Final catalogue

APLi

Ageing practices to be lifelong active and healthy
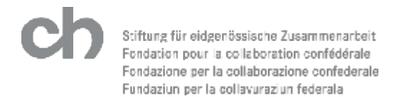
APLi

Ageing practices to be lifelong active and healthy project

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ROC van Twente

The ageing process of the population is a relevant topic that most European countries are facing and/or will be forced to face in the near future. Forecasts on demographic development show that soon most citizens in Europe will be over 55 years old.

Population ageing will surely have an influence on economic, health and social aspects of European countries. This process will create new scenarios, and generate challenges in order to avoid social and economic exclusion of people over 55, in particular in the event of discharge, for people reaching retirement or already retired from the professional environment.

In the future, people in the "working age" will not be able to support the rest of the community and aged people will need to be prepared to actively contribute to social and economic life. Meanwhile, the increasing longevity will also offer new opportunities and perspectives for elderly people after retirement. For these reasons elderly people and, generally speaking our society, will surely benefit of lifelong learning programmes especially adapted to the needs of this particular target group. Such activities, if developed to include young people and intergenerational learning, will present more than one added value to foster an "active ageing" of the population in different domains such as free-time, health, social inclusion, working life, etcetera.

Starting from this kind of consideration, during the period between 2012 and 2014, five partners from 4 different countries (Germany, Italy, the Netherlands, and Switzerland) collaborated to the development of the APLi (Ageing Practices to be Lifelong Active and Healthy) partnership.

The partnership founded under the Lifelong Programme (LLP) – Grundtvig wanted to group organisations, institutions, associations and etcetera interested in the subject of active ageing. The main aim of APLi was to collect, analyse and share, with a shared [/common] methodological approach, successful practices developed in the different countries taking part to the partnership.

To reach this main aim, during the project's lifespan, the partners firstly developed together the methodology and the tools, and then they tested and used the tools to collect and analyse projects and practices dedicated to elderly people, implemented in different countries.

In this process of sharing, developing and testing a common methodology, transnational meetings played a very important role. In particular, meetings made it possible to discuss in-depth the tools to be used and to find an agreement on the work to be done by the different partners.

Furthermore, transnational meetings gave the possibility to the partners to visit and meet institutions, organisations and authorities working with elderly people, and to acquire interesting information about, projects, actions and policies dealing with active ageing and different social contexts of elderly people in the countries taking part to APLi.

As a conclusion of two years of exchanges, visits and discussions, the current catalogue will present and disseminate the methodology and the tools developed during APLi and, particularly, the analysis grid (chapter 3) with the criteria matrix, used to describe and analyse the best practices selected during the partnership. In the catalogue you will also find a collection of three different projects for each partner, selected and described with the above-mentioned tools (chapter 2).

To better understand the examples analysed by every partner in chapter three, it is very important to have some basic information on the context where the practices have been implemented. For this reason in the first chapter you will find a short presentation of the APLi partners and some information about the situation of elderly people in the regional context of every partner. In chapter 4 we will present the evaluation approach, specifically developed and experimented during the project's lifespan and the main results emerged during the process.

The catalogue is intended for local and regional authorities, associations, organizations, institutes, project coordinators, trainers and other people dealing with elderly individuals and interested in developing, planning and promoting actions and projects dedicated to elderly people in different domains. Through the catalogue, we would like to share some successful practices developed in Europe and to encourage the dissemination, the adaptation and the transfer of this kind of project in other countries.

The main aim of the catalogue, with the analysis grid, the criteria's matrix, etcetera, is to provide a reference and a useful tool to encourage the development of new and innovative projects, methodologies, and approaches dealing with lifelong learning for aged people in different domains of application. Moreover,

the catalogue will provide some examples of successful practices developed in EU countries which could be disseminated an transferred in different contexts and regions.

We also hope for the best practices listed in this catalogue to represent a starting point, encouraging the development and implementation of innovative projects and actions to foster active ageing and lifelong learning for aged people in different domains of application.

