



CENTRO SVILUPPO
CREATIVO
DANILO DOLCI



Bestfriends

*Best friends Against Ageism - Intergenerational workshops
between old people and children to brake the isolation of elderly
people and support their social inclusion*

EUROPEAN REPORT

On Intergenerational Learning and Social Inclusion of Elderly People

Co-funded by the
Erasmus+ Programme
of the European Union



Erasmus + - KA2: Strategic Partnership | Adult Education
2020-1-UK01-KA204-079111

*Best friends against Ageism - Intergenerational workshops
between old people and children to brake the isolation of elderly
people and support their social inclusion*

EUROPEAN REPORT

On Intergenerational Learning and Social Inclusion of Elderly People

KA2-Cooperation for innovation and the exchange of good practices

KA204- Strategic Partnerships for adult education

Project number: 2020-1-UK01-KA204-079111

Table of Contents

The project	3
INTRODUCTION	4
OVERVIEW OF THE COUNTRIES	6
Demographic trend	6
Social inclusion	7
Services	10
Intergenerational Policies	11
Ageism	13
ELDERLY CITIZENS	16
Main needs and competences to be developed	16
Pedagogical approaches	20
SOCIAL WORKERS	24
Competences and qualifications	24
Issues and needs to be addressed	27
BEST PRACTICES	30
CONCLUSIONS	40
REFERENCES	42

The project

BEST FRIENDS against Ageism – Intergenerational workshops between old people and children to brake the isolation of elderly people and support their social inclusion is a co-funded Erasmus + project (KA2: Strategic Partnership | Adult education) it aims to address the isolation of elderly people by developing an innovative curriculum for social care workers/volunteers and games that promote intergenerational communication and learning. The project seeks to address the negative attitudes against elderly people and ageism which are increasingly becoming a significant challenge of modern eras.

Within this context, the main objectives of the BEST FRIEND project are:

- To provide an innovative method for social workers, volunteers, and educators working with elderly people
- To break the isolation of elderly people through social participation and inclusion in EU communities
- To improve the physical and mental health of older people through interaction with young children
- To enrich the learning processes of elderly people through their interaction with young children
- To promote intergenerational relationships, overcome stereotypes and enhance intergenerational solidarity against ageism through fun activities
- To increase children's self-confidence and sense of responsibility through respecting seniors

During its implementation, BEST FRIEND foresees to develop the following results:

- Comparative Research and Assessment of current needs
- Intergenerational Learning Training Program
- Toolkit for Intergenerational Learning Activities and Social Participation
- Mainstreaming policy of project results through consortiums European network

For further information, please, check the project website: <https://bestfriendsproject.eu/>

INTRODUCTION

The present European Report on Intergenerational Learning and Social Inclusion of Elderly People is the first Intellectual Output foreseen by the project BEST FRIENDS against Ageism and it discusses the results of a context analysis with regard to the issue of ageing and elderly inclusion in six European countries: United Kingdom, France, Latvia, Austria, Italy and Greece. It represents a summary of the six National Reports drawn up by the participant organizations in the frame of their research, interviews and analysis. Desk research gave an overview of the current state of art of the care situation of elderly people, especially about their social inclusion status in the community, good practises, pedagogical approaches, and competences needed to work with elderly people. Moreover, focus groups and interviews with social and care workers and elderly people aged 65+ helped to identify their needs for support to break their isolation and enhance their active participation in social life. All partners prepared national reports which are now the basis of this European Report. This analytical work will make it possible to precisely identify the needs of the target groups, taking into account the national peculiarities of each partner country.

It is notable that the European population is maturing, with a higher number of individuals carrying on with longer lives than already, and it is projected that the population of older people (defined as those aged 65 years or more) in the European Union will reach 129.8 million by 2050 having even close to half a million centenarians.

The increase in the proportion of older people is primarily the result of economic, social and medical progress, which opens up the possibility of leading a long, healthier and safer life unprecedented in history.

According to the WHO's "Active Ageing: Policy Framework", the ageing of the population is one of humanity's greatest triumphs, as well as one of its greatest challenges. In order to facilitate the integration of older people into society, it is important to pursue opportunities that fully develop their potential: older citizens should have access to the educational, cultural and civic resources of society; they must be able to participate fully in social life and be active, autonomous and healthy as they age.

Unfortunately, in every participating country was found a large number of older people who is not receiving the care and support they need thus risking being socially-isolated, and without complex measures to address the needs of people at risk of social exclusion, no significant improvements can be expected in the future: it is therefore essential to provide high-quality learning opportunities for older people and to include them in lifelong learning strategies and active participation in society. The lifelong learning needs of older learners should be a priority for educational institutions, which need to develop specific and high-quality training programmes.

The present European Report presents an overview of the six participating countries in terms of demographic trends, social inclusion of the elderly population, the services which they can take advantage of, intergenerational policies and possible interventions dealing with ageism. It then dwells on the main needs and difficulties older people are found to face and on the necessary competences they need to develop. The needs of the social workers and caregivers in every country are also presented and best practice examples and key recommendations for inspiring successful intergenerational activities are made evident. For further information at national level or for further references relating to each national context, please, check the National Report developed by each partner.

The European Report has been developed in the light of the increasing complexity of social isolation, especially during the Covid-19 pandemic, demonstrating a common interest across age groups for more activities and a shared concern for elderly isolation.

In particular, intergenerational learning can contribute to social cohesion by encouraging collaboration between different generations. Many intergenerational initiatives and practices have been identified in recent years and the chance for inter-generational cooperation is increasingly recognised as a way of aiming at an inclusive, strong and fully democratic society (EPALE 2020).

OVERVIEW OF THE COUNTRIES

Demographic trend

The demographic trend found in the six countries participating in the research is similar in all countries: the population is aging, the average age is increasing, and in the years to come the elderly will represent an increasing slice of the population. Thanks to the scientific and technological progress, however, this slice of the population remains, unlike in the past, still physically active and able, although many elderly people are at risk of isolation due to lack of adequate services or offers. At the same time cognitive dysfunctions and diseases such as dementia and Alzheimer's are on the rise, in relation to increasing life expectancy, therefore interventions aimed at solving this problem are increasingly needed.

In **UK** there are nearly 12 million people aged over 65 (ONS, 2018) and it is projected in 50 years to have an additional 8.6 million of elderly, with 500,000 people aged 90+, showing that the life expectancy is rising more quickly than ever. Around 850.000 of individuals aged 65 and over are living with dementia or cognitive disorders, and it is estimated that this number will rise to 1 million by 2025 (The Kings Fund, 2018).

In **France**, the population continued to age too. The 20.5% of the population is aged over 65, and in 20 years it is expected that more than one in four inhabitants will be aged 65 or over. According to the scenario of the population projections, if this demographic trend continues, almost all of the population increase by 2070 would concern people aged 65 or over (INSEE, 2016).

In the same way in **Latvia**, since 2011 the number of elderly aged 65 years and more has risen by more than 10 thousand. At the beginning of 2020, there were 380 persons at retirement age per 1000 inhabitants at working age and the average age of population of Latvia was 42.7 years, with an increase of 1.6 points compared to 2011 when was 41.1.

In **Austria**, on 01/01/2020, around 1.694 million inhabitants were aged over 65, that is the 19.0% of the total population. In 2021 the percentage raised to 19.4% reflecting the prediction of a quick aging process in the next years, and the average age has reached a new high being 43.1 years in 2021 with a prediction of 47.5 years in 2100 (Statistik Austria).

The **Italian** situation it is not different from the previous ones having a population becoming progressively older and older. On January 1, 2019, individuals over 65 were 13.8 million, 22.8% of the total population while ten years before constituted the 20.3%. Based on this scenario, between 2040 and 2045 this per percentage will rise to the 33% (ISTAT).

In **Greece** as well, more than 22% of the Greek population is over 65 and in the next 15 years this is expected to reach 35%. In 2019, Greece had the 6th highest old age dependency ratio in the world with 37 persons aged 65 years or over per 100 persons aged 20 to 64 years.

Comparing the situation in every participating country, it possible to see how the population structure has changed fundamentally during 20th century. The demographic trend is the same in all countries and reflects the European one: the number and proportion of children and young people has fallen in many regions, while the number and percentage of persons of retirement age has increased strongly.

The European population is increasingly getting older, with a progressive reduction of people in working age and a low birth rate. In the next decades it is likely to see a real demographic revolution, which has already begun having a life expectancy of over 80 years. Based on this trend, in fifty years about one third of the European population will be at least 65 years old (compared to 20.3% in 2019) and more than one in 10 citizens (13.2%) will be over 80 (EC, 2020).

Social inclusion

Concerning the status of social inclusion of the elderly citizens in the participating countries, the main obstacles and difficulties, as well as the positive aspects have been highlighted taking into account also the late COVID-19 situation.

Considering that in the next years the number of elderly populations is going to rise, the number of people with complex care needs is projected to rise too in every country. Consequently, there will be more vulnerable people, even if the situation of every person depends upon numerous elements (their attitudes, their relations with family and friends, availability of support from others, their financial resources etc.).

Although some factors such as physical deterioration and the onset of some pathologies can be considered a normal part of ageing, loneliness and isolation are not.

These issues need to be tackled because they have serious negative consequences for physical and mental health in older people.

In **UK** loneliness and low mental wellbeing turns out to be a problem for many older people: 24% of people aged over 60 stated they felt lonely sometimes or often while around 50% of people aged over 55 had experienced or anxiety (English Longitudinal Study of Ageing).

In **France** in 2017, about the 300 000 elderly people are found to be in a situation of "social death", with no contact with their family and friends. The situation worsens with age and affects the over 85s more severely (Les Petits Frères des Pauvres, 2017).

In **Latvia**, persons of retirement age especially women and single pensioners are among population groups at risk of poverty and social exclusion, so social care and health protection is one of the priorities in the country (State Audit Office, 2019).

Also in **Austria** many elderly people find themselves in a situation where hardly participate in social life, especially if there is no contact with relatives, and the same occurs in **Italy** where elderly, no longer economically productive and with a minimum pension, can experience moments of loneliness. It clearly emerged from recent research that senior's social inclusion needs important reforms in Italy in terms of social and health services, administration and social projects (Auser, 2017).

In 2019 in **Greece**, one in ten seniors often felt lonely, while more than four in ten (43%) met with family or friends once a month at the most (EC JRC). Loneliness is a serious problem older people deal with, thus in Greece the need for interventions to combat elderly social isolation is considered imperative too.

Some countries have implemented actions to support the elderly and reduce social isolation. For instance, in **Austria** the "Federal Plan for Seniors" has been developed in order to maintain or improve the quality of life of all older people or individual groups among them in the light of the recommended "active aging", which aims to optimize health, safety and participation in order to promote the quality of life of aging people. In **UK** instead, twelve major cities in the country are members of the UK age-friendly network of cities in order to improve outcomes for older people through better services, access and infrastructure as well as changing attitudes towards ageing to emphasise its positive aspects and the contributions that older people make to society.

The late Covid - 19 pandemic led to a series of consequences on everyone's life, especially on the life of the elderly. Whether the people live in their own home or in a nursing home, the consequences have been quite serious if we consider the inability to move outside, the fear of contagion, the distress and the lack of contact with friends and family that have contributed to increase the state of social isolation among older people.

In some countries special interventions have been implemented, for example in **France** the Minister of Solidarities and Health established a national emergency mobilization plan to fight against the isolation of elderly and vulnerable people in times of lockdown. In other cases or countries, no specific funding has been allocated to the elderly, except to those ones that are considered vulnerable or disadvantaged, such as people with disabilities or in poverty (**Italy**) or the authorities responsible for social services and social care, did not have sufficient resources to provide home care for the vulnerable subjects (**Latvia**). In some countries - for example **Greece and Italy** - families seems to still embrace and support older parents and relatives, as opposed to other European countries, making the situation more bearable, at least for those who do have family, especially in the last times of pandemic. Nevertheless, it has to be told that everywhere, in this past period of pandemic, it has not been uncommon to hear of great gestures of solidarity on the part of families, neighbours, associations, shopkeepers and businesses to enable the elderly to be cared for as well as possible, despite the constraints and difficulties.

Despite this, it must be said that the pandemic has tremendously worsened the situation of social isolation in which some elderly people live, and it has negatively affected their well-being.

Old-age loneliness is a global problem that requires an extraordinary political and cultural commitment in the elaboration of a new ideas in order to deal with the many new challenges that arise in the context of the Covid-19 pandemic.

Although there is no a universally valid solution to prevent and reduce social isolation, interventions are needed on several levels: political strategies that promote the integration of the elderly into society, regular contacts between the elderly and the social care professionals, more opportunities for mobility, provision of services and social, educational, and active learning activities.

Services

Focusing on the social care aspect, the main interventions and services addressed to the elderly have been explored in each participating country. It is essential that older people are supported to remain as healthy and independent as possible for as long as possible and they receive the highest quality care when they need it.

In **UK** spending on social care has fallen by around £770 million since 2010, prompting issues to accessing care (Age UK). What's more, around 1.2 million more older people are having to struggle alone. To let elderly live their life in a dignified and comfortable manner, a Care Package is provided by the National Health System. It is a combination of services to meet a person's needs (from cleaning and shopping to daily assistance or admittance to a care home) and it defines exactly what that person needs in the way of care, services or equipment.

To support the elderly in **France**, the Community Social Centres provide financial support, manage accommodation facilities and home services, implement activities to prevent social isolation. There are also several initiatives at national level such as a free helpline for lonely people over 50 years old, The *Solitud'écoute line*, or the national mobilisation programme against isolation of the elderly called 'Monalisa' in which volunteer citizens join forces to act together against the loneliness and social isolation of older people in their neighbourhood, town or village.

In **Latvia**, municipalities play an important role in implementing social inclusion policies including the provision of social services and social assistance corresponding to the needs of the residents and the reporting to the Ministry of Welfare of statistic on social services in the municipality, etc. Although these efforts, for persons of retirement age, the poverty risk index, has increased from 9.1% in 2010 to 47.9% in 2018 (State Audit Office, 2019).

To help elderly people who need assistance, in **Austria** there is plenty of facilities, around 800 in the whole country. The Day Centres are facilities where seniors are cared for during the day including transport service, meals, nursing care, events and counselling for family caregivers; the Assisted Living is a combination of a rental apartment suitable for seniors and concrete services provided by a caregiver; the Retirement Home offer elderly the possibility to live with other people receiving 24-hour care from professionals; if seniors

are still independent and able, Senior Residences are communities where the focus is on living and not, as in retirement homes, on care. As another option, Nursing Homes are facilities in which people in need of care are accommodated and are cared by professional nursing staff. Geriatric centres in the end are homes for chronically ill people who cannot perform activities of daily living.

Also in **Italy** there are plenty of facilities provided by the national and regional authorities: Day Centres generally for socio-recreational purpose, Day Centres for Social Welfare, for elderly people who are partially dependent on care; Nursing home for self-sufficient people, Community residence Nursing homes and Residential Health Care Centres “RSA”, but there are huge differences between regions in the number, type and efficiency of existing services. One of the basic services for the elderly in Italy is home care, intended as a wide range of professional and non-professional care services at the home of those elderly people who have lack of self-sufficiency, reduced physical motricity or lack of organizational capacity. This service is generally managed by the Municipalities and provides personal care and domestic help.

In **Greece**, not a lot has been done to improve the life of older people towards active and healthy ageing. There is still no central body for the coordination and/or development of ageing policies, which is divided between different Ministries (Health, Internal Affairs, Education). The most important actions developed to counter social isolation and to support elderly, are the Open Protection Centres of the Elderly (KAPI) and the “Help at Home” program. The first one includes several centres which offers programmes, from recreational to medical, for people over 60 in order to integrate and socialize all members of the community. Nevertheless, these centres work independently, with little means of support by the state and municipalities. The ‘Help at Home’ program is aimed at a wide range of people including seniors who are not fully independent, with the purpose to improve the quality of life of the elderly. Services offered include medical care at home, physiotherapy, counselling and emotional support, shopping, payment of bills etc.

Intergenerational Policies

In UK, France, Latvia, Austria, Italy and Greece some intergenerational approaches that had a positive impact at the social inclusion level have been identified.

For instance, in 2018, a Select Committee on Intergenerational Fairness and Provision was appointed by the House of Lords, in **UK** in order to «consider the long-term implications of Government Policy on intergenerational fairness and provision». Their report stated that the intergenerational fairness is a pressing issue exasperated by the inaction of the previous governments, the ageing population, the global financial crisis and recently the Covid-19. Improvements in accounting for policies and data, housing, education, work, communities and tax and benefits were found to be needed as well as provision of economic security for people at every stage of their life. The Minister of State at the Cabinet Office and HM Treasury stated that “intergenerational solidarity is vital as we come through this crisis”. Intergenerational learning has an important purpose which requires further exploring and embedding in UK education systems so that all members of the societies can benefit from learning across the life span.

The existing intergenerational initiatives implemented in elderly homes and senior residences in **France** concerns the integration of students and nurseries in elderly homes, organization of debates, workshops and intergenerational transmission of know-how in in elderly residencies and integration of elderly into civic life. As an example, the elderly home Villa Pia at Bordeaux hosts since 2018 a nursery proposing an intergenerational mix of recreational activities between elderly and children in order to break down the barriers between generations and to break the isolation of the elderly.

In **Latvia**, an example of intergenerational policy is given by the Trans eScouts project, which developed a teaching methodology based on the participatory and reflection method mixed with the community learning method. The first it is expected to develop solutions to problems jointly based on the strengths of the participants, while the community learning method must identify and assess environmental needs. The aim is to develop a teaching methodology for joint training of seniors and young people. Within the project, young people had the opportunity to gain experience working as ICT skills teachers for senior audiences, while seniors had the opportunity to both learn new digital skills and pass on their experience to young people by acting as mentors.

In **Austria** there are several multigenerational houses.

The intergenerational approach pursued serves to strengthen the cohesion between old and young outside the family. The joint activities organized are meant to preserve the skills and knowledge of the different generations. Younger and older residents help each other and in this way the isolation of the different age groups is overcome.

In **Greece**, based on the registration of all intergenerational activities implemented by state agents and major social partners, nothing new has been implemented from the Ministry since 2013. One of the few initiatives that persists is the "Intergenerational Contact as a means of healthy ageing" in the municipality Agioi Anargiroi Kamatero. The project aims at the recognition of elderly as active citizen while the participating children can use the experience of the elderly to enrich their backgrounds. Also, NGOs are active in the field of intergenerational education in Greece fostering actions of empowerment and inclusion and delivering innovative training for younger and older learners.

It is the same situation that occurs in **Italy** where there are no legal provisions or policies aimed at promoting intergenerational learning but several activities have been implemented by foundations, NGOs, local government bodies, third sector organisations, business associations, schools and vocational training centres. Most of these activities are provided on a voluntary basis and have been implemented within the framework of various projects and programs, both national and European ones.

Ageism

Ageism, that is stereotyping (how we think), prejudicing (how we feel) and discrimination (how we act) against individuals or groups on the basis of their age (WHO, 2021), is an issue encountered all over Europe. It is made evident by this quote of Shirley Cramer CBE Chief Executive, Royal Society for Public Health, *That Age Old Question*, 2018: "We're all ageing. Yet ageism is the most experienced form of prejudice and discrimination, across Europe". Moreover, from the World Health Organization "Global report on Ageism", 2021, emerged that ageism is the kind of discrimination most frequent, persistent, normalised and socially accepted.

In **UK** negative attitudes towards older people and ageing are widespread among society so that older people frequently experience discriminatory treatment such as poorer access to health treatments.

The same happens in **France** where age discrimination is observed to be the primary criterion for discrimination experienced by private sector employees in terms of job offers and training possibilities (Defender of Rights). The employment rate of 60–64-year-olds in France is in fact 18% compared to 30% for the average of the 27 European countries.

In **Latvia**, ageing is perceived to be linked to some of the main critical problems in the country since the problem of population aging has a direct impact on economic development due to the fact that Latvia has been in a deep demographic crisis for a long time with a loss of about 15,000 - 17,000 people in the labour market per year (Central Statistical Bureau).

Austrian laws still allow older people to be discriminated because the Austrian Equal Treatment Act only regulates protection against discrimination based on gender and ethnicity in the daily life context. For example, senior citizens are no longer granted a loan, even though all the financial requirements would be met, and credit cards are denied solely on the grounds of age.

In **Italy**, the interest and attention to the elderly at the media level is really scarce, relegating this group of people to a great marginalization. Indeed, in the last year, due to the pandemic, elderly have been at the centre of attention more than other slices of the population. This has generated discontent especially among the younger generation exacerbating the generational gap: 49.3% of millennials (born between 1980 and 1995) consider it right to give priority to young people in emergency situations, while 35% believes the share of public expense dedicated to the elderly is too large (CENSIS, 2020).

The situation is not different in **Greece**, where old age is seen as a weight for the society, as funding has to be found for their pensions, support for worsening health and institutions for those who cannot manage alone. Other discrimination happens in the work environments as people over 65 as perceived as stealing job to younger.

Fortunately, there are also examples of actions to counter ageism. In **France**, 3977 is the national phone number dedicated to the fight against elder abuse and different associations actively supports the fight against ageism; in the same way the "Day of Older People," in **Austria**, is an occasion to demand for a legal ban on age discrimination.

Regarding this topic, a worldwide impact initiative has been implemented on September 14 2020, on the occasion of the 20th anniversary of Article 25 of the EU Charter of Fundamental Rights, which officially recognises "the right of the elderly to lead a life of dignity and independence and to participate in social and cultural life". 43 geriatric and gerontological organisations in 29 different countries launched a global awareness-raising campaign on the rights of older people with the slogan #OldLivesMatter. The campaign aimed to ban ageism and gerontophobia, the set of stereotypes that understand old age as a "second-class" age, giving rise to denigrating and discriminatory attitudes in every sphere of social life.

In conclusion age discrimination is a form of inequality still accepted as normal and sometimes justified in almost all countries. It is evident that interventions are needed to develop "elderly-friendly" societies. Public, private and third sector service providers should support initiatives that promote greater intergenerational contact to combat ageism and the media industry must replace the stereotyping of older people as passive and dependent with positive messages of inclusion, while governments should support policies aimed at counter ageism.

ELDERLY CITIZENS

Main needs and competences to be developed

Desk research, focus groups and interviews conducted in UK, France, Latvia, Austria, Italy and Greece highlighted that the needs of elderly citizens are varied and complex, and a social care gap exists in meeting them. At the same time, there is a number of competences elderly need to develop, considering also the intergenerational factor.

The needs of elderly citizens vary depending on different issues: quality of life, socialization, medical care, resources and knowledge of the individual. Objective factors such as health status, standard of living, housing, frequency of social contacts, must be taken into consideration, as well as subjective ones such as importance of health in an individual's life, expectations and quality of social contacts. To give an example, even the place of living – rural or urban area – can be decisive: in France, in 2018 a survey pointed out that in the cities nearly 56% think that older people were not sufficiently considered and cared due to the lack of social and intergenerational links between individuals, while in rural areas the social links and the integration of elderly people seems to work better even if the access to services are limited (VILLES ET SÉNIORS, 2018).

Undoubtedly, the **need for socialization** is one of the most important one in well-being. Inclusive community projects, life-affirming approaches, intergenerational projects and community-based strategies were found to be successful ways to promote elderly engagement and participation in the society fostering general wellbeing and social interactions. Usually these strategies foresee the participation of younger people to encourage elderly to overcome their resistance and fear in participation and to allow different generations work together towards a common goal increasing their confidence in providing opportunities to share their skills, knowledge and life experience. In this way elderly need for self-esteem, belonging, respect and affection are satisfied, avoiding letting the people experience loneliness and also depression.

The **need for security**, including especially health security is strongly important. In order for the person in need of care to feel secure, medical, nursing and supportive care have to be guaranteed. The general wish of elderly people is to stay at home as long as possible:

keeping their independence as much as possible is a main objective. Elderly people should be able to stay at home if they wish and have access to all the services they need. Though, the care of the elderly requires a multidimensional approach to the person, and one of the main axis for meeting long-term health care needs is the development of policies for the recognition of informal caregivers and practical measures to support both carers and the older people they care for. The local network should be organised at the level of the living areas including specialists and health centres, pharmacies home services.

Need for literacy, especially digital one is another key point. Older adults often remain slow in adopting new technologies. The digitization of every kind of services result in the gradual exclusion of older people from social events and from the labour market (for example, as reported in the Greek National Report, in Greece the 93.6% of the long-term unemployed are 50+ years old with all the consequences on the mental and physical health). A good strategy that could improve elderly competence and enhance the intergenerational dialogue is the implementation of mentoring programmes to the transfer of the skills and experience accumulated by mature workers to the new generations to promote active ageing and intergenerational solidarity in the workplace. Building partnerships with trade unions to take joint action to combat age discrimination and all kinds of inequalities faced by older workers and promoting active ageing in the workplace, can be also a solution: where younger people are learning from older people, older people will feel valued and experience increased confidence. The success of many intergenerational projects is attributed to all participants experiencing mutual benefit.

It is important for elderly people also to live in **age-friendly environments** with adjusted local public facilities and adequate public transport.

Physiological needs must be satisfied too. This mainly concerns seniors who enjoy a better state of health. They especially need help with doing the shopping, preparing meals, cleaning up and making sure the house is ventilated and warm.

Aesthetic needs (praising, order, cleanliness and beauty) and **spiritual needs** are also very important need to be satisfied in order to raise the general level of well-being in the life of an elderly person.

Summarizing, **active aging** is what seniors need. This means that a person is ready not only for self-care, but also to plan, organize and live his/her life optimizing opportunities for health, participation and safety in order to improve the quality of life as they age. It is a way for individuals, as the Italian Istituto Superiore della Sanità stated, “to realize their physical, social and mental well-being through the course of life and to participate personally in a society that for its part provides adequate protection and care. The word “active” does not only refer to being physically efficient but also to continuing to participate in the economic, cultural and civic life of the community”. (ISS, 2012)

These needs, identified through desk research, emerged also from talks with elderly people: in order to help identify the elderly needs to break their isolation and enhance their active participation in social life, focus groups were held by the project partnership both with elderly people aged 65+ and with social workers reaching in total 29 social worker interviewed and 40 elderly people. Regarding the elderly people interviewed, due to the fact that they led different lifestyles (those who live alone, those who live in a residence for the elderly, those who still live with their partner), the answers were varied.

Some of them seemed very active still carrying out activities on a daily base such as: tidying and cleaning house, shopping, cooking, reading, walking, gardening. Some of them instead said they often get bored during the days and find themselves with nothing to do. Generally, those who live in a nursing home have the most organized day respecting the schedules and feel part of the host community (participants from Italy, Austria, Latvia) but there are cases such a participant from France who doesn't feel part of the community in where he lives. As for those who live alone, they felt more integrated in the community when living in a village or small community whereby they knew a lot of people locally (English participants). Someone is not integrated in the community by choice. It is the case of a Greek participant who doesn't feel that his community has interesting activities for him and simply chooses to spend his time and efforts elsewhere.

While some participants said that they did not feel lonely as they were living in a nursing home or living with a partner, the ones who live alone say that they felt lonely sometimes and tries to find ways to cope with that and keep busy. It is particularly touching the answer

of a Greek participant who, being asked if she feels lonely, she said she misses having someone to hug, the human touch finding consolation in her cats.

The difficulties they face in their everyday life run from not having an **age friendly environments**, to **health problems, mobility, dexterity** and generally dealing with getting older (**financial difficulties, forget things, to not find things anymore, not hear and see well**).

Often mentioned is the **difficult of having social contacts** since many have distant families, or no longer have friends, a situation certainly exacerbated by the pandemic still underway. Most of the elderly interviewed feel that the pandemic had affected them, and it had added to their feelings of loneliness and isolation. The majority of them missed seeing friends, family and grandchildren especially. Some of them missed the clubs/groups and societies that they were part of. Some of them felt even more bored and frustrated and missed being able to shop and do the basic daily tasks. Some of them stated that they try to find things to keep him them occupied in the time they previously meet people and that returning to normal life circumstances would also be a challenge: they and their family members feel that have to be very careful so often they themselves see their family members as fearful, they also comply with the measures and contact restrictions.

It was found that older people usually have little contacts with individuals from other age groups, unless they are family members, deriving from some activities they do – for example volunteering or going to the church –, and that intergenerational activities are not a common practice in their everyday life. Intergenerational learning activities with children were rated as very nice initiatives: some participants seemed very enthusiastic (Austrian participants) and declared themselves absolutely willing to participate if there is the possibility. In some other cases, there is someone who prefers not (French participant). However, it was found in some cases that some facilities had been working with local schools before the Covid-19 lockdowns, where the children came into visit the residents in the home and they very much looked forward to this (UK and Austria).

Nevertheless, the isolation is not a Covid-19 problem, it existed before.

Being asked what they think could be improved to help older people feel included and not isolated, participants answered that more attention needed to be paid to the elderly in the

community: activities, interaction, resources to teach and learn. Finance and money were also discussed (English and Greek participants in particular), as well as interventions from the municipality, even if some participants state that they do not need anything more feeling perfectly included in their community (Latvian participants).

Focus groups conducted with care and social workers were also useful to identify the needs of the elderly. Austrian caregivers for example said elders often **lack of motivation and willingness**. Italian ones observed the need to have **more efficient social assistance** and social health services and **enhanced daytime services with more activities** as well as a **strong promotion of networking**, contrary to what happens in Latvia where caregivers claim that municipality provides huge support and that elderly are more than well supported but there is a **lack of human resources** to promote and strengthen senior social inclusion, as each senior wants undivided attention (to talk, to tell their life story), and **technical resources**, such as wheelchair access, require a large number of specialized transport. In UK for example the participant care workers categorically felt that there were **not enough activities** in their communities in which to integrate senior people and that many older adults are isolated in their homes with no input: it was seen that many senior people are stoic and do not wish to admit that they need help. French social workers stated that independent elderly people have the possibility (apart from the Covid-19 epidemic) to engage in activities. But those who are isolated in their homes and losing their autonomy, are not at all, and the local authorities do not take them sufficiently into account. Activities such as intergenerational initiatives already exist but needs to be extended and strengthened. In Greece it was also found that older adults who attend activities at the various centres and residences, do have support. Those who are not active and self-organized are supported by the families. The traditional Greek family still acts supportively and takes care of their elderly and includes them in the family's activities context but there are policies, services or activities for them provided by the State or organizations

Pedagogical approaches

There are of course examples of pedagogical approaches successfully implemented in each partner country that allowed to break the isolation and enhance the elderly social participation. Interventions that connect older people with opportunities to develop and

maintain meaningful interpersonal relationships can reduce feelings of loneliness: one-to-one interventions, group services and wider community engagement.

Below some of the examples to enhance the social participation of elderly people:

In **UK**, the project *Food for Life* was implemented to explore intergenerational work. The project worked with a group of grandparents working with children in a primary school to promote good food, improve health and wellbeing and improve social inclusion. This was achieved by assisting children aged 4 and 5 in improving knife and fork skills when they started school and to improve cooking skills. A food growing training session was planned, using growing experts from the community. *Anam Cara* was another intergenerational approached project started in 2015 which tackles stereotypes around dementia by connecting older people and young children for the benefit of both age groups. Ten children aged 3 -5 years visited the residents of the Anam Cara residential care home aged 55-98. The reported impact on older participants included increased mobility and flexibility, increased overall wellbeing, new skills learned.

In **France** the Anima'Vie40 association works with isolated elderly people who are losing their independence and living at home. Its role is to create links through various activities targeted at the individual (cognitive activities to stimulate memory, stimulation of the senses, well-being, prevention of accidents, yoga, animal mediation, etc.) and more social activities (outings to the cinema, exhibitions, restaurants, board games, cooking workshops, etc.). As another example, the association «Vivre Avec» is an intergenerational and solidarity-based cohabitation created in 2004 based on the fact that for elderly people it sometimes becomes difficult to maintain social relationships while on the other hand, young people in training need a favourable environment to study in good conditions which it is difficult to have given the lack of places in university residences. The intergenerational cohabitation solved both problems: a senior citizen accepts that a young unknown person enters his or her daily life making a room available under his or her roof, in exchange of and moments of conviviality.

In **Austria** intergenerational work as an innovative approach in health promotion was tested in the pilot project "*Generationen bewegen*". Once a week, senior citizens and kindergarten children met to do gymnastics together involving relatives, parents and

caregivers and taking into consideration the need of the participants. The lessons were conducted by one motopedagogue and one motogeragogue and due to the positive results, the end of the project, the focus was on sustainability and transfer, for example through training for staff, presentations, publications and a documentary film.

Moreover, in Austria there are several multigenerational houses, in which elderly people live together with youngsters in a context of mutual exchange.

In *Latvia* Canine therapy is used as a method of reducing the isolation of seniors in several social care centers. Pet therapy is used to reduce the feeling of loneliness, providing positive physical contact, improving heart rate, reducing anxiety, and promoting communication. Also, some social care centers, nursing homes, day centers or hospitals offers visual arts therapy sessions. Visual art therapy is one of the types of art therapies in which the creation and observation of art is used in a therapeutic context, with the aim of promoting the mental, physical and emotional well-being of seniors. These classes are offered to people with and without health problems.

In *Italy*, the scientific project "*Ri-Generiamoci*" was born to contribute to the spread of a culture of solidarity between generations. Through activities with a high content of social interaction such as singing, acting, family tree comparison and visits of the elderly to school. "*Le radici profonde non gelano*" is another project with the aim to promote intergenerational socialization between young people and the elderly contributing to the spread of a "culture of roots". Activities have been prepared to confront children, young people and the elderly on different themes from games and ancient fairy tales, to grandparents' crafts and tradition. Noteworthy is the project "*Active ageing between cultures and generations*", born in 2012 from the will of the to map the many activities carried out over the years in the intergenerational and cultural fields. Among the activities mapped: Aggregation Centre "Grandparents and Grandchildren" which develops afternoon activities between elderly and children and the "Summer Camp grandparents and grandchildren" in which grandparents and grandchildren participated in a holiday to discover nature and respect for the environment.

In *Greece* several organisations and Municipalities have implemented IT courses for seniors and the Third Age University is active and currently provides on-line lessons.

Due to Covid-19 restrictions, they have created an e-learning platform, where participants follow weekly workshops, do their homework, express ideas and thoughts and build relationships. Another initiative worth mentioning is *“Friendship at every Age, a program to combat loneliness and social isolation of elderly people”*. The programme involves groups of volunteers set up at a local community-neighbourhood level. The volunteer groups provide support to older people through telephone communication or home visits on a weekly basis and collective activities, events etc. Due to the new coronavirus pandemic, volunteer visits to beneficiaries, as well as collective activities have been replaced by regular telephone communication.

SOCIAL WORKERS

Competences and qualifications

Social care workers who work with elderly people must have a high level of **empathy, patience, great love for people, emotion regulation, genuine affection** for the elderly trust, good communication and especially **communication skills**, to perform their work in the best way possible taking care of elderly people. **Responsibility** is essential as well as **understanding, respect, acceptance, objectivity and impartiality, the ability to estimate and analyse data, evaluate situations and, knowledge of social policy and legal issues**. When it comes to work with older adults, the required skills and competences consist also in the **ability to observe**, not only what beneficiaries say, but also what they do, how they feel, what their expectations are and see if they are satisfied or not, combined with the knowledge of what it means to be older and the implications that come with ageing. Another quality important when working with the elderly is **creativity to engage** participants in activities, keeping them interested and active always paying attention to their needs and desires.

Beside of this, **qualifications needed** by the social workers in their work with elderly people can vary from country to country.

In **UK**, there are many forms of care for elderly people ranging from care in their own homes to care provided in residential homes. To be a caregiver in UK for the home help and carer in the community no qualifications are needed, but different qualifications can indicate a level of practical training and skill. Level 1, 2 and 3 of qualifications can provide sound background knowledge, but they don't prove that the carer is proficient and able to care. Level 2 and 3 of diplomas in health and social care are the core qualifications for caregivers. They ensure that carers can offer quality care and support and are fit to practice. For any individual with degenerative neurological conditions, dementia and complex care needs, a nursing qualification can be beneficial because qualified nurses can provide technical and clinical care to manage more challenging issues. From the conducted **focus group**, the English participants felt that they possessed competences in order to enhance social participation or social inclusion of senior people such as: patience, consideration, flexibility and more specific skills such as cooking nutritional food, being

caring, enthusiastic, respectful, having visions, patience, consideration, flexibility and acceptance of equality.

In **France** there are three types of social workers apart from the medical professions. The medical-psychological assistant acts within a multi-professional team, under the responsibility of a social worker or a paramedical professional. They have a role of stimulation, encouragement, and support for elderly in their daily life but in hospitals, specialised homes and retirement homes. Facilitators develops activities that facilitate communication, adapting to change and social life in local authorities as workers or in hospitals and retirement homes as volunteers. Home care workers work in collaboration with various health and social partners, accompanying people in their daily life and stimulating their intellectual or physical activities. According to the French focus group participants, listening to people's needs and desires helps to find solutions to involve older people as well as knowing how to convince without forcing, while respecting the rhythm of each person. Pedagogical and relational skills are essential, the knowledge of the local network fundamental. It is important to be motivational and change the way society looks at the elderly.

Latvian social worker must have higher education in the social and / or medical fields after which specialist knowledge, learning courses and seminars can be attended to always been updated. The social workers interviewed stated that the abilities and skills to manage senior social inclusion processes are mainly human and professional competences such as good cooperation skills, value-oriented professional activity, good life skills (organizational and technical skills) and good social skills (mutual communication, verbal, non-verbal expression).

The occupation of geriatric caregiver in **Austria** is also known as geriatric nurse or senior citizen caregiver. Caregivers for the elderly look after elderly people in need of care in their own homes or in hospitals, nursing homes or retirement homes responding to their physical, mental, social and spiritual needs from groceries, to timely medical attention, personal hygiene and provision of information about pensions and benefits. In case of emergency, they can arrange medical care or consult a nurse. Depending on their qualifications, they work as geriatric nurses in hospitals, nursing homes and retirement

homes, geriatric nurses and nursing assistants are closely involved in ward operations and report to the ward nurse. The professionally relevant training can be completed at a school for social care professions or a school for geriatric nursing. The practical part of the training takes place in a care facility. The training to become a certified social care worker with a focus on geriatric care can also be completed as a supplement to another profession (e.g. nursing assistant).

In **Italy**, the social worker assists the elderly in collaboration with other professionals in charge of health care and social care but in relation to specific individual objectives in the field of observation and care. Within a residential community the role of social workers consists in establishing a relationship of reciprocity and involvement in daily acts. To become an assistant to for elderly people it is possible to study social assistance, gerontology or geriatrics at the university, or, at a basic level, attending courses for social and health care. The opinion on the skills to possess to increase the participation or social inclusion of elderly subjects of Italian social workers involved in the focus groups is that which can always be improved, but the social service was born precisely to promote the well-being of the person and to foster his relationship with the community as a whole. To do this, creativity, empowerment, organizational skills, network work are necessary in order to offer a better quality of life to users.

In order to practice the profession as a Social Worker in **Greece**, the permit from the Ministry of Health is needed, which is granted by the prefectures of the country, after graduation from the Social Work Departments of the University. The knowledge for professional growth can be acquired through studies, seminars and conferences, exchanging experiences and practices with peers and working in the field. All social workers participating in the Greek focus group, said that they try to keep their seniors as active as possible, motivated and interested in life. This involves hard work: being creative, able to listen to their needs, able to create a safe environment of trust, to demonstrate patience and love to the participants. From a personal perspective, critical thinking and self-evaluation are crucial aspects of the profession, as well as finding ways to engage elderly people in activities that are appealing to them, to keep them interested and active.

Issues and needs to be addressed

Of course, social workers working next to elderly, face some difficulties in performing their work. Generally speaking, there is a global **shortage of healthcare workers**. In the “Health workforce requirements for universal health coverage and the Sustainable Development Goals”, 2016, the World Health Organisation estimates there will be a healthcare workforce gap of around 14.5 million by 2030. Moreover, in adult social care, staff are affected by the **lack of value given to social care** by society and **disproportionate levels of pay**. These problems then translate into a **scarce training offer** for social health personnel as well as few opportunities to learn and **scarce support** in creating new activities for elderly. Through focus group work and questionnaires completed by care/social workers, volunteers helping the elderly it has been identified that very few persons in every countries were aware of any training available, especially training to stop isolation in the elderly and/create intergenerational activities.

In **UK** all of the home carers participating in the Focus Group were not aware of any training available to stop isolation in the elderly and create activities nor they felt supported in their work to create new activities. They felt that they would like to do more in order to support older people with more community engagement, that is why they were very interested in any free training that may be available. However, this is often not possible due to the **workload and cost**. **Financial issues** and **time** are the main problem with regards to the creation of new activities.

In **France**, joint trainings are missing too. None of interviewed French social works knew about trainings on intergenerational activities: some of them consider them easy activities such as singing or cooking together, someone was not interested considering other training concerning better knowledge of geriatrics or good treatments more urgent. They reflected on the fact that activities offered are only for the most independent elderly, but they felt supporter from management and other colleague in creating new activities, but always depending on the budget available for activities.

In **Latvia** knowledge and skills are regularly increased and improved in seminars and courses as far as possible. For example, during the pandemic period interviewed social care workers have received wide range of online training about senior isolation problems.

They claim that they are aware of a range of activities and opportunities for senior integration where they work, and their management has always supported new activities. As in the other countries, there can be problems related to **cost and workload**.

The workload is an issue emerged also in the **Austrian** context. Where a shift in a hospital or nursing facility is usually always understaffed. The **strenuous rotating shifts, vacation, sick leave and the cost-cutting measures** of the facilities mean that, one nurse is responsible for seven to ten patients. Moreover, health care professionals are (almost) always underpaid. The **psychological and physical strain** is another big issue since caregivers should be able to cope with both mental and physical stress.

Concerning the care for the elderly in **Italy**, a fundamental problem consists in the **fragmentation of public interventions**, provided by different entities not coordinated with each other (Gori, 2021), and the **lack of funding** for personal services and the **low budget** are a weakness as in all the other countries. Another Italian problem lies in the **absence of a national monitoring system** for the care of the elderly and the lack of support services to help the elderly find a new form of integration with the new generations (NNA, 2021). The social workers interviewed were not aware of training opportunities on the subject of social inclusion and intergenerational learning and agreed that the available activities are limited. However, they feel supported by their colleagues and management in proposing new activities which, if deemed useful, can be planned.

Social workers from **Greece** pointed out the **lack of motivation** amongst colleagues and superiors, who often tend to simply “tick boxes” without really providing tailored services or making any extra effort to meet the needs of their beneficiaries. This lack of motivation is reconducted, as in the other countries to the **lack of funding** that results in a **shortage of staff resources** and a limitation to implement actions and initiatives. The training opportunities provided are scarce, leaving it up to the individual to seek knowledge and fresh ideas. They are not aware of training offers in the field of social integration through intergenerational activities except for small scale activities proposed by NGOs and it is emerged a great **need for programmes** as well as **specialists and professionals** and a basis of political will. Participants in Greece specifically stated the need for training in medical issues, personal development matters and administration skills: from their personal point

of view, **critical thinking** and **self-evaluation** are also crucial aspects, in addition to finding ways to protect themselves from **occupational burnout**.

Other common problems faced by professional and unprofessional caregivers are the **capacity** to provide an individual approach to each client, the **emotional burnout**, ability to **involve relatives** in the activities, **knowledge of severe mental disorders**. The situation was even more exasperated during the Covid-19 epidemic. Restriction orders have affected social workers both psychologically and professionally, as they could not programme or schedule any activities for their beneficiaries, a fact that caused a loss of motivation perceiving everything harder to do.

BEST PRACTICES

As evidence of how **social integration activities** can have a positive impact both on elderly people and on young people / children who participate, some good practices focused on how to **brake the isolation of elderly people** and **support their social inclusion** implemented in UK, France, Austria, Latvia, Italy and Greece have been brought to light. The practices are related to the topics of Storytelling, Intergenerational learning, Gaming and Enhancing of elderly's social participation and each one illustrates, beside the description of the practice, which is the context of implementation, which the target is, which are the need addressed, the pedagogical approach used, the challenges and the innovations and useful reference to deepen the topic.

For illustrative purposes, a good practice per country will be reported below in its entirety. The remaining good practices will be listed with the relative access links and will be accessible in the individual national reports.

UK

<i>Title</i>	Joining Generations with Imagination
<i>Context of implementation</i>	Hourly sessions take place in 13 care homes across Worcestershire, UK, where up to 12 children from 10 local pre-schools and nurseries visit the settings on a fortnightly basis to take part in the sessions.
<i>Target</i>	Residents of care homes
<i>Needs addressed</i>	Combatting loneliness and isolation, interaction and intergenerational relationships and learning.
<i>Description of the practice</i>	The main sessions involve a unique blend of interactive storytelling and dramatic play. The basis for each session is an original Debutots story such as "Can't you see we've polluted the sea" which is about a dolphin whose sea is full of rubbish.
<i>Pedagogical approach used</i>	The children sit in a circle surrounded by the residents and they clamber under a parachute pretending to be dolphins, while the residents make small wave-like movements with it. They put on some 1940s and 1950s music, which allows opportunities for reminiscence and singing along.

Challenge and innovation	The biggest challenge in some cases is getting the children from the nursery to the care homes, with some having to pay for a coach which can be costly. The benefits, however, are clear.
Useful links (good practice and any results)	Joining Generations with Imagination Debutots www.debutots.co.uk

Other best practices in UK:

- Bringing Together, learning together, growing together: Bringing together 15 older adults from the local community suffering from dementia, isolation or depression to work with reception – aged children
[https://downshallprimary.co.uk/redbridge/primary/downshall/arenas/websitecontent/web/digbrochurev3-sept20192\(1\).pdf](https://downshallprimary.co.uk/redbridge/primary/downshall/arenas/websitecontent/web/digbrochurev3-sept20192(1).pdf)
- Old's Cool: to train and support young people as risk of disengaging from school, to facilitate intergenerational activity with older people, and to present a record of their work to the wider community
<https://education.gov.scot/improvement/documents/cld32-olds-cool-ip.pdf>
- Homeshare UK: share the wide-reaching benefits of bringing together older people with spare rooms with a younger person, who provides an agreed amount of support in exchange for affordable accommodation
<https://www.stmonicastrust.org.uk/national-intergenerational-week/homeshare-uk-case-study>

France

Title	"Génération et cultures"
Context of implementation	An active association based in the North of France and into intergenerational activities, housing and solidarity initiatives
Target	Isolated elderly people
Needs addressed	Isolation of elderly, housing
Description of the practice	The main missions are: To set up actions that create links between people of different ages and cultures - with the aim of ensuring that these actions are sustainable.

	<p>To organise accommodation for young people in housing occupied, as a rule, by isolated elderly people.</p> <p>To contribute to the development of the skills of professionals working in the field of intergeneration, by organising exchanges between these professionals and by participating in their training.</p>
<i>Pedagogical approach used</i>	Multidimensional approach
<i>Challenge and innovation</i>	The active implication of the elderly person
<i>Useful links (good practice and any results)</i>	https://www.generationsetcultures.fr/

Other best practices in France:

- COV ON application: a life course in multimedia mode co-built with professionals in response to the careers of people in vulnerable situations
<https://www.cov-on.eu/>
- Lire et faire lire (read and make read): national program to promote reading and intergenerational solidarity
<https://www.lireetfairelire.org/>
- Two minutes together: intergenerational game to develop human relationships and positively nourish conversations launched by Raphaëlle de Foucauld

Latvia

<i>Title</i>	"My Community 2020" (2018.-2021)."
<i>Context of implementation</i>	Gulbene Municipality The project is based on the development of new innovative methods and approaches that will contribute to digital literacy and cultural heritage research.
<i>Target</i>	Municipal residents-seniors who face disadvantages and social isolation.
<i>Needs addressed</i>	It aims to address digital skills gaps, the lack of useful skills, the lack of competences that can be used in everyday life, social inclusion need, active citizenship
<i>Description of the practice</i>	Activities for participants: Participation in a 30-hour digital skills training "Get to know the cultural history of the county: listen, tell stories and create stories", independently learning and preparing a 2-3 minute video story for posting on social media. During the training, participants improved their knowledge in the field of local cultural history, acquired skills on how to prepare

	<p>for an interview and interview people, how to create and tell stories, learned to create a short video story in the Movie Maker program, got acquainted with Vidzeme television work in person.</p> <p>Evaluating this training course, several participants acknowledged that the information obtained was useful and now helps them to better navigate today's media and digital age. As one of the benefits, the participants consider video production, which is possible both with the help of a smartphone and a computer. At the end of the training, participants made suggestions they want to learn in the future: searching for information online, social media work, safety in internet.</p>
<i>Pedagogical approach used</i>	Storytelling approach
<i>Challenge and innovation</i>	Teach participants new skills and competencies that can be used in everyday life, improving their communication skills, and raising self-confidence.
<i>Useful links (good practice and any results)</i>	https://www.facebook.com/My-Community-2020-893155357540688/

Other best practices implemented in the Gulbene municipality, Latvia:

- Health promotion and disease prevention measures in Gulbene municipality (2017 - 2023): The aim of the project is to improve access to health promotion services for the residents of Gulbene municipality, especially for those at risk of territorial, poverty and social exclusion.
- Volunteering work: Local and International Active Seniors (2017 - 2019): the aim of the project was to give a new impulse to people over the age of 50 to get involved in volunteering, explain its essence, motivate them to participate in various activities and go out in society
- Promoting self - confidence: project "Silver Sharing Initiative" (2015 - 2017): the project aims to increase older people's participation in lifelong learning and to reduce age discrimination, using innovative non-formal education methodology

Austria

<i>Title</i>	Kindergarten "Purzelbaum"
<i>Context of implementation</i>	The "Purzelbaum" kindergarten is located in the retirement home of "Hetzendorf" near Vienna. It is an enrichment for the children as well as for the residents of the residential house. Common activities such as gymnastics, handicrafts, excursions, festivals in the annual cycle connect the generations.

<p><i>Target</i></p>	<p>Both generations benefit from the project: mutual tolerance and respect are practiced and lived every day. The children experience a lot of love and attention from the elderly, they learn from them and they also learn to be considerate towards them. The children, in turn, give the seniors a lot of joy and vital energy. Experience clearly shows that meaningful synergies are gained from interdisciplinary cooperation and that a transfer of knowledge takes place in the various areas. This results in an increase in quality for all involved. Contacts grow gradually and are carefully accompanied by the caregivers, animators, occupational therapists and volunteers of the residents and the Purz'lbaum children. Children and seniors enjoy being together. They experience, observe and admire each other. Everyone involved learns to treat each other with consideration and mutual respect.</p>
<p><i>Needs addressed</i></p>	<p>Children and the elderly are among the weaker members of our society. Therefore it is an important and major task to respect the elderly and not push them away, while at the same time respecting children and their special needs and taking them seriously. The respective lifestyles of the different generations have led to the fact that many of our children come into contact with older people only sporadically. Conversely, many people lose contact with younger people in old age because different generations no longer live under the same roof. Children's worlds, as well as the living situations of older people, are often far removed from the center of social, cultural and economic life in our society. And there are other parallels between children and seniors, be it in their own pace of life, their need for care, affection and support in everyday activities. Therefore, the idea of caring for children and seniors in one house, under one roof, is obvious and fascinating: Meeting each other, playing together, doing gymnastics, handicrafts, singing and celebrating, or simply having fun and feeling the joy of life</p>
<p><i>Description of the practice</i></p>	<p>In the children's group "Purzelbaum", children from the age of 12 months are cared for in a group of up to 14 children. They sing, dance, paint, or rest during quiet exercises. Intergenerational work with children and elderly: The playgroup is located in a retirement apartment house and is an enrichment for the children, as well as for the residents of the residence. During the morning, joint activities with the elderly take place. The groups are usually divided. From experience is clear that small groups of only 7 children are usually more harmonious for the children themselves and the elderly. They have a good selection of many rooms, such as the sports hall, a workroom, a seminar room, a garden and a comfortable sitting area on the ground floor of the retirement home, which enable them to work in small groups. Sometimes they also like to visit the residents in the care unit. Activities with the elderly in the house are a regular part of the daily routine. The following activities are</p>

	part of the daily program: - Handicraft hour - walks - painting sessions - puzzle games - Animal round - Montessori group - Storytelling (also from "the past") - Bake cakes, cook stewed apples, etc. - Birthday celebrations from 1 ½ - 110 years old - Lunch round - Gymnastics round - Running around, playing ball and splashing in the garden - Cycle of the year: coloring Easter eggs, making lanterns, baking Christmas cookies - Celebrating many festivals together
<i>Pedagogical approach used</i>	Holistic learning: in addition to learning through playing with all their senses, the children experience life in its entirety: from birth and infancy to aging and death. The children's group Purzelbaum incorporate approaches from "Emmi Pikler", "Montessori", "Waldorf" and "Renate Zimmer"
<i>Challenge and innovation</i>	The contact between the children and the residents of the retirement home takes place step by step and with great caution on the part of everyone involved. No one, neither our children, their parents and of course the residents are forced or overburdened. This is how we all learn to deal with each other considerately and with mutual respect.
<i>Useful links (good practice and any results)</i>	https://www.kindergruppe-purzelbaum.at/das_projekt.php

Other best practices in Austria:

- Haus der Generationen" – "House of Generations": contributes to bringing all generations and people with special needs into contact and to breaking the isolation of the elderly
<https://www.hausdergenerationen.at/>
- " Moving Generations": "intergenerativity" - an innovative approach that brings young and old together. The key is to promote both target groups - elderly and children – equally
<https://gesundheitsziele.wien.gv.at/generationen-bewegen/>
- Haus im Leben: communal living arrangement for all generations. It differs from the usual assisted living apartments for seniors, because all generations live under one roof and support each other
<https://www.hausimleben.at/>

Italy

<i>Title</i>	Senior Capital
<i>Context of implementation</i>	The "Senior Capital" represents a continuation of the "Q Ageing" project, and Sets the objective of promoting active ageing through more specific action to strengthen the economic and social potential of senior citizens, both by supporting the growth and upgrading of their skills; is steering these experiences to the new generations.
<i>Target</i>	Elderly people +50; stakeholder; policy makers
<i>Needs addressed</i>	The project is based on the following key points: <ul style="list-style-type: none"> • equip senior citizens with skills and competences that enable them to compete • promote their integration through work and participation in other activities • preparing local/regional authorities to play a key role in managing new forms of cooperation between educational, productive and civil society systems in addressing the target issue
<i>Description of the practice</i>	The objective is achieved through greater participation of senior citizens in the labour market or in the provision of services local level. The project aims to find effective solutions for balancing the negative effects of ageing through strengthening the economic weight of seniors (over 50) who represent a constantly growing target and at the same time "valuable reserve capital" for European society.
<i>Pedagogical approach used</i>	Training program for public and private employers; e-learning activity;
<i>Challenge and innovation</i>	Mapping and testing educational models tailored to senior Find employment niches within which the skills and skills of senior citizens are valued and required Collect and test tools and methodologies for appropriate forms of senior participation in economic activities Overcoming legal, administrative and financial obstacles Develop methods and tools to involve and senior in education programs Implement actions that change the mentality and attitude of the target group and society in general towards senior citizens.
<i>Useful links (good practice and any results)</i>	https://www.seniorcapital.liguria.it/ https://www.seniorcapital.liguria.it/il-progetto/risultati

Other best practices in Italy:

- Narrating to enhance: the goal is to seek and identify people who are familiar with

cultural and craft traditions. This group of people, participate in a workshop-course of self-narration; to pass on to others, especially schoolchildren, their experience <http://www.ausermarche.it/>

- Resilienza intergenerazionale: to promote the access and the quality of the services for the early childhood, to foster scholastic learning and decrease dispersion, to break the isolation of the elderly, to reduce the intergenerational digital gap <https://it-it.facebook.com/pg/centrosociale.elleradicorciano/posts/>
- Nonno raccontami e giochiamo vintage: build together intervention on a nursery room (create a library and equipped playroom) with children and elderly

Greece

<i>Title</i>	<i>Bridge Game Jam & Bridge Plus</i>
<i>Context of implementation</i>	A Festival took place and then products created were used in structures such as hospitals, nursing homes etc.
<i>Target</i>	Patients with dementia, older adults, young adults, carers and professionals working in closed structures for the elderly
<i>Needs addressed</i>	Social inclusion, awareness raising about dementia, social participation of the elderly, intergenerational solidarity
<i>Description of the practice</i>	<p>BRIDGE GAME JAM is a festival, aiming to inform and raise awareness about dementia, to encourage interaction through the creation of games/tools that are suitable for strengthening the skills of patients with dementia and the socialization of the elderly. It is a unique opportunity for young, old, scientists, caregivers and patients to interact, have fun, play and create tools for their future. Participants were informed about issues related to dementia, patient care, patient communication and the role that playing can have. Patients with dementia, their caregivers and specialists experienced creative interaction by creating games that are also tools to help them with everyday life. Furthermore, young people interacted with specialists, patients and caregivers, explored new professional and creative possibilities, and created games with a social vision and impact.</p> <p>BRIDGE PLUS is the sequel of the festival Bridge Game Jam, involving dementia patients, older adults and the elderly who live or work in structures such as hospitals, nursing homes, Open Protection Centres for the elderly and dementia organizations, providing the opportunity to meet,</p>

	interact and play with young people, pupils and students. Young people were informed about issues related to old age and met, communicated, interacted with patients and seniors by playing the games that were created during the Bridge Game Jam by and building bridges between generations.
<i>Pedagogical approach used</i>	Learning by doing, working in groups, presentations
<i>Challenge and innovation</i>	It was the first time an intergenerational activity was implemented in Greece involving the specific groups with the goal to create games to daily routines easier while promoting social participation of the elderly. The main outcome is that the conditions will be created for the different generations to bridge the gap between them by playing.
<i>Useful links (good practice and any results)</i>	All games that were created are available on the website of Alzheimer;s Disease & Related Disorders Chalkida (unfortunately only in Greek) https://www.alzheimer-chalkida.org

Other best practices in Greece:

- Knowledge Volunteers: a digital knowledge training program for older students 60 years of age or older from elementary-high school students acting as trainers. The aim was to reduce what is known as the digital divide: the difference in the level of knowledge about new technologies between generations
<https://www.50plus.gr/en/services/%CE%B5%CE%B8%CE%B5%CE%BB%CE%BF%CE%BD%CF%84%CE%AD%CF%82-%CF%84%CE%B7%CF%82-%CE%B3%CE%BD%CF%8E%CF%83%CE%B7%CF%82-2012-2014/>
- Young (4-15) & Old (65+) create for each other: an online initiative from the Hellenic Children's Museum and NGO ANTAMA on intergenerational solidarity, creative expression of feelings, combat loneliness
Hellenic Children's Museum <https://www.hcm.gr> , NGO ANTAMA <https://antama.gr>
- 1st Intergenerational Chess Tournament: first intergenerational chess competition in Greece, with the cooperation of the Municipality of Halandri and the support of TIMA Charitable Foundation. Halandri Chess Club <https://www.halandrichess.gr/>

The highlighted best practices are useful also to confirm what are the real needs of the elderly people that must be addressed. The difficulties old people face, are similar in every country: **loneliness and isolation, lack of interaction, lack of support, few intergenerational relationships and possibilities of learning** especially in the field of digital skills and competences that can be used in everyday life. The **need for social inclusion, the need to active participate in the society, and the need to easily have access to the services** are also key points to take into consideration. Health promotion and disease prevention are measures implemented to fulfil the access to health promotion services, while promotion of participation in various activities such as volunteering, reading, cooking, playing are interventions aimed at reducing the risk of social exclusion of elderly people. Other important needs to take in consideration are the **need for motivation, self confidence and self esteem** in order to show to the society and to the elderly people themselves that they are worthy and useful for the community.

CONCLUSIONS

The fact that The European population is increasingly getting older, with a prediction of one third of the European population over 65 years old in fifty years, is a stated fact. In every country there are services, programs and institutions to support the large number of needs of elderly people and the family serve as the core social unit for all generations.

Age discrimination is a form of inequality still accepted as normal and justified in almost and it is evident that interventions are needed to develop “elderly-friendly” societies. Elderly people are often seen as a ‘burden’ for the society as many of them become unable carry out activities of daily life, have cognitive impairment or in any case, even being healthy, have a series of needs that must be met. This condition and their isolation have worsened during the Covid-19 pandemic: older adults feel lonely and isolated, there is a great need for human contact and interaction with other age groups through intergenerational activities, now more than ever, to replace the stereotyping of older people as passive and dependent with positive messages of inclusion.

Indeed, the needs of old people depend on several factors and are different: the need for socialization, the need of security in terms of health and finance, the need of literacy – digital one in particular –, the need of having age-friendly environments, need of have psychological support, aesthetic and spiritual needs etcetera. However, beside these need to be satisfied, what is often underestimated is that older people can be an invaluable resource for society, since they have tangible and intangible knowledge that can be passed on to younger generations in the light of mutual benefit in terms of continuous learning and social inclusion. Specific training for intergenerational work is partly available but not always accessible and/or not deemed important when caring for the elderly. The challenge is to make elderly an active part society through the discovery of new values of life, giving meaning to time, sharing experiences with other people, learning new things, taking care of their health, being motivated in develop creativity and continue personal growth.

Older adults often miss out on the opportunity to apply their knowledge and skills after retirement and isolation is a key problem in today's society – both from elderly living in social care centers and in their houses – alongside a lack of support generally. Their isolation, must be reduced providing financial support for social centers basic existence and continuance, showing interest in innovative ways on how to make seniors' daily lives

more interesting and supporting intergeneration projects for social inclusion but also providing more economic and emotional support for social workers and volunteers (in fact, for the majority of care/social workers a real need for more inclusive practice and is extremely important alongside further funding in order to break isolation and enhance elderly social participation).

Many actors are called to participate in this process: public institutions, social services, schools, universities, municipalities, third sector association etc. It is a matter of creating new networks of social relations and meeting places that make it possible, through dialogue and collaboration, the elimination of stereotypes and the inclusion of the elderly. More opportunities inside the societies has to be created involving also families, social workers, volunteers and young people.

Formal and informal caregiver lack of skills and knowledge on this subject. Considering the shortage of healthcare workers, further support for them is needed from the financial side – with founds and more proportionate levels of pay, and from the training on social inclusion activities since the support in creating new activities is not always enough.

Indeed, the need of emotional and psychological support is also to be taken into account since the elderly care work, formal and informal and voluntary, is very heavy in terms of emotional load, leading to the risk of emotional burnout.

The intergenerational solidarity model “aims at the creation of connections between different ages, in terms of cooperation, sharing and mutual enrichment, whose realization is left to the initiative of the various actors because at the moment there is no long-term strategy at institutional level, and in every country excellent examples of best practices have been collected” (CSV MARCHE, 2015). These activities conducted within schools, social centers or voluntary organization have generated opportunities for the exchange of emotions, experience and knowledge between young and old people producing a positive impact on both sides in terms of increased well-being, knowledge and social inclusion levels.

REFERENCES

UK:

- Brannen J (2003) Towards a typology of intergenerational relations: continuities and change in families. *Sociological Research Online* 8, 2 <http://www.socresonline.org.uk/8/2/brannen.html>
- Bocioaga, A (2020) ESSS Outline: Impact of Intergenerational Activities on Older People. *Iriss*. <https://doi.org/10.31583/esss.20200325>
- Cattan, M., White, M., Bond, J., & Learmouth, A. (2005). Preventing social isolation and loneliness among older people: A systematic review of health promotion interventions. *Ageing and Society*, 25(1), 41-67. doi:10.1017/S0144686X04002594
- Centre for Intergenerational Practice (2003) *Neighbourhoods for all ages: intergenerational work in the UK*. Conference report. Beth Johnson Foundation, Stoke-on-Trent.
- Cramer Shirley, CBE Chief Executive (2018) *Royal Society for Public Health, That Age Old Question*.
- Coulthard M, Walker A and Morgan A (2002) *People's perceptions of their neighbourhood and community involvement* Stationery Office, London.
- *Generations Working Together* (2018), *Intergenerational Training Course for Trainers and Practitioners*.
- *Generations Working Together* (2019), *Intergenerational Guide in Early Learning and Childcare*.
- Granville G (2002), *A review of intergenerational practice in the UK*: Beth Johnson Foundation, Stoke-on-Trent.
- Hatton-Yeo and Ohsako T (2000), *Intergenerational programmes: public policy and research implications, an international perspective* Beth Johnson Foundation, Stoke-on-Trent.
- Hatton-Yeo A and Watkins C (2004), *Intergenerational community development: a practice guide* Beth Johnson Foundation, Stoke-on-Trent.
- Putnam, R. (2000), *Bowling alone: The collapse and revival of American community*. New York: Simon and Schister.
- Springate, I., Atkinson, M. and Martin, K. (2008), *Intergenerational Practice: a Review of the Literature* (LGA Research Report F/SR262). Slough: NFER.
- *future-of-an-ageing-population.pdf* (publishing.service.gov.uk)
- <https://generationsworkingtogether.org/downloads/5fae45c659e33-GWT%20Manifesto%20Final%202021.pdf>
- <https://www.resolutionfoundation.org/app/uploads/2020/10/Intergenerational-audit-2020.pdf>
- <https://lordslibrary.parliament.uk/intergenerational-fairness-and-provision-committee-report/>
- <https://commonslibrary.parliament.uk/the-health-and-social-care-workforce-gap/>
- *digbrochurev3-sept20192(1).pdf* (downshallprimary.co.uk) [https://downshallprimary.co.uk/redbridge/primary/downshall/arenas/websitecontent/web/1000000_0_300561507103054_5102060851431473152_n\(2\).mp4](https://downshallprimary.co.uk/redbridge/primary/downshall/arenas/websitecontent/web/1000000_0_300561507103054_5102060851431473152_n(2).mp4)
- *Primary school invites elderly participants into the classroom* | Daily Mail Online <https://debutots.co.uk>
- <https://www.stmonicastrust.org.uk/national-intergenerational-week/homeshare-uk-case-study>
- www.generationsworkingtogether.org
- <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/overviewoftheukpopulation/november2018>
- <https://www.kingsfund.org.uk/publications/vision-population-health>

France:

- *Isolement des personnes âgées : les effets du confinement l'isolement de nos aînés est une vraie distanciation sociale; rapport petits frères des pauvres #4 juin 2020*
- *Lutter contre l'isolement des personnes âgées et fragiles isolées en période de confinement; Un plan de mobilisation nationale d'urgence le 23 mars 2020*

- Rapport Monalisa, le 12 juillet 2013
- VAN DE VELDE Cécile, « Sommes-nous tous seuls? », in Serge Paugam (dir.), 50 questions de sociologie, Paris, Presses Universitaires de France, 2020.
- <https://www.fondationdefrance.org/fr/7-millions-de-francais-confrontes-la-solitude-decouvrez-notre-enquete-annuelle>
- <https://www.insee.fr/fr/statistiques>
- <https://www.pour-les-personnes-agees.gouv.fr/preserver-son-autonomie-s-informer-et-anticiper/a-qui-s-adresser/le-centre-communal-daction-sociale-ccas-la-mairie>
- <https://sfgg.org/espace-presse/communiques-de-presse/oldlivesmatter-une-campagne-mondiale-de-lutte-contre-lagisme/>
- https://www.hcfea.fr/IMG/pdf/synthese_tome_2.pdf
- https://www.biotechno.fr/IMG/pdf/BROCHURE_24PAGES.pdf
- <https://www.groupe-realites.com/fr/actualites/filiales/inauguration-creche-multi-accueil-lance-rehabilitation-de-lehpad-cos-villa-pia-compte-de-fondation-cos-alexandre-glasberg/>
- <http://www.agisme.fr/spip.php?article114>
- <https://animavie40.org/projet/>
- <https://www.logement-solidaire.org/decouvrez-lhebergement-intergenerationnel-et-solidaire>
- <https://www.ecologikmagazine.fr/perception-et-attentes-des-seniors-a2417>
- <https://www.weka.fr/actualite/personnes-agees/article/renforcer-l-attractivite-des-metiers-du-grand-age-90065/>

Latvia:

- The State Audit Office of the Latvia Republic (2019). “Does the country's social inclusion policy achieve its poverty reduction goals?”. Retrieved: <https://www.lrvk.gov.lv/lv/revizijas/revizijas/noslegtas-revizijas/vai-valsti-istenota-socialas-ieklausanas-politika-sasniedz-tai-izvirzitos-merkus-nabadzibas-mazinasanas-joma>.
- lvportals, (2020). “The CSB publishes a map of Latvia with the most densely populated areas for seniors”. Retrieved: <https://lvportals.lv/dienaskartiba/314334-csp-publice-latvijas-karti-ar-senioru-visblivak-apidzivotajam-teritorijam-2020>
- Gulbene Municipality, (2020). “My Community 2021”. Retrieved: <https://www.gulbene.lv/lv/projekti/aktivie-projekti/323-my-community-2020>
- Gulbene Municipality, (2020). “Health promotion and disease prevention measures in Gulbene region (2017.-2023).” Retrieved: <https://www.gulbene.lv/lv/projekti/aktivie-projekti/269-vesel2019>
- Gulbene Municipality, (2020). “Local and International Active Seniors (2017.-2019)”. Retrieved: <https://www.gulbene.lv/lv/projekti/2019-gads/301-local-and-international-active-seniors-lidz-31-11-2019>
- Gulbene Municipality, (2020). “Silver Sharing Initiative”. Retrieved: <https://www.gulbene.lv/lv/projekti/2017g/290-17apr/3714-ssi1710>

Austria:

- www.pflege.at
- www.statistik.at
- <https://www.oegb.at/themen/gleichstellung/antidiskriminierung/altersdiskriminierung-verbot-forderung-gleichbehandlungsgesetz>
- <https://laxocare.de/blog/welche-bedurfnisse-haben-altere-menschen/>
- <https://gesundheitsziele.wien.gv.at/generationen-bewegen/>
- <https://www.beruflexikon.at/berufe/2273-SozialarbeiterIn/#anforderungen>
- <https://www.beruflexikon.at/berufe/2084-AltenpflegerIn/#ausbildung>
- <https://www.inklusion-kultur.de/2020/05/12/corona-pandemie-undsoziale-teilhabe-aelterer-menschen/>

Italy:

- AUSER, (a cura di C. Falasca), Domiciliarità e residenzialità per l'invecchiamento attivo, 2017, <https://www.auser.it/wp-content/uploads/2017/02/RICERCA%20DOMICILIARITA.pdf>
- Camera dei deputati, Politiche sociali per fronteggiare l'emergenza Coronavirus, 2021, https://www.camera.it/temiap/documentazione/temi/pdf/1215181.pdf?_1595599757144
- CENSIS, Tendercapital, La silver economy e le sue conseguenze nella società post Covid-19, 2020, Over Editrice
- Comune di Scisciano, Progetto Happy Ageing https://www.amesci.org/serviziocivile/bandi/BANDO_SC_2018_07_23/progetti/progetto_SCISCIANO_HAPPY_AGEING.pdf
- European Commission, European Commission Report on the Impact of Demographic Change, 2020 https://ec.europa.eu/info/sites/default/files/demography_report_2020_n.pdf
- Falasca, C., Per un Paese a misura di anziani, in 'Welfare oggi' numero 06 del 2017 <https://www.secondowelfare.it/primo-welfare/inclusione-sociale/per-un-paese-a-misura-di-anziani.html>
- Focus EPAL: inclusione sociale della popolazione in età avanzata e apprendimento intergenerazionale, 2020 <https://epale.ec.europa.eu/it/blog/epale-focus-social-inclusion-ageing-population-and-intergenerational-learning>
- Gori, Gli anziani non autosufficienti si meritano un progetto, lavoce.info <https://www.lavoce.info/archives/72143/gli-anziani-non-autosufficienti-si-meritano-un-progetto/>
- Istat, Ricostruzione intercensuaria della popolazione, Rilevazione della popolazione per sesso età e stato civile, Previsioni demografiche base 1.1.2018
- Istat, Invecchiamento attivo e condizioni di vita degli anziani in Italia, 2020 <https://www.istat.it/it/files//2020/08/Invecchiamento-attivo-e-condizioni-di-vita-degli-anziani-in-Italia.pdf>
- Neri A., Zanichelli F., PRINCIPALI RISULTATI DELL'INDAGINE STRAORDINARIA SULLE FAMIGLIE ITALIANE NEL 2020, 2020 <https://www.bancaditalia.it/pubblicazioni/note-covid-19/2020/Evi-preliminari-ind-straord-famiglie.pdf>
- NNA, COSTRUIRE IL FUTURO DELL'ASSISTENZA AGLI ANZIANI NON AUTOSUFFICIENTI, 2021 <https://www.luoghicura.it/wp-content/uploads/2021/03/PROPOSTA-PNRR-NNA-DEF.pdf>
- Programma Europeo per l'Occupazione e la Solidarietà Sociale PROGRESS, Anno europeo dell'invecchiamento attivo e della solidarietà tra generazioni, 2012 https://www.age-platform.eu/sites/default/files/EY2012_leaflet_Dec11-IT.pdf
- Valenti, M.A., INTERVENTI SOCIALI RIVOLTI ALLA PERSONA ANZIANA, in 'Medicina e Società' <https://medisoc.it/social/interventi-sociali-rivolti-alla-persona-anziana/>
- Who, Active Aging: a policy framework, 2002, http://apps.who.int/iris/bitstream/handle/10665/67215/WHO_NMH_NPH_02.8.pdf;jsessionid=766EC4BF5724F3D18220B24DD9B27317?sequence=1
- Who, Global Report on Ageism, 2021 <https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/combating-ageism/global-report-on-ageism>

Greece:

- European Commission's Joint Research Center (JRC) (2019) <https://ec.europa.eu/jrc/en>
- European Observatory Report on Health Systems and policies (2019) https://www.euro.who.int/_data/assets/pdf_file/0006/419460/Country-Health-Profile-2019-Greece.pdf
- Hellenic Statistical Authority <https://www.statistics.gr/en/statistics/pop>



Best friends

bestfriendsproject.eu



*Visit our
Facebook page*



symplexis

pistes solidaires

Kindervilla



Co-funded by the
Erasmus+ Programme
of the European Union

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.