, the respondents mentioned that 15.38 % of the elderly do not have access to water supply services, and 83.08 % of the elderly do not have access to waste collection services.

**58.46** % is the level of coverage of the needs of the elderly in this aspect, while **33.85** % are not covered. **7.69** % do not know about the needs of the elderly .

Figure 10. The level of coverage of the needs of the elderly in the Community and health services aspect, N= 170 , %.

CONCLUSIONS AND RECOMMENDATIONS

The period in which the survey was conducted was marked by the pandemic situation caused by the COVID-19 virus. However, the 12 operators did not encounter any problems when conducting the survey. The operators used measures to prevent infection with Covid-19 by wearing protective masks and gloves, respecting social distance. The survey process itself was an interesting one for the operators, people showed themselves available to give their opinion. Difficulties were encountered by the respondents, because they did not know many concepts and the operators had to explain the meaning of many words to them. Few respondents filled in the space with proposals and recommendations for solving the problems, but all welcomed the fact that they were asked for their opinion and agree with the initiative to make a change in the community.

Following the study, we identified the following levels regarding the coverage of needs on each aspect:

1. Public spaces and buildings – **23.23** % the level of coverage of the needs of the elderly in this aspect;
2. Public transport – **40.58** % the level of coverage of the needs of the elderly in this aspect;
3. Housing – **22.88** % the level of coverage of the needs of the elderly in this aspect;
4. Social participation - **37.85** % the level of coverage of the needs of the elderly in this aspect;
5. Respect and social inclusion – **35.00** % the level of coverage of the needs of the elderly in this aspect;
6. Civic participation and employment opportunities – **22.31** % the level of coverage of the needs of the elderly in this aspect;
7. Communication and information – **38.27** % the level of coverage of the needs of the elderly in this aspect;
8. Community and health services - **58.46** % the level of coverage of the needs of the elderly in this aspect.

Figure 11. Classification of aspects according to the level of coverage of needs, N= 170 ,%

The needs of the elderly are least covered in the areas of Civic participation and employment opportunities – 22.31 % and Housing – 22.88 % . While on the Community and Health Services aspect - 58.46 %.

The average coverage of the needs of the elderly is 34.82 %.

The proposals and solutions received from the respondents were included in the tables of the report and it is necessary to take them into account when developing the Strategic Plan for the "Age Friendly Community" component and the Action Plan for the realization of this strategy.

Figure 12. Broad analysis of the situation of the level of coverage of the needs of the elderly on each aspect, N= 170 , %.

Appendix 1

**Questionnaire for conducting the survey (CPV)**

*Please answer a few questions to rate how senior-friendly your community is. There are no right or wrong answers;*

*An honest statement of your opinion is very important. Completing a questionnaire will take a maximum of 20-30 minutes.*

**City** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Age** : 🗆50-56🗆 57-65 🗆66-70 🗆71-80 🗆81+

**Genre** :🗆 female🗆 male

**1. Public spaces and buildings**

1. All public institution buildings have railings and access ramps

🗆 I definitely do not agree🗆 I disagree 🗆 I do not know🗆 I Agree🗆 I totally agree

1. There are enough rest and leisure spaces for the elderly adapted to each season

🗆 I Disagree 🗆I Don't know 🗆 I Agree🗆 I totally agree

1. There are enough benches/chairs in the park, close to public places and along the main street.

🗆I Strongly disagree I Disagree 🗆I Don't know 🗆 I Agree🗆 I totally agree

1. The steps/thresholds at all public institutions are comfortable and accessible even in winter

🗆 I definitely do not agree 🗆I do not agree🗆 I do not know🗆 I Agree🗆 I totally agree

1. The roads/streets in the locality are illuminated at night

🗆I definitely do not agree 🗆I do not agree🗆 I do not know🗆 I Agree🗆 I totally agree

1. What should be improved in buildings and public places to meet the needs of the elderly?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**2.** **Transport**