1.1.1 IBaf Institut für berufliche Aus- und Fortbildung, Germany

IBAFgGmbH is an institute that provides training for social and health services in the North of Germany with nationally recognized schools which qualify people in the care of the elderly, special pedagogics for handicapped children, social pedagogics, moto pedagogics, logopedics. IBAF has 28 years of experience in developing and organising training and further education. In several trainings with target groups, for example unemployed, migrant people, and managers, we meet people with different backgrounds - so everyday life is the implementation of intercultural and international aspects in trainings to empower the learners for their work. In our schools and training centres we have a wide access to learners in the sector of social and health care. Also because of the cooperation with one of the leading associations of non-governmental welfare work – the "Diakonie" there are contacts with many kindergartens, family education centres and institutions for elderly people.

The challenge of the demographic development meets the IBAF on different levels: the offers in adult trainings have to adapt in quality and quantity to the changed demand. Teachers and trainees of the different schools should all be prepared to work more and more with the elderly– not only the "special" carers for the elderly. (also speech-therapists, motopedagogic personal and podiatrists will have mostly older clients in the future)

There is also an increasing demand for learning opportunities for older people. Looking at the special needs of this target group, those planning and organizing learning have to adjust to their requirements.

All teachers have to adapt to the changes in the teaching required to meet the needs of elderly and intergenerational groups. Teachers need new Impulses and ideas in these fields.

The contribution to the learning partnership could be to give professional information on the medical and psychological aspects of ageing (including new results of neurobiological science) as well as to show the evidence of the positive influence that motion has for thinking, learning and health - especially in later life. This knowledge will be useful to find out the most important criteria for best practices in life long learning.

1.1.2 Overview of the local context

Neumünster is a county in the far north of Germany – between the Baltic and the North sea and near the Danish border. It has wide areas with agriculture and four main towns - the smallest of them is Neumünster.

The population of Germany is 80.5 Million (41.8 Mill. employed) - in Schleswig-Holstein 2.806 Million (1.310 employed). Neumünster has about 77 000 inhabitants (about 33 000 employed). From 2010 to 2025 the population will diminish and there will be an increasing number of elderly people: we expect 1.5 % less people in 2025 and the proportion of elderly people will increase from 27,3 % to 35%. The proportion of youngsters < 25 will decrease from 19,7 % to 16,7 %.

In Neumünster about 37 % of employed people work in some kind of service, 29 % in trade and transport and only 33 % work in industrial production and the building industry. This is despite Neumünster being an old industrial centre at the beginning and middle of the last century – mainly cloth and leather. The last of these factories closed in 1992. Besides that, it has been a garrison town from the end of the 19th century . The last barracks closed in 2003. Neumünster has been and is a traffic junction with many roads and rails crossing.

The unemployment rate is rather high (10,7 % - compared with 6,6 % in Germany). Among the unemployed the rate of the elderly (>55) is slightly higher than that of the younger ones (<25 years).

In Germany there is compulsory insurance for health, accident and work related diseases and care –mostly financed by the employers and employees - mainly half and half. Only freelancers or people with very high incomes do not have to pay the public insurance and can join private insurance schemes. The care of the elderly is partly covered by a special compulsory care insurance but most people and partly their children have to pay a lot privately. If they cannot afford this they get state benefits – but this will leave them only a little pocket money for their individual needs.

The residences for the elderly are either their private homes, sheltered housing or care homes for old people. Now there are also some private flat shares for people with dementia.

In Neumünster there are 13 organizations offering ambulant care (from 20 min-

utes to 2 hours help/day), 8 institutions for sheltered housing with 215 places; 11 homes for the elderly depending on all day care with more than 250 places; two flat-sharing-communities for people with dementia (10-12 places each); 7 institutions provide emergency-call systems; and 4 meals on wheels.

Neumünster has a public office for senior counseling and organizing activities for seniors ("Seniorenbüro"), and two institutions counselling volunteers.
For free-time there are about 60 clubs for the elderly in Neumünster meeting weekly. They offer to play, to listen to music, to talk together, practice hobbies (photography, computer, handicrafts…). Two meeting places are targeted to elderly female migrants.
A senior-committee represents seniors in the public arena and in local government.

1.2.1 Eurolavoro – Afol Ovest Milano, Italy

Eurolavoro – Afol Ovest Milano is a private company that was established with a public capital, and whose main shareholder is the Province of Milan. The main aims of the company include: providing public employment services; implementing employment and active labour policies; improving the workforce adaptability, supporting local development by preventing and fighting unemployment; and the growth of local human resources.

