



**ZDRAVSTVENI DOM
SLOVENJ GRADEC**

Seniors 55+ eServices Guide For Seniors 55+ Taking Care of Parents 75+ Slovenia Experiences Report

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[The Seniors 55+ eServices Guide](#) aims to facilitate the acquisition of information and provide valuable and trusted resources for the elderly and all caretakers. It supports the search for eServices related to improving seniors' standard of living. Data on eServices available should be easily accessible and straightforward to find at the time when needed. The Guide is developed at the local (municipality), regional, or country level. The [Health Community Centre](#) and the [Municipality Administration](#), City of Slovenj Gradec proved to be critically important to initiate the Guide development process and gather all organisations providing eServices to people living in the community.

How is the Health Community Centre involved in the Seniors 55+ eServices Guide in the local community? For the local community, this is a significant and helpful addition to the general efforts in providing sufficient information for senior citizens, which can feel somewhat lost in the modern digital era, especially those who are not enough computer and application savvy. The City Municipality of Slovenj Gradec is putting much effort into providing a pleasant urban experience to all generations and the status of our inhabitants; hence this is an essential addition to our everyday efforts and policies.

Several years ago, after an unsuccessful project application in long-term care, Health Community Centre Slovenj Gradec decided to work on parts of the project that are possible to integrate into local community services. It was a part of the project how to support the local community with information and provide valued and trusted information to the local community in preventive care, health- and long-term care. The issue was how to build a consultative and educative approach to people for people/community at the local level. Dealing with that issue, the [Health Community Centre](#) became the activator and now a partner in the [Multigenerational Center Slovenj Gradec](#), which is supported by the local community, the Mayor is Mr Tilen Klugler, and it is also involving partners from the field of Adult Education Centre (MOCIS). The Multigenerational Center is located in the centre of the city of Slovenj Gradec.

Activities of workshops in preventive care are presented daily, and in between consulting, giving support of information is also held. Information given is mainly for the people who have questions about health: what kind of services are available, what kind of accessories are available, and where they can find information on how to get nursing at home. It is still time for medical nurses and physiotherapists to equip persons in their care with vital and valued information that matters. After the COVID-19, our place of VGC became the consulting information office for people, helping them and supporting them in information fields such as COVID vaccine, Covid testing, free printing of COVID-19 certificates... Also helping people that had issues with digital knowledge.

In the time of the pandemic, we found out that people in the local community do not have direct access to information. Medical nurses working in the field helped people learn about Information and Telecommunication Technologies (ICT) for mobile phones, computers, the internet... Dealing with that information, we have found out that the eServices Guide Seniors 55+ is needed to give people vital information from local and national public administration. Therefore, the Guide involves information from health care, the local community, adult education, libraries, museums, social care, and volunteer organisations. The Guide also involves essential information from the national public organisations. The key to the Guide Seniors 55+ is a prototype approach, which means that new information is added every six months. The Guide is continuously evolving. At the Seniors 55+ eServices Guide presentation conference in Slovenj Gradec on October 1, 2021, on the occasion of the International Day of Older Persons, the importance of Guide was also emphasised by the local administration, stating that this information is also needed for people working in various public organisations, to find and to share information with people. The support of Mayor Tilen Klugler and the local community represents good cooperation between all public organisations in the local community.

Nowadays, people have trouble selecting and finding trusted information – the Guide is the answer for our community equipping them with trusted and accepted information. During the Guide development period – more than three years - we have learned that we had to work together with organisations providing information and helping people to get helpful information. We are now in the phase to adjust web pages of Health Community Centre with a special icon FOR SENIORS that contains Seniors 55+ eServices Guide. The content is also available in English language. Later it will be translated into the German language.

The collaboration between local administration and the Health Community Centre was the most important in the way that they supported the development of the Seniors 55+ eServices Guide in the local strategic document in the field of Municipality project "Age-friendly City". Administration's support, Mayor's support for supporting ideas of the Health Community Centre in the field of long-term education, consulting and gathering organisation in the local community to support the common goal of giving trusted and valuable information to our community.