

Guide ⁵⁵⁺

e INCLUSION in Active Aging

For adult children 55+ taking care of the parents 75+

April 2019

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Content

Guide 55+

e-Inclusion in Active Aging
for adult children 55+ who are
taking care of their parents 75+



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- 4 Portal eGovernment
- 6 The Health Insurance Institute of Slovenia
(Zavod za zdravstveno zavarovanje Slovenije –
ZZZS)
- 10 National Institute of Public Health (NIPH)
- 12 Employment Service of Slovenia - ESS - Basic
Information
- 13 General Hospital Novo mesto
- 14 General Hospital Jesenice
- 18 Vzajemnost - The No.1 Magazine for Pensioners
- 19 E-Services for the Elderly at Ljubljana City Library -
LCL
- 20 Ljudska univerza Kranj
- 22 Third Age University - UTŽO Žalec
- 23 Slovenian Third Age University,
National Association for Education and Social
Inclusion
- 24 Slovenian Association of Physiotherapists
- 25 Institute for Long-term Care - IDO Ljubljana
- 26 Slovenian Association of Occupational Therapist
- 28 Healthy and Active Aging in Slovenj Gradec
and Mislinja River Valley:
Collaboration of the Organizations in the Region
- 33 A guide for the adult children 55+ taking care of
their parents 75+

Members of the Slovene Council for the Provision of eServices for the Seniors (55+) Network (<http://eregion.eu/6-6-2018-slovenia-council-eservices-provision-elderly-55>) help to develop awareness of the needs and opportunities of using eTechnologies in offering and using services for seniors. They participate in eInclusion in Active Aging and the development of the Silver Economy. For this purpose, they designed and published the first issue of the magazine Services for the Seniors (55+) Guide - a guide for adult children (55+) who are taking care of their parents (75+).

The Services for Seniors (55+) Guide facilitates the obtaining of information from reliable sources for all elderly people, their adult children and all those who help seniors in Slovenia. The data in the Guide helps to find the data that are published on the websites of those organizations that provide services to the elderly and collect, maintain and provide data. Additional information can be obtained from these organizations via telephone or by email.

Dr. Jože Gričar

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University of Maribor

Program Coordinator,
Slovene Initiative for
Cross-border eCollaboration
in the eRegion

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Gricar@FOV.Uni-Mb.si

Participating organizations strive to act in the following directions:

- promote the provision of eServices for the seniors (55+);
monitor available eServices for the seniors;
- Encourage the provision of general aging well with education for the use of eServices;
- Encourage the interest of children and young people to help with the use of eTechnologies through intergenerational reciprocal support programs;
- Participate in the design and dissemination of the use of the Services for the seniors (55+) Guide;
- Support eCollaboration with similar networks in the neighboring countries.

**Mag. Tatjana Mizori
Zupan & mag. Alenka
Koporc**



The eGovernment portal is the main portal with e-services for citizens in Slovenia.

On the eGovernment portal (<https://e-uprava.gov.si>) we have published many useful information and descriptions of the procedures that citizens encounter in their everyday life. Information on administrative procedures is collected in content-rounded areas that monitor all major events in the life of an individual from birth, through education and employment, to retirement. The descriptions of individual services are designed to guide users in a comprehensible and transparent manner. Where possible, the form or the possibility of electronic execution of the procedure is added to the description. Users who register on the portal are also enabled to electronically submit applications and get insight into data that are kept by various state bodies. Citizens can do all this e-services at home and don't need to go to the state authorities personally.

Login to the portal or registration in Moja eUprava enables more insights into the data, monitoring the status of applications submitted, and enables ordering to notify important events and ordering information on the expiry of personal documents.

Among the content, the majority is intended for the general public - that means to all citizens regardless of age. Some of the content is particularly interesting for our elderly users. For the elderly we highlight:

- Insight into your own property data
- Ordering for informing the expiry of personal documents
- Insight into the number of traffic penalties

Among the other contents on the eGovernment portal are:

- Announcement of Events - Annual Calendar (<https://e-uprava.gov.si/aktualno/napovednik.html>)
- Valuation for personal complementary work (<https://e-uprava.gov.si/podrocja/delo-upokojitev/delo/osebno-dopolnilno-delo.html>)
- The status of a guardian of pre-school children at home (<https://e-uprava.gov.si/podrocja/druzina-otroci-zakonska-zveza/vrtci-varovanje-otrok/status-varuha-predsolskih-otrok-na-domu.html>)

- Personal documents, digital certificate (<https://e-uprava.gov.si/podrocja/osebni-dokumenti-potrdila-selitev/osebni-dokumenti.html>)
- Retirement (<https://e-uprava.gov.si/podrocja/delo-upokojitev/upokojitev.html>)
- Subscription to health services (<https://e-uprava.gov.si/podrocja/sociala-zdravje-smrt/zdravje/narocanje-na-zdravstvene-storitve.html>)
- Companies, events, public gatherings (<https://e-uprava.gov.si/podrocja/drzava-druzba/drustva-javne-prireditve.html>)
- Current Events and Shows (<https://e-uprava.gov.si/aktualno/prireditve-in-shodi>)
- Guides (<https://e-uprava.gov.si/pomoc-kontakt/vodici.html>)
- eDemocracy (<https://e-uprava.gov.si/drzava-in-druzba/e-demokracija.html>)

The portal is adapted for people with special needs - for blind and partially sighted users, users with dyslexia, the deaf and hard of hearing. To meet these requirements, the project team cooperated with the Association of the Blind and Visually Impaired and the Association of the Deaf and Hard-of-Hearing Slovenia.

Since Slovenia has two recognised national minorities, the portal is adapted to them as well. Some general information and certain services, depending on the arrangements and topicality of the minority, are translated into Italian and Hungarian.

The portal is also adapted for use on mobile devices.