The integration of training, guidance and work policies allows Eurolavoro to provide a wide range of services supporting young and aged people through counselling and training activities, and to support enterprises, local authorities, educative institutions, and stakeholders. Amongst its aims are the prevention and the management of the consequences of the economic crisis such as restructuring and letting people go. The people who are more likely to be affected by these changes are mainly female and/or older workers.

In the recent past, Eurolavoro took part in different FSE projects such as Equal, Art.6, and Leonardo. All these projects aimed at developing positive measures for the active ageing that were connected to intergenerational learning and maintaining one's competences, so to improve the adaptability of the workforce. This way, the opportunities of finding an employment increased for the people seeking a job within local structures and services.

The company provides career counselling, re-training, and continuous education for those who need it. Furthermore, it is recognized by the Lombardia Region as a professional education and employment services provider.

Here is a list of the main services we offer:
- Support for people who wish to work: adaptability workshops (individual or in groups) that focus on the analysis and discussion of flexibility and attractiveness of each participant in the current market; active research strategies; re-training.
- Support for enterprises and institutions: help in designing training and re-training plans; demand and supply of workers, from the initial needs to the best solutions (the law of the labour market, selection processes, train-

eeship, re-training, continuous education).
- Support trainees and apprentices: to best introduce jobseekers into the labour market.
- Offer professional counselling: planning projects on the local level, providing to the needs of the enterprises that develop and disseminate best practices that aim at improving local factories.
- Support equal opportunities: promoting the trade-off between work and family duties through local or business-like projects; supporting disable or disadvantaged workers.
- Deal with case studies and researchers, employment services, initiatives focused on the evolution of new professions.
- Manage the Socio-economic Observatory in the Alto Milanese area: constantly monitoring the territory; pinpointing the main aspects of the local economy; evaluating the dynamics that are developing in the area; helping to define local participation and planning strategies.

Eurolavoro is an important reference point for the social partners and its territory. This consideration is due to the quality of the staff and their ability to coordinate complex projctes.

1.2.2 Overview of the local context

The territory involved in the project covers the western side of the Province of Milan and includes 50 municipalities, counting, altogether, 467.900 inhabitants (2013). From a socio-economic point of view, this area has always been characterised by its manufacturing companies; this continues to be true in spite of the evident difficulties due to the long-term economic developments, the related effects of the past decade, and the recession started in 2008.

The West Milan area is divided into two different sub-areas that are differentiated by their industrial and entrepreneurial development, and the impact of the crisis on the local labour market and on employment. The first sub-area is called Alto Milanese and it comprises 23 towns that are well connected with the economy and infrastructural axis of the metropolitan area of Milan. The second sub-area is called Magentino – Abbiatese and it comprises 27 towns; these are

less urbanised and present a lower concentration of economic activities.

The productive system of the territory now counts 36.300 local units, 139.000 workers, and a strong vocation for the textile and mechanic sectors. Its structure is composed by small enterprises, with a significant role of artisans, and the role of big companies is much less determinant. To understand this evolution it is important to consider a few important events: the industrial vicissitudes of the secondary sectors of the Milan province, the decline of great industries (i.e. Franco Tosi – Ansaldo), the crisis in the textile sector, and more recently, the ongoing and widespread economic recession that affects, in particular, less structured enterprises and the artisans.

All these problems caused further deterioration, even on the local labour market. Despite its context – the province of Milan is rather dynamic and is characterised by better economic performances compared to other regions of Italy, – the area suffers from an overall increase of unemployment rates.

Some recent analysis (by the Socio Economic Observatory, 2014) outline that, in spite of a general improvement of the recruitment dynamics (+1.7%), registered also in the Western part of the province, the situation maintains its negative connotation. The flows of employment have been experiencing a situation of disequilibrium for the past six years, and the demand for labour was affected by an important drop in the hiring rates (– 9.7%). Also the offer suffered from this situation that increased the number people who have been dismissed (+35.3%), the number of unemployed people (+12.4%), and further added to the pool of long term unemployment. Consequently, one of the most pressing issues is to reintegrate these people into the work world; in particular the weaker categories of employees: women, young people, older workers, and people with low qualifications and/or level of education.

Other than the quantitative aspects, there are also qualitative ones that influence the competitiveness and the perspective of development of this area; they also have to be taken into consideration while planning local schemes of intervention. The main limits for this concern the innovative attitude at the local level. Regarding this matter, there has been a series of studies, specifically tailored for the area of West Milan (Socio Economic Observatory, 2012 and 2014), that revealed that both the Alto Milanese and the Magentino – Abbiatese areas maintain a strong manufacturing base (in spite of recent events), though

are not particularly attractive for high profile workers, who tend to leave the territory to seek better opportunities. Sometimes, the phenomena of high profile workers migrating is due to the low demand of companies in West Milan, that are not developed enough to employ all of the workforce available in loco. Some other times, especially in the Magentino – Abbiatese area, the problem is due to a mismatching between profiles offered and needed.

Furthermore, the innovative sectors and the economic activities with added value are often under-represented considering that this territory has a history of specialisation and hierarchical dependence towards the city of Milan. This happens particularly for the services and tertiary fields.

In the area, the potential of economic growth linked to the knowledge-intensive sectors presents many limits. This is mainly due to the fact that knowledge-intensive sectors are more exposed to competition compared to sectors that have a more intrinsic potential for economic growth.

1.3.1 ROC van Twente.

The ROC of Twente is a regional education centre in the eastern part of The Netherlands. We serve the region Twente with vocational education, general education, and adult education. Our region has about 600.000 inhabitants. We have over 20.000 students attending more than 300 courses in different levels and branches. Our organization has 1800 employees.

Our role in this project is to present good practices and policies about keeping aging (mostly over 45) employees fit for work and let students do research on the subject relating to keeping elderly citizens fit and active. The students will visit different good practices in partner countries. The students will be a mix of fulltime and part-time students who do the practical part of their course in elderly care.

1.3.2 Overview of the local context

The Dutch population will grow during the next 30 years. At the borders of the country, however, there is a major population decline. The number of households is growing in almost every region in the coming decades. The proportion of people over 65 in the population will increase in the coming decades.

Social Demographic Developments and Ageing

First question is: what does old age mean?

In different domains old age is differently defined.

There are different moments in the course of a lifetime for being/feeling old:

- Children leaving home
- Physical disabilities
- Retirement age

Old in terms of the labour market is 50-65 years old.

Old in terms of (health) care is 75+.

Life Expectancy

The life expectancy of the world population is going up in 1975 it was about 59 years old in 2010 is about 68 years.

Average life expectancy in Europe is even higher, this is mainly due to:

- Ageing population

- Less children
- Total population growth is going down

Health

The healthy life expectancy is also going up. The elderly are stimulated to live independently longer than before.

- Most men > 75 live together
- Most women > 75 live alone
- Most > 90 live independently
- Rising number of people living alone
- Change in demand and supply of housing
- Need for secure housing

Participation

The participation of the elderly through labour is increasing: In 1992 25% of the elderly aged between 60 and 64 year old was still working, in 2005 this percentage has incresased to the 40%.

A result of the elderly staying longer at work, in combination with the economic crisis, is that there are fewer chances for young people to make a start in the labour market: high youth unemployment.

Older unemployed (>45) are not very popular on the labour market. Their image is negative: not able to learn, not flexible, expensive, stubborn etcetera. An increasing group of over 45 years old are long term unemployed.

Increasing participation through working as a volunteer among the elderly.

Areas of activity are:

- care for partner, grandchildren and relatives;
- sports, religious communities, cultural activities.

Important result of working as a volunteer:

- being active;
- feeling useful;
- have social contacts

1.4.1 Swiss Federation for adult learning - SFAL, Switzerland

The Swiss Federation for Adult Learning (SFAL, www.alice.ch) is the national union (umbrella organization) for general and vocational adult learning in Switzerland. SFAL is a non-governmental organisation with permanent secretariats in Zurich (Head-Office, German speaking region), Lausanne (French speaking region) and Lugano (Italian speaking region).

It groups more than 550 private and public providers of adult education, associations, cantonal officials in charge of adult education, in-company adult learning departments and human resources staff, as well as individuals involved in adult learning.

The Swiss Federation promotes the lobbying of a sustainable adult education system in Switzerland, increases awareness on the importance of adult learning, and creates cooperation and networks among adult learning organizations by conducting national and international projects, conferences, and informative meetings. The Swiss Federation for Adult Learning has also developed and currently runs a professional "train the trainer system" and a quality system for adult education providers (eduQua).