1. Public transport is available for the elderly

🗆I definitely do not agree🗆 I disagree🗆 I don't know 🗆 I Agree🗆 I totally agree

The public transport timetable is convenient for the elderly

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree All public transport waiting stations are conveniently laid out and have posted timetables

of transport

🗆I definitely do not agree🗆 I disagree🗆 I do not know🗆 Agree🗆 I agree

1. Elderly people and those with reduced mobility can travel to public institutions in the community with local public transport

🗆I definitely do not agree 🗆I do not agree🗆 I don't know 🗆 I Agree🗆 I totally agree

1. What do you think should be done to improve the quality of the public transport service?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Housing**

1. Homes for the elderly do not present an increased risk of falling or injury

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

Homes for the elderly are equipped with smoke detectors

🗆 I definitely do not agree 🗆I do not agree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people are helped by the authorities and/or local people/neighbors in clearing snow, heating the room during the cold season, cutting wood

🗆 I definitely do not agree 🗆I do not agree🗆 I do not know🗆 I Agree🗆 I totally agree The elderly and the disabled are given wood and coal for the cold period of the year by the local authorities

🗆 I definitely do not agree🗆 I don't agree 🗆I don't know🗆 I Agree🗆 I totally agree

1. How could the living conditions in the homes of the elderly be improved?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Social participation**
2. The events and activities organized in the community are intergenerational , being designed to involve people of different ages

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

The elderly participate in the socio -cultural activities organized in the locality and outside it

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people are involved in organizing different public events in the community

🗆 I definitely do not agree🗆 I disagree🗆 I don't know 🗆 I Agree🗆 I totally agree

1. There are enough opportunities to stimulate and facilitate meetings between older people

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly persons with reduced mobility or who are immobilized are visited at home

🗆 I definitely do not agree🗆 I don't agree 🗆I don't know🗆 I Agree🗆 I totally agree

6. What types of activities should be organized in the community to stimulate participation

the elderly?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. **Respect and social inclusion**
2. Local authorities and local people are concerned about older people and their needs

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Older people are asked to attend local council meetings and similar activities and their input is valued.

🗆 I definitely do not agree🗆 I don't agree 🗆I don't know🗆 I Agree🗆 I totally agree

1. More and more young people show a respectful attitude towards the elderly

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

Older people are sometimes treated with less respect and/or discriminated against

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. What needs to be done to increase respect for the elderly?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Civic participation and employment opportunities**
2. Local authorities support initiatives and volunteering activities carried out by older people

🗆 I definitely do not agree🗆 I disagree🗆 I don't know 🗆 I Agree🗆 I totally agree

1. Older people are well represented in councils, commissions and participate in the decision-making process

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

Older people have opportunities to learn new things, to be socially active

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people with special needs/disabilities have access to volunteer activities

🗆 I definitely disagree 🗆I do n't agree 🗆I don't know🗆 I Agree🗆 I totally agree

1. There are employment opportunities for the elderly

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. What needs to be done for the elderly to participate more actively in community life?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Communication and information**
2. The elderly are informed about the activities that are organized in the locality

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

The information placed on the information boards is displayed for the understanding of the elderly

🗆 I definitely do not agree🗆 I don't agree 🗆I don't know🗆 I Agree🗆 I totally agree

1. Older people voluntarily involved as experts, information disseminators and trainers/trainers

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people have access to computers and the Internet in public spaces and or institutions (community center, library, etc.)

🗆 I definitely do not agree🗆 I don't agree 🗆I don't know 🗆 I Agree🗆 I totally agree

1. What suggestions do you have for improving communication between citizens and local authorities?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Community and health services**
2. There is a family doctor in the community

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. There are enough nurses in the community

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people have access to social and medical care services when such a need arises

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. There are educational programs for elderly care in the township and a number of communicators who provide information to the elderly on health topics

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. The elderly have access to solid waste collection services

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people have access to water supply services

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. Elderly people have access to pharmaceutical services

🗆 I definitely do not agree🗆 I disagree🗆 I do not know🗆 I Agree🗆 I totally agree

1. What services would still be needed in the community for the elderly?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Thanks for your time!***