Address: Ministry of Public Administration, Republic of Slovenia,
Tržaška 21, 1000 Ljubljana

Website address: <http://www.mju.gov.si>

Telephone: +386 1 478 8330

Email: gp.mju@gov.si

Informations

The Health Insurance Institute of Slovenia (Zavod za zdravstveno zavarovanje Slovenije – ZZZS)

Peter Rutar

is the compulsory health insurance institution and provider in the Republic of Slovenia. The seat of ZZZS, a public institute, is located in Ljubljana. It operates in 10 regional units and 45 offices across the entire state territory.

ZZZS's fundamental mission is to use the collected funds in order to enable the insured persons proper enforcement of their rights and equal opportunity to access health services and other rights under compulsory health insurance.

Compulsory health insurance is carried out according to the principles of social justice and solidarity between the healthy and the ill, the elderly and the young, the well-to-do and the poor, and the payment of the contribution is linked to the resource guaranteeing the insured person's basic social security (employment, pension, independent entrepreneurial activity, invalidity allowance, own funds, social aid).



Zavod za zdravstveno
zavarovanje Slovenije

Compulsory and voluntary health insurance arrangements can be checked on the website: https://zavarovanec.zzzs.si/wps/portal/portali/azos/e_storitve_zzzs/status_zavarovanja or via mobile phone by sending an SMS to **031 771 009**. The SMS should contain the following: **ZZ** followed by the **ZZZS number as it figures on the Health Insurance Card** (e.g. the SMS checking a person whose ZZZS number is 032822732 should be ZZ032822732).

In order to exercise rights under compulsory health insurance, a **Health Insurance Card should be presented. Every insured person receives a Card when they first sign up for the insurance. It is only in exceptional cases that call for emergency treatment and medical aid that health services may be obtained without such a Card. The level of urgency of the health service being provided is assessed by the medical doctor performing it.**

If the Card is lost, malfunctions or if the visible information (such as the insured person's last name) is altered, a new Card may be ordered in person at a ZZZS branch office or online at: https://zavarovanec.zzzs.si/wps/portal/portali/azos/e_storitve_zzzs/narocanje_kzz

Further information about the Health Insurance Card is available from:

Zavod za zdravstveno zavarovanje Slovenije, Služba za poslovanje s karticami, Miklošičeva cesta 24, 1507 Ljubljana, Slovenia,

e-mail: kzz_sluzba@zzzs.si

telephone number: +386 1 307 7466 (MON, TUE, THU and FRI from 7 AM to 3 PM, and WED from od 7 AM to 5 PM).

The rights under compulsory health insurance, for which funds collected through obligatory contribution payments are earmarked, comprise the rights to health services as well as certain financial benefits (compensation for salary, travel expenses, etc.).

The rights to health services comprise services in basic medical practice activities, services in dental medicine activities, health services in certain social institutions, services in specialist outpatient clinic, hospital and tertiary activities.

Also being considered rights to health services are the right to thermal cure, restorative rehabilitation, transportation with ambulances and other vehicles, treatment abroad, the right to medicines and foodstuffs for special health purposes on prescription, and the right to medical devices.

The list of the medical doctors whom insured persons can select as their personal physician (personal general medicine doctor, personal dentist and personal gynaecologist) is published at: <https://zavarovanec.zzzs.si/wps/portal/portali/azos/ioz/>

The engine to search for all health activity operators under contract with ZZZS is published at: <http://www.zzzs.si/Izvajalci>

The rights under compulsory health insurance and the manner in which they are to be enforced are set out in greater detail in the Rules on Compulsory Health Insurance: <http://www.zzzs.si/ZZZS/info/egradiva.nsf/o/5580D0555F5A1FEAC1256CFB003BB45C>

General information on individual rights under compulsory health insurance are also available at: <https://zavarovanec.zzzs.si/>

Foreigners not holding health insurance in the Republic of Slovenia shall have the right to urgent or necessary health services for which payment will be provided in accordance with Community law, international agreements, or from the State budget.

During a temporary stay abroad (be it a personal or a business trip, or for work, training or studies abroad), insured persons shall have the right to urgent or necessary health services. The rights to health services abroad may also be exercised using the European Health



Zavod za zdravstveno
zavarovanje Slovenije

Insurance Card in EU and EEA member states, as well as in Switzerland, Australia, Bosnia and Herzegovina, Montenegro and Serbia, from doctors and healthcare institutions that are part of the public/state healthcare network.

In all other countries, where Community law does not apply or where no inter-state social insurance agreement has been concluded, insured persons shall have the right to urgent health services, but they have to pay for them and submit to ZZZS a claim for the reimbursement of costs upon their return to the homeland. In eligible cases, the reimbursement will amount to the average price of health services in the Republic of Slovenia.

The European Health Insurance Card may be ordered as follows:

- online: <https://www.zzzs.si/tujina>
- using a mobile phone: send an SMS to **+386 31 771 009**. The content of the SMS: **EUKZZ and the ZZZS number** (e.g. the SMS for the person whose ZZZS number is 032822732: **EUKZZ032822732**)
- in person at the ZZZS regional units and branch offices.

Additional information regarding treatment abroad is provided by: National Contact Point for Crossborder Health (Nacionalna kontaktna točka za čezmejno zdravstveno varstvo):

Address: Zavod za zdravstveno zavarovanje Slovenije,
Miklošičeva cesta 24, 1507 Ljubljana

Website address: <http://www.zzzs.si/indexeng.html>

Telephone: +386 1 307 7222 (MON, TUE, THU: from 9 AM to 12 noon, and from 1 PM to 3 PM; WED from 9 AM to 12 noon and from 1 PM to 4 PM, and FRI from 9 AM to 1 PM).

E-mail: kontakt@nkt-z.si

The medicines and foods for special health purposes that may be prescribed on the green prescription form debiting compulsory health insurance are placed on the positive or intermediary list. Not listed are the medicines that are not covered by health insurance and therefore subject to self-funding in their entirety. These are prescribed on the white self-funding form.

The information on medicines and potential additional payments for a prescribed medicine, and information on the availability of

medicines without additional payments are listed in the Central Database of Medicinal Products: [http://www.cbz.si/cbz/bazazdr2.nsf/Search/\\$searchForm?SearchView](http://www.cbz.si/cbz/bazazdr2.nsf/Search/$searchForm?SearchView)

Medical devices are devices required for treatment or medical rehabilitation. The list of medical device suppliers in the Republic of Slovenia is published on the URL: https://zavarovanec.zzzs.si/wps/portal/portali/azos/mtp/mp_seznam_dobaviteljev!/ut/p/z1/04_Sj9CPykssy0xPLMnMz0vMAfIjo8ziTQxdPd2N_Q08_X3cDAwcT-T39Q1wMQwwM3E30C7IdFQGhNKD6/

Address: Zavod za zdravstveno zavarovanje Slovenije,
Miklošičeva cesta 24, 1507 Ljubljana, Slovenia

Website address: <http://www.zzzs.si/indexeng.html>

Telephone: +386 1 307 7200

E-mail: DI@zzzs.si

Information

Helena Pavlič

The basic mission of the National Institute of Public Health (NIPH) is to plan, implement and coordinate activities in the field of protection and improvement of the health of the population and the quality of their lives, as well as identify the causes and prevalence of health problems and plan and enforce effective measures to limit them.

The key goal of the NIPH is to improve the health of the individual and the community and to reduce health inequalities.

Public health activities foundations of NIPH and regional units of NIPH are:

- Knowledge of the health status of the population, population groups and important data (data collection and monitoring, research).
- Identification of (new) risk factors and health determinants.
- Identification of the needs of population groups, especially vulnerable groups.
- Development, testing, implementation, evaluation of programs (and approaches and tools) to strengthen public health, prevention and early detection of diseases.
- Management and coordination of programs at national, regional and local level.
- Cross-sectoral, interdisciplinary action (health in all policies).
- Health promotion implementation as the broadest approach in public health.
- Empowering an individual and community to maintain and enhance health.

At Regional unit of NIPH at Ravne, we are trying to maintain a specific preventive activity in the region, covering 12 municipalities. Preventive activity is reflected in the direction of health-ecological activities (Living with lead, ...), monitoring and controlling infectious diseases (guidelines for the profession, parents, kindergartens, schools, etc.), including the functioning of the vaccination infirmary (vaccine against influenza, rabies, meningoencephalitis, vaccination for travelers in international traffic, vaccination against special diseases ...), coordination of health education, development and implementation of preventive programs (Svit, Zora, Dora), promotion of a healthy lifestyle, active and healthy aging at the regional level. We also coordinates the network of Healthy Schools and the Health Care

Program in the kindergarten and monitor the provision of nutrition in educational institutions on regional level.

We are present at municipal events; we organize lectures and workshops for both professional and general public, we cooperate with local communities, working organizations, health associations and other governmental and non-governmental organizations, we organize expert conferences and preventive actions.

Address: National Institute of Public Health,
Regional Unit Ravne na Koroškem,
Ob Suhi 5b, 2390 Ravne na Koroškem

Website: <http://www.nijz.si>

More information: helena.pavlic@nijz.si or 02/87 05 619

Information

Employment Service of Slovenia - ESS - Basic Information

**Andreja Miša Hrovath
Derganc,**

Employment Service of Slovenia is one of the key Slovenian labour market institutions. It is an independent legal entity with public institute status operating uniformly across the entire country.

Main ESS activities are:

- employment advice and jobbroking
- life-long career guidance
- unemployment benefit and unemployment insurance
- implementation of active employment policy (AEP) measures and programmes
- issuing of work and employment permits for foreign workers
- preparation of analytical, development and other professional materials related to ESS activities
- labour market (LM) and ESS information of a public nature

Users of ESS services are:

- unemployed persons,
- employers,
- jobseekers, pupils and students who need professional help in the fields of employment and career guidance,
- professional institutions,
- providers of active employment policy programmes,
- social partners and
- general public.



Zavod Republike Slovenije
za zaposlovanje

Information

Address: Employment Service of Slovenia - ESS,
Rožna dolina, Cesta IX/6, 1000 Ljubljana

Website address: www.ess.gov.si

Telephone: +386 1 479 0900

Email: zrsz@ess.gov.si



<https://www.youtube.com/watch?v=6CQB4JfbrXQ>

Mag. Marjan Matešič

General hospital Novo mesto is highly involved into regional environment and is collaborating with other healthcare institutions, local and national institutions and civil society. It is socially responsible institution committed to growth and professional and technological development, with goal to achieve high quality, accessible and safe health services to the population. Hospital follows populations health needs and develops healthcare activities with top quality. In this it also cares and encourages professional and personal development of its employees, development of technology and equipment. The hospital operates in accordance with the requirements of international standards and proves that the work of hospital staff is inadvertently supported.

It is a regional hospital that takes care of population of around 160.000 people of Novo mesto, Črnomelj, Metlika, Trebnje and partly Municipality of Krško, and with some activities also covers partly a Municipality of Brežice and Sevnica.

The hospital performs specialist-outpatient activities, hospital activities, dialysis activity and primary health care - gynecological dispensary.

Hospital activities on a secondary healthcare level, are comprised of:

- specialized outpatient activities: thorough diagnostic, illness or disease states treatment and implementation of outpatient rehabilitation
- specialized hospital activities: thorough diagnostic, treatment and medical rehabilitation, health care, accommodation and food in General Hospital Novo mesto



Address: Splošna bolnišnica Novo mesto,
Šmihelska cesta 1, 8000 Novo mesto, Slovenia

Website address: <https://www.sb-nm.si>

Telephone: +386 7 391 6100

Email: tajnistvo@Sb-Nm.si

Information

Sabina Mulalić

Responsibility towards our patients and a professional approach to our work are the basic values of employees at the Jesenice General Hospital. We develop a partnership with our patients based on mutual rights and responsibilities. Our role is to explain all possible forms of treatment to our patients while fully taking into account their decisions. The development of medicine is directed towards identifying, improving, and promoting our best abilities.

Our values also include commitment to our work and a strong focus on achieving the goals we set. In this regard, we are working towards the best possible organization of our work and creating a stimulating work environment. We believe the key to the hospital's growth and development lies in the self-initiative of people that strive to do more.

Because people are our number one concern, the Jesenice General Hospital has a high regard for a positive work atmosphere, a warm and friendly relationship towards patients and coworkers, and respect for the environment and natural resources. The patients are warmly received at our hospital and are able to return home satisfied after successful treatment.

The Jesenice General Hospital is a regional hospital that has been providing secondary-level healthcare services since 1948. It offers specialist inpatient treatment and specialist outpatient treatment with dialysis. It is located close to well-known tourist destinations such as Bled and Kranjska Gora. We are only 10 minutes from the Austrian border and 30 minutes from the Italian border.

With 287 beds available, the Jesenice General Hospital offers a wide range of specialist medical services, which are primarily provided within four basic hospital departments: surgery, internal medicine, pediatrics, and gynecology and obstetrics. A daytime clinic, a nursing unit, and an intensive care unit are in place as part of inpatient treatment. The highly trained staff at the diagnostics units (laboratory diagnostics, radiology, and pathology) ensures that patients receive high-quality diagnostic treatment.

The Department of Surgery comprises inpatient and outpatient surgical treatment and is divided into three separate areas:

- Trauma Division
- Abdominal and General Surgery Division
- Orthopedic Surgery Division



In addition to the main divisions, there is also a chronic wounds division at the nursing department and a pediatric surgery division at the pediatric department. The daytime clinic processes about a thousand patients a year. Patients with the most difficult conditions are treated at the surgery intensive care unit. These two units are headed by anesthesiologists.

The Internal Medicine Department comprises inpatient and outpatient internal medicine treatment and is divided into five separate areas:

- Cardiology Division
- Gastroenterology Division
- Endocrinology and Nephrology Division
- Hemodialysis and CAPD Center
- Internal Medicine Intensive Care Unit
- Internal Medicine Emergency Room
- Endoscopy Division

The Department of Obstetrics and Gynecology is located on the third floor. The ward accommodates gynecological patients, pregnant women, and postpartum mothers and their babies. The department is divided into the following divisions:

- Gynecology Division
- Obstetrics Division
- Specialist Gynecology Outpatient Clinic
- Center for Breast Disease

The Obstetrics Division has been labeled a baby-friendly hospital. It comprises five rooms, of which four contain two beds, and one contains four beds. Mothers can stay in the room together with their babies, with 24-hour rooming in.

The Department of Pediatrics is located on the fourth floor. It is divided into three divisions:

- Division for Infants and Toddlers
- Division for Preschool, School, and Secondary-School Children

- Specialist Outpatient Clinic (further divided into Pediatric Clinics and the Child Psychiatric Clinic)

Our goal is to provide professional treatment to children following modern guidelines and to satisfy parents with our services.

The Department of Anesthesiology and Resuscitation comprises two divisions:

- The Surgery Intensive Care Unit
- The Center for Interdisciplinary Pain Treatment and Palliative Care



The case manager is a specialty of the hospital. The work of case manager is, first of all, in favor of the patient, her/his holistic treatment, as well as the integration of external and internal multidisciplinary services, the management of the operational program and waiting lists. This multifunctional work is influenced by many factors, which we cannot foresee in the future. The present time also requires focus on shortening of the waiting list.

The Jesenice General Hospital uses IT-supported processes for treating patients from admission to discharge. The entire documentation is run through the Hospital Information System, which is linked to the radiology, laboratory, and gastroenterology (Endobase) systems. The complete image diagnostics are provided in digital form (X-rays, echocardiography, gynecological ultrasound).

The Jesenice General Hospital is completely covered by a WiFi network, which in addition to in-house needs also allows patients and their families to use their laptops and other devices.

Transfusion is provided by the Slovenian Transfusion Center, which is located in the hospital administrative building and provides a 24-hour supply of blood and blood products.

If we cannot provide suitable treatment to patients, they are transferred to the Ljubljana Medical Center by helicopter or ambulance, approximately 60 km away.

Information

Address: General Hospital Jesenice,
Cesta maršala Tita 112, 4270 Jesenice

Website address: <https://www.sb-je.si>

Telephone: +386 4 586 8000

Email: info@sb-je.si

Vzajemnost - The No.1 Magazine for Pensioners

Mag. Jožica Dornič

The Vzajemnost magazine has been a reliable companion to elderly people in Slovenia for more than 45 years. Every month it contains current, creative and encouraging reading on more than 100 pages, and occasionally comes with special reading supplements.

Readers are offered a variety of current topics, contributions related to changes in the field of pension and disability insurance, health and social rights as well as practical advice on what to do to make the autumn of one's life easier and more beautiful. There is a lot of advice related to better health, a healthy diet and exercise, cooking and gardening tips, ideas for renovating your apartment, as well as handy work, news, the classifieds as well as crosswords. It also awakes memories from the past and presents interesting stories of people as well as encouraging intergenerational cooperation. Subscribers also enjoy a range of benefits, among which experts, free of charge, answer health, pension, and property related questions, as well as questions from the fields of labor law, social security and health care.

Vzajemnost

Vzajemnost, which has a circulation of around 28,000 copies, is not for sale to the general public, but only directly to subscribers. On the www.vzajemnost.si website, current articles and content from the printed magazine are published. A selection of the contributions is available all readers, while the entire magazine is accessible only to subscribers. A form for ordering a free copy or for subscribing to the magazine can also be found on the website. Vzajemnost is also present on Facebook.

The publisher of the magazine is the Institute of Reciprocity (Zavod Vzajemnost), which was founded in 2001 by the Pension and Disability Insurance Institute of Slovenia and the Alliance of Pensioner Associations of Slovenia. Vzajemnost was first released on the 26th of January 1974, as an attachment to the Worker's Unity newspaper. In Slovenia at the time, there were fewer than 200,000 pensioners. In 1985, it became an independent magazine.

Information

Address: Zavod Vzajemnost,
109 Dunajska road, 1000 Ljubljana, Slovenia

Website: www.vzajemnost.si

Telephone: +386 1 530 7844

Email: urednistvo@Vzajemnost.si

E-Services for the Elderly at Ljubljana City Library - LCL

Mateja Lesar

Ljubljana City Library has a lot of experience and ideas in the provision of services for the elderly, including e-services, and shares ideas and good practices with other public libraries in Slovenia. All public libraries focus on this target group.

A special webpage is dedicated to the elderly at <http://www.mklj.si/starejsi>, a webpage in English is available at <https://eng.mklj.si>.

Info point of e-materials of public authorities provides access to a number of portals with documents, databases and e-services of public authorities that enable the implementation of e-democracy in the local environment and communication with national and local authorities.

My Library is the website access to the information about your borrowed or ordered material by means of the COBISS+ service.

The web portal Biblos offers borrowing of e-books with your portable devices (e-readers, smart phones, tablets, and computers) or e-readers available in our libraries. You can borrow e-books in our libraries on your own or with the help of a librarian.

Home Library Service is free of charge for our members who have a permanent address in the area of Ljubljana City Municipality, a settled membership fee, and who due to a long-lasting illness, exhaustion, or physical disability cannot visit the library.

Online registration is available for to all who, for various reasons, are not able to visit the Library in person.

Online access is available for the electronic magazines, directories of free access journals and Official Gazette of the Republic of Slovenia.

Our online classroom provides free computer courses.

KAMRA portal brings the wealth of cultural heritage and activities of libraries, museums and archives to all Slovene residents and promotes Slovene knowledge and culture in the world.



Address: eServices for the Elderly at Ljubljana City Library (LCL),
Kersnikova 2, 1000 Ljubljana, Slovenia

Website address: <https://eng.mklj.si>

Telephone: +386 1 308 5000

Email: info@mklj.si

Information

Irena Dolenc

Ljudska univerza Kranj (LUK) is a public organization providing adult training and as such offers a wide variety of quality programmes of formal educational qualifications or work-related qualifications. LUK also offers courses for the development of various competencies (communication, foreign languages, digital knowledge, social competencies, self-initiative, business competencies) and programmes for the development of other knowledge and skills that adults need at different times in their lives.

In addition to educational programmes, adults can take part in free activities of the intergenerational programme. Underpinning the development of LUK are the needs of the local residents whom we wish to offer the best possibilities for lifelong learning and education.



University for the Elderly (55+)

About the programme:

- provides a variety of educational courses, workshops, lectures, and other activities,
- ensures quality services,
- offers affordable education for the elderly, and
- takes into account the wishes and needs of the participants.

For the participants of the University for the Elderly, we organize language courses (English, Spanish, Italian, French and Russian); individual courses are also available. One can also enroll in courses on the use of computers, the use of smartphones, photography, ceramics, and pottery. You can join the art history group and the modern art group, or start learning the guitar, zither or hammered dulcimer. There is also a dance-based workout class run by a professional physiotherapist.

Information

Location: Cesta Staneta Žagarja 1, 4000 Kranj

More information: <https://www.luniverza.si/univerza-za-starej-e/>

Additional information: starejsi@luniverza.si or 04 280 48 15.

Intergenerational programme

The Intergenerational programme is part of the project titled The Multigenerational centre of Gorenjska. LUK runs free activities for all generations in Kranj and the neighbouring municipalities of Šenčur, Preddvor, and Cerklje na Gorenjskem. Everyone is invited to lectures

on different topics, creative and other workshops, conversation lessons in English, German, French, Russian, Italian, Esperanto and Slovene, book presentations, discussion groups, personal counselling, different workout classes, guided tours, social events, and socializing.

Location: Cesta talcev 7, 4000 Kranj

More general information: <https://www.vgc-gorenjska.si/>

More information about the programme:

<https://www.luniverza.si/medgeneracijsko-sodelovanje-12601/> -
click on the municipality leaflet for the current month.

Additional information: vgc-gorenjska@luniverza.si, mck@luniverza.si or 0820 58 457 or 041 724 134.

Information

Support service: Information and guidance in adult education

The free activity using the ISIO (Information and guidance in adult education) model is one of the core support services of adult education that provides adults with access to information about education for adults: we help you analyze your wishes and needs for education and help you find suitable educational opportunities.

Location: Cesta Staneta Žagarja 1, 4000 Kranj

More information:

<https://www.luniverza.si/projekti/aktualni-projekti/isio-2017/>

Additional information: svetovanje@luniverza.si
or 04 280 48 19 or 031 721 149.

Information

Support service: Dementia friendly info point

At the Dementia friendly info point we are available for individual conversations and help to people with dementia at an early stage when they are still independent and active; moreover, we offer the same services for their relatives and other interested individuals. We promote better awareness of dementia in the local community, e.g. by offering lectures and workshops on dementia.

Location: Cesta Staneta Žagarja 1, 4000 Kranj

More information: <https://www.luniverza.si/univerza-za-starej-e/demenci-prijazna-to-ka-12820/>

Additional information: demenca@luniverza.si or 04 280 48 00.

Information

Marija Masnec

The Third Age University is a place for long-life learning, meeting people of all generations which has the status of special association for education, enabling mutual help, meetings, cooperation and integration of elderly people in social activities.

The aim is to acquire knowledge and skills for everyday life, for active ageing and bettering older people's life.

Different generations take part at our university. The members with their active volunteering help are connected with nursery schools, primary schools, the institute IHP and the Savinja Agency.

So the skills, experiences and knowledge are being carried forward. UTŽO is concerned about healthy and active life of its members through group programme studies, activities HERBS, NATURE AND HEALTH. There are also recreational activities /dancing, tai-chi, joga, physical education It provides an array of cultural heritage programmes and arts and cultural activities. One can join a drawing or photography club, a veteran wind band and other workshops or exhibition events The Way to its Cultural Heritage. It also provides a range of educational programmes in the field of natural and social sciences, foreign languages, informatics, more workshops, interesting lectures, and also excursions. Its co-operation with public institutions is very important.

These educational groups meet once a week and the educational programmes last throughout the year from October to the end of May.

Our university is connected with national web and 51 universities for the Third Age. It is also involved in the local active groups concerning the country development - LAS. It follows contemporary trends regarding long-life education and digitalization.



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ZA TRETJE
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OBDOBJE
ŽALEC

Information Address: Univerza za tretje življenjsko obdobje Žalec,
Ulica Savinjske čete 4, 3310 Žalec, Slovenia

Website address: www.univerza3-zalec

Telephone: +386 3 713 6880

Email: univerza3.zalec@gmail.com

Slovenian Third Age University, National Association for Education and Social Inclusion

Urška Telban

Slovenian Third Age University is a national network of currently 51 universities located all over Slovenia.

Slovenian U3A is a place for continuous studying, a place for meeting new people, a place for shaping and carrying out ideas, a place enabling mutual help, volunteering and active citizenship. Creating and nurturing intergenerational and institutional bonds, Slovenian U3A renders its older students socially visible and contributing. Its mission is bettering older peoples' life through education, learning and culture. Moreover, Slovenian U3A supports active ageing preventing older people's social programmes in the field of natural and social sciences, humanities, informatics, art etc. In co-operation with public institutions are run programmes of organised volunteering (cultural mediators) in museums, galleries, botanical gardens, humanitarian organisations etc. Slovenian U3A organises diverse cultural events. Students can enrol into self-organised groups which explore different areas or issues, like silver economy. Students are active in the field of international exchange of students, advocacy of older people, etc. Educational programmes take place once or twice a week throughout the year from October to the end of May of the next year.



Address: Slovenska univerza za tretje življenjsko obdobje,
Poljanska cesta 6, 1000 Ljubljana

Website address: www.utzo.si

Telephone: +386 1 433 2090

Email: univerza3@siol.net

Dodatne informacije

Mag. Gabrijela Starc



The Slovenian Association of Physiotherapists – ZFS is a non-profit, non-governmental organization that represents the physiotherapy profession and the majority of the physiotherapists in Slovenia. To follow the rapid development of the profession, ZFS is delivering the quality continuing professional education and promote high standards of physiotherapy practice, education and research. ZFS is the member state organization of the WCPT - World Confederation for Physical Therapy (www.wcpt.org) and also of the European region of the WCPT (www.erwcpt) which represents 39 countries in Europe.

Physiotherapy is the health profession with expertise in movement and exercises prescription throughout the lifespan across the health spectrum. Physiotherapy involves specific interventions to individuals and populations where movement and function are or may be, threatened by illness, ageing, injury, pain, disability, disease, disorder or environmental factors. Such interventions are designed and prescribed in order to develop, restore and maintain optimal health. Physiotherapy is integral to all spheres of health and well-being such as promotion, prevention, habilitation and rehabilitation and encompasses physical, psychological, emotional and social factors. Physiotherapy involves the interaction of the physiotherapist with the client including his/her family, caregivers and relevant other health professionals and communities. Physiotherapists are autonomous professionals working in the public and private sectors.

ZFS vision is to move physiotherapy forward, so the profession will be recognized nationally for its significant role in improving health and wellbeing. Our mission is to facilitate communication and information exchange among the service users, especially the people 55+ years old, who need them more often. The useful information about physiotherapy everybody can find on (www.physio.si/za-paciente).

Information Address: Slovenian Association of Physiotherapists,
Linhartova 51, 1000 Ljubljana

Website address: www.physio.si

Telephone: +386 1 475 8397

Mobile phone: +386 51 442 626

Email: info@physio.si

Dr. Alenka Oven

Institute for Long-term Care (IDO) Ljubljana is a private, independent and non-profit institution. It was established in 2014 with the aim of raising awareness about the importance of social responsibility to persons being dependent of others.

Many legal ignorance and fear over the need of long-term care of the elderly discourage the acquisition of information from the field of care, as long as they do not need it. Through the scientific research in the field of social security law, among other things, the main activity of the Institute is to acquaint the beneficiaries with social rights to which they belong in case of need for care.

Institute for Long-term Care cooperates with top experts from Slovenia and abroad in the area of social care and health care. It also cooperates creatively with various organizations in Slovenia dealing about the topic of long-term care. Institute for Long-term care performs basic research in the field of social security law, provides publicity activities in the field of long-term care, organizes professional meetings, congresses, workshops, education and round tables in the field of social security law, labor law and health care. The main goal is also giving advises to individuals about the most appropriate care services and provides professional legal assistance to care providers in formal and non-formal care to developed new services and improving the quality of existing ones.



Address: Inštitut za dolgotrajno oskrbo - IDO, Ljubljana,
Mesarska cesta 36, 1000 Ljubljana, Slovenia

Website address: www.dolgotrajna-oskrba.si

Telephone: +386 31 662 396

Email: info@dolgotrajna-oskrba.si

Information

Katarina Galof



Occupational therapy is health profession and occupational therapist is a health professional that promotes health and well-being through incorporating an individual into occupations. Occupational therapy is focused on an individual and its aim is to enable them to participate in occupations, activities and hobbies, which are important to them, and improve their health condition in the fields of body functions, structures, and occupations.

Occupations and activities can be found in everything that surrounds us, including taking a shower and washing our teeth, as well as paid or voluntary work, free-time or sports activities, and also sleeping. All of these occupations and activities are entirely or partially impossible or become too tiring for us if we had an accident, or we got sick or injured. When we find ourselves in trouble at achieving everyday goals, occupational therapist motivates us with an individual professional approach, while considering our wishes and skills, accommodated occupational performance or activities and environment.

Occupational therapists look for what is meaningful in the individual's life, what matters for them, what they have problems with and how we can help them to live life to the fullest. We are problem solvers, creative at our work, and innovative in approach. We work with integration and gradually fulfil little goals in order to achieve bigger ones together.

In Slovenia the majority of occupational therapists work in various institutions and only few work on primary level, i.e., in health centres, so prevention, or in local communities, in local environment, although the breadth of professional activities or the range of activities and occupations enable the occupational therapist to be able to work anywhere.

Elderly most often meet an occupational therapist in the process of rehabilitation or in the nursing home. The occupational therapist listens to the individual and their family at their home. Together, they identify which activities from the categories of self care, work, productivity, play, fun, etc. are important, necessary and relevant for them. The occupational therapist educates the carers and relatives how to accommodate the users correctly, and also takes care of their health. With therapeutic activities, the occupational therapist helps an individual improve their balance, strength, flexibility, coordination, and skills in motor, cognitive and socializing fields. He/she

teaches daily activities, such as transfer, personal hygiene, eating, use of toilet, taking a shower, getting dressed, moving around, dealing with money, shopping, household chores, etc. The occupational therapist suggests how to accommodate the environment and use aids for easier and more independent performance of everyday activities. With such work approach, he/she facilitates everyday life of the individual and their family, as well as helps restore the individual's role in life and society.

Address: Slovenian Association of Occupational Therapists,
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Telephone: +386 31 800 900 (Katarina Galof)

Email: vodstvo@zdts.si

Information

Healthy and Active Aging in Slovenj Gradec and Mislinja River Valley: Collaboration of the Organizations in the Region

Marjeta Vaupot

Multigenerational Centre Andeški Hram

In collaboration with the City Municipality of Slovenj Gradec, the Health centre of Slovenj Gradec (Zdravstveni dom) and the Artisan Centre of Carinthia (Rokodelski center Koroške), MOCIS has established a Multigenerational Centre, promoting interaction, cooperation and mutual support among generations. The Multigenerational Centre is a central gathering point intended for socialising, preserving or spreading social networks and fulfilling the needs of different types of families, individual family members of all ages, the elderly and other vulnerable groups. The Centre provides a welcoming gathering point, a play area for children, refreshments as well as numerous activities, which emphasise social inclusion, education as well as intercultural and intergenerational integration. Users attend them voluntarily and free of charge.



The Multigenerational Centre Andeški hram is also a health-related meeting point in the local area of the Mislinja Valley. The Health Centre Slovenj Gradec is providing daily activities in the local community that are mostly of preventive nature. The daily activities are free of charge and carried out by trained personnel, offering a wide variety of contents dealing with a healthy lifestyle, workout, palliative, mental health education etc. We also provide a nursing and baby care area for parents.

Regarding the program content, we mostly collaborate with the City Municipality of Slovenj Gradec, the Municipality of Mislinja, the Social Work Centre Carinthia/Slovenj Gradec, the National Institute of Public Health (regional unit Ravne na Koroškem), the Health Insurance Institute of Slovenia (regional unit Ravne na Koroškem), the Regional Hospital Slovenj Gradec, the senior citizen home Hmelina in Radlje, the senior citizen home in Velenje, the Secondary School for Nursing in Slovenj Gradec and other organisations in the local or wider area.

Information

Address: Večgeneracijski center Andeški hram,
Glavni trg 28a, 2380 Slovenj Gradec

Telephone: +386 8 205 1264, Email: vgc@mocis.si

Website address: www.mocis.si

Contact person for topics related to health and welfare: Danica Repas (Health Community Centre Slovenj Gradec)

Telephone: +386 2 885 7942, Email: pomocnik.nega@zd-sg.si

Participating organizations

Health Community Center Slovenj Gradec

Marjeta Vaupot, Director
Direktor@ZD-SG.si



Center for Adult Education Slovenj Gradec - MOCIS

Sonja Lakovšek, Director
Sonja.Lakovsek@MOCIS.si



General Hospital Slovenj Gradec

Mag. Tina Vetter, Deputy Director for Health and Midwifery Care
Tina.Vetter@SB-SG.si



Social Work Center Slovenj Gradec

Tadej Poberžnik, Director
gpscd.SlovG@gov.si



City Municipality of Slovenj Gradec

Mag. Mateja Tajnšek, Senior Advisor for Social Security and Health
Mateja.Tajnsek@SlovenjGradec.si



Municipality of Mislinja

Silva Sovič, Senior Adviser for General Affairs
and Social Activities
Silva.Sovic@Mislinja.si



Home for the Elderly, Velenje

Violeta Potočnik Krajnc, Director
Violeta.Potocnik.Krajnc@DomVelenje.si



Home for the Elderly, Radlje ob Dravi

Silva Duler, Director
Silva.Duler@DomHmelina.si



National Institute of Public Health,

Regional Unit Ravne na Koroškem
Neda Hudopisk, Head
Neda.Hudopisk@NIJZ.si



Secondary Health School Slovenj Gradec

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Healthy and Active Aging in Slovenj Gradec and Mislinja River Valley: Collaboration of the Organizations in the Region

Sonja Lakovšek

MOCIS, Centre for Adult Education

MOCIS, Centre for Adult Education Slovenj Gradec is a public, non-profit institution, founded by the City Municipality of Slovenj Gradec in 2000. Since its establishment, the Centre tried to enrich the people of Carinthian municipalities with new knowledge by raising the level of education and to acquire financial resources from different sources to enable our work. We involve different generational groups in our education, with special attention to vulnerable groups, people with low opportunities and all of those, who are looking for a place to learn.

Since our establishment, we have been offering a variety of formal and informal adult educational programs, increasing people's involvement in lifelong learning. This includes the following:

- Primary school for adults
- Secondary education
- Language courses
- Computer courses
- Courses of Slovenian language for foreigners
- Professional seminars and workshops
- Leisure courses
- National vocational qualifications (NVQ)
- Project learning for young adults PUM-o (PLYA)
- Study Circles
- The University of Third Age
- Support centre (information and support regarding adult education)
- Self-Directed Learning Centre (SDLC)
- Guidance and Counselling Centre Koroška (Svetovalno središče Koroška)
- Acquiring Basic and Professional Competences in Carinthia 2018-2022
- Multigenerational Centre

We set our focus also on international collaboration and participation in project, supported by European funds.

Information

Address: MOCIS, Center za izobraževanje odraslih,
Meškova ulica 21, 2380 Slovenj Gradec, Slovenia

Website address: www.mocis.si, Telephone: +396 2 884 6400

Email: info@mocis.si

Health Community Centre Slovenj Gradec

Marjeta Vaupot

We are a small Health Community Centre in the rural area in Slovenia, which employs 108 people. We have a good established team, dealing with personalized medicine (especially doctors, nurses, preventive programs in our Health Community Centre, nurses that help in the field, and emergency medical treatment). Our main field includes preventive programs, which are aimed to be tailored for each patient.

We have a special unit in our Health Centre that is dealing with programs for school-, preschool children and the adult population in form of prevention programs in different areas (healthy food, the importance of sport activities, prevention programs for chronic diseases, cancer, workout with physiotherapists, clinical psychologists, nurses in care ...).

We have special units – “reference clinics” for monitoring patients with chronic diseases that are monitored and evaluated in the progress.

Our third unit is the unit for palliative care where we have established a team in palliative care. The team represents a home care nurse, a family doctor, a doctor from the Hospital Slovenj Gradec and doctors in Emergency medical treatment. We also include a dentist to help palliative patients with dental care, who usually have problems dealing with toothache. We also include a psychologist.

Primary healthcare services and specialist infirmaries at Community Health Care Slovenj Gradec:

- Infirmary and consultation room for persons without health insurance
- Adult healthcare services – family medicine infirmaries
- Pre-school healthcare
- School and teen healthcare
- Adult dental care
- Dental care for schoolchildren and teenagers
- Health visiting and home nursing
- Physiotherapy
- X-ray diagnostics



Healthy and Active Aging in Slovenj Gradec and Mislinja River Valley: Collaboration of the Organizations in the Region



- Laboratory diagnostics
- Centre for health education (parenting school, health education programs, walk tests ...)
- Mental health centre
- Occupational, traffic and sports medicine centre.

We cooperate with secondary field of Regional Hospital Slovenj Gradec in all fields of medicine.

Information

Address: Zdravstveni dom Slovenj Gradec,
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Telephone: +386 2 885 7940

Email: pomocnik.nega@zd-sg.si, info@zd-sg.si

A guide for the adult children 55+ taking care of their parents 75+

Adult Education Centre Kranj
Andragogic Association - Third Age University Velenje
Association for Directors of Slovenian Social Institutions for Elderly Care
Association of Health Institutions of Slovenia
Association of Slovenian Adult Education Centres (ASAEC)
Chamber of Commerce and Industry of Slovenia
Development and Education Centre Novo mesto
Employment Service of the Republic of Slovenia
Faculty of Organizational Sciences, University of Maribor
General Hospital Jesenice
General Hospital Novo mesto
Gerontological Association of Slovenia
Health Community Center Murska Sobota
Health Community Center Nova Gorica
Health Community Center Novo mesto
Health Community Center Slovenj Gradec
Health Insurance Institute of Slovenia, Directorate
Health Insurance Institute of Slovenia, Regional Unit, Ravne na Koroškem
Higher educational institution Fizioterapevtika Ljubljana
Home for the Elderly, Radlje ob Dravi
Home for the Elderly, Velenje
Institute for Business Education (IBE) - Chamber of Commerce and Industry of Slovenia
Institute for Long-Term Care Ljubljana
Ljubljana City Library
Magazin Vzajemnost (Reciprocity) Ljubljana
Mikropis Holding, Žalec
Ministry of Health
Ministry of the Environment and Spatial Planning
Ministry of Labour, Family, Social Affairs and Equal Opportunities
Ministry of Public Administration
Municipality of Mislinja
Municipality of Novo mesto
Municipality of Žalec
National Institute of Public Health, Regional Unit Murska Sobota
National Institute of Public Health, Regional Unit Ravne na Koroškem
Network Slovenia Third Age University
Pension and Disability Insurance Institute of Slovenia
Slovene Federation of Pensioners' Associations
Slovenian Association of Occupational Therapists
Slovenian Association of Physiotherapists
Telekom Slovenije
The Bank Association of Slovenia
Third Age University Žalec
To be updated.

Participating Organizations



Coordinator:
Dr. Jože Gričar,
Professor Emeritus,
University of Maribor