Key activities of SFAL, within the national and international projects in the field of lifelong learning, relate to various target groups like: low skilled workers, adults lacking basic skills, migrants, elderly people, and gender based projects. Such activities promote the improvement of the learning level of low qualified and/or marginalized people, focalizing on adult educational policies, professionalization of adult education, and awareness of lifelong learning.

The SFAL network covers all relevant areas of adult education and is very helpful and adequate for developing, conducting and evaluating research but also for disseminating projects' results all over Switzerland. SFAL has close contacts with policy makers, adult learning providers, scientists in the field of adult education, multipliers and SMEs who are willing to contribute through their knowledge to adult educational and vocational training projects.

For these reasons, one of the main objectives of the SFAL in this project, is to investigate the innovative approaches and strategies that could be applied to improve access to lifelong learning for elderly workers, and to foster intergenerational learning in formal, informal, and non-formal contexts. Furthermore SFAL also wants to stress the attention on the importance of lifelong learning in the elder age to prevent social exclusion, and to foster active ageing.

1.4.2 Labor Transfer SA, Switzerland

Labor Transfer is a partner in training, orienting, and developing the individual and the work organizations, particularly in settings marked by a transition from a certain context to a new desired situation. In the Italian speaking part of Switzerland, Labor Transfer has an important role in trainers and adult training. Labor Transfer is one of the national organisms that works towards a responsible and well thought citizenship. It works side by side with other associations in the educational, parental training, and welcoming immigrants contexts. The activities of Labor Transfer are constantly updated thanks to a peer-revue system, to internal training, and the publication of work materials about the issues of our time. Its action is mostly organized in collaboration with the Ticino Canton and the Confederation governmental offices, so to support and train people who risk social exclusion, particularly because of unemployment. Another set of activities is organized with social entities in order to better value the partners' talents. A significant amount of Labor Transfer's work is done in the national context of adult trainers.

1.4.3 Overview of the local context

Ticino is the southernmost Swiss canton and is placed at the border with northern Italy. According to the data published by the Ticino Regional Statistics Centre (USTAT), in 2012 the resident population counted about 341'652 inhabitants.

Canton Ticino is inserted in the Swiss general trend, reflecting the one of the other European countries: the resident population shows an increasing number of elderly people and a constant growth in life expectancy. As per data gathered in 2009, the Canton Ticino's resident population over 65 years of age indicated 69'359 unities, equal to the 20.8% of the whole resident population (333'624). Of this percentage, the 6.1% (20'328) falls into the over-eighty age range, the so-called "fourth age". Projections elaborated by the authorities,

foresee a further increase of the elderly population which, in 2030, should reach 104'446 unities (28.2% of the population). In this scenario, 36'000 unities out of 104'446 should be reaching the over-eighty age range (i.e. 9.7% of the entire population).

The population of Canton Ticino has a higher average rate of elderly people; currently 1 in 5 people is an elder individual. In 2009, the percentage of individuals younger than 15 reached 13.8%, while those over 65 turned out to be 20.8%. With this percentage, Canton Ticino resulted to be the "eldest" Canton of the whole country. Equally, speaking at a European level, the high number of elderly people resident in Canton Ticino, make it one of the "eldest" regions in Europe (percentage of "over 65" situated between 20 and 23%).
The reasons for this kind of trend are diverse. A large number of retired people from different Cantons tend to move to urbanized regions of Canton Ticino. These places, characterised by "retirement immigration", tend to influence the ageing trend of the population and its increasing growth. Equally, the emigration of younger people moving from Ticino's remote valleys towards other Cantons, affects the resident population's age range, causing it to rise.
A further contribution to the general ageing of the resident population, is given by the longer life expectancy which is currently situated at 80.4 years of age for men and 85.8 for women (Eurostat regional yearbook 2010), Canton Ticino is the European region NUTS2 with the higher life expectancy rate at birth for women.
As previously said, at the moment, the life expectancy trend does not seem to stop rising. Estimates elaborated in Switzerland by the SCRIS (Service Cantonal de Recherche et Informations Statistiques de Lausanne) forecast that in 2040, Canton Ticino will have a life expectancy at birth reaching 84.7 years of age for men and 89.2 for women.
Naturally, the loss of self-sufficiency represents one of the higher risks for elderly people. This problematic comes with consequences linked to the personal and private life of the individual, as well as family based matters and a significant social impact. Particularly, data gathered in 2010 show a total of 6'519 people (9.3% of the population) living in medically equipped homes for the elderly (public, private and/or subsidized homes). Of these 6'519 people, 79.7% are elders over 80.

The general ageing of the population and the creation of a new class of people "over 80", is generating challenges in the social, economic, and health care contexts. Such challenges are currently being faced by politicians, government authorities, public and private institutions present on the Cantonal territory. These entities are struggling to find convincing answers. Research and comparison with approaches developed and applied in other countries will help to generate new ideas and motivation.

2. Methodology and tools

2.1 Introduction aims of the methodology

The goal of the project, as a reminder, is to highlight, compare, and gather example of best practices linked to the promotion of active aging within different fields: work, society, family, free time. During the project, the have been moment of meeting, visit, and comparisons of situations thought and build to maintain the wellbeing of the elderly. A few instruments have been developed to facilitate and level the work of analysis and comparison of the gathered data. The objective of this database is to contribute to the spreading of effective practices to respond to the needs of a multicultural and intergenerational society. The experiences that are ongoing in the European countries involved in the project can be adapted for other contexts and other countries.

On the methodological level, it was necessary to consider a few significant aspects:

- The different socio-cultural reality of the countries involved
- The different evolution of the public services and private initiatives
- The attention paid to the "elders" emergency and the different priorities of each country.

These three aspects, specific to the culture and the political choices of a nation, have been taken into consideration so to avoid absolute comparisons and the planning of automatic transfer actions.

To consider the local peculiarities and still define keys of analysis that can be used in every context, the project group elaborated a specific description model and a grid of analysis.

- The description of the single activities has been developed with a part devoted to the context and a part devoted to the elements that constituted the activities themselves. The identified criteria addressed the observation towards general characteristics of a social action aimed at the elder population.

To improve the keys of analysis for the practices taken into consideration, an experimental phase was necessary. The first two meetings aimed at reaching three objectives:

1. Elaboration of the methodological basis
2. Experimentation of the methodological material
3. Collection of pertinent documentation

The results of the project are now gathered in two different categories: 1) the methodological documentation, and 2) the best practices. The latters have been chosen from three specific areas: "Working life and intergenerational learning", "Social life and family", "Free time and social inclusion".

To define the methodology, the project group considered the characteristic values of this project. Such values also influenced the operative modalities. In fact, every work is funded upon a political vision of society and community.

Particularly, it is the concept of citizenship that oriented our work. More concretely, we considered the topic of active participation, social inclusion, and sharing. We decided then to operate also within the group project following the directions that guided the experiences proposed at every meeting. Thus:

- Each participant has been called to take on roles and tasks.
- Everyone had to consider the opinions of others, so to include them in a shared model.
- We defined exchange and negotiation activities, on the values themselves, on the modalities of work, and on the criteria to be used to choose the best practices.

Our work contemplated a) an autobiographic approach, b) the Experiential Learning approach, c) work divided into projects, and d) the principles of adult training.

- The subjective representations of each participant are based on their personal background, and on the influence that the context of social and cultural belonging has on them. To overcome the subjectivities, and to find a common and shared filed of action, the project integrated the elements of the Experiential learning approach and its reflective practices. The operative strategies have been organized to favour a constant reference to the personal background of each of us. This way we exchanged views on known experiences and the ones experienced with the others.
- The project work and the principles of adult training determined the concrete organization. In fact, we endorsed the proposition of concrete experiences, a collection of results to describe and, when possible, to use in one's

own contexts.

The first definition of criteria and significant elements has been elaborated with a give and take between the methodological frame and the world of work definitions; we have therefore analysed the first results obtained with discussions and concrete experiences that the partners proposed to us. This allowed us to elaborate a shared model that later has been employed by each partner to describe the experiences presented. The results of this work allowed us to identify and then describe in a complete way several international best practices. Some among those are presented in this catalogue.

Project Work
We defined our project as a Project Work within which appraises the competences of each participant. This allowed us to activate new operative instruments, building in the meantime experiences of reciprocal learning. The analysis of different contexts allowed us to underline their peculiarities and to compare them with other experiences. The work hypotheses were funded on personal hypothesis first, and group hypothesis later. These hypothesis favoured several observations, comparisons, and transfer proposals, from a context into another. The motivation of the project itself, in fact, resulted in the choice of three specific areas, already mentioned, with the goal of obtaining tangible results. The methodological method adopted is also a result of this project work. The reflective moment, