11.11.2020 eServices Guide for the Seniors 55+: The Role of Heath Center & the Administration of the Municipality, Experience in Slovenia

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Based on several years of efforts in Slovenia to provide a guide on eServices for the seniors aged 55+, we are learning that the staff of the health center is playing the major role. They are the bearers of the initiative and the executors of concrete actions of successful eCollaboration. Experiences in the city of Slovenj Gradec and wider in the Mislinja River Vally region are published in *Healthy and Active Aging in Slovenj Gradec and Mislinja River Valley: Collaboration of the Organizations in the Region* (Guide 55+. eInclusion in Active Aging. For the adult children 55+ taking care of parents 75+, <http://eregion.eu/seniors-eservices-guide-55-slovenia/>, pp 26-32).

This example suggests a thesis offered to the public now: The health center is a natural hub for providing eServices for seniors 55+ in its area. In larger cities, health centers offer services to the inhabitants of only one municipality, while in smaller municipalities the health center is common for the provision of services to the inhabitants of several municipalities.

The second finding, which stems from the three-year effort to publish the eServices Guide for Seniors 55+ in Slovenia, relates to municipalities. The head of the municipality unit for social affairs is the person who has the best overview of the existing services for the needs of seniors, identified problems, ongoing projects / tasks, and opportunities for eCollaboration in the municipality.

Based on these findings, the *eServices Guide for the Seniors 55+ Group* is proposing two actions:

- One, inclusion of the health centers and the units for social affairs of the municipalities into the eService Guide for the Seniors 55+ Group.

- Two, establishment of a group of the representatives of the organizations that offer eServices to seniors 55+ in the municipality. The coordinators of the group are the executive of the health center and the executive of the social affairs unit of the municipality.

We are interested in eCollaboration with similar groups in the neighboring countries: Austria, Croatia, Italy and Hungary. We believe that the need for such a guide is becoming increasingly common in all neighboring countries. Additional information is available at *Seniors 55+ eServices Guide, Edition 2020*. <http://eregion.eu/seniors-55-eservices-guide-edition-2020/>

It would be beneficial for everyone to design, publish and distribute the guide if we can share experiences. All parties involved share the use of the Internet, which is the technological basis for sharing information on the availability of eServices for seniors.

We are learning from the experience in Canada where such guides are published at local, regional and country level for two decades already. Here are the examples:

- *Senior and Older Adult Resources*. City of Hamilton, Ontario. <https://www.hamilton.ca/city-initiatives/strategies-actions/senior-and-older-adult-resources>.

- *A guide to programs and services for seniors*. Ontario Province.

<https://www.publications.gov.on.ca/browse-catalogues/guide-for-seniors-programs-services>.

- *Programs and Services for Seniors*. Government of Canada. <https://www.canada.ca/en/employment-social-development/campaigns/seniors.html> .

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**Municipality Seniors 55+ eServices Guide Task Group**

(to be updated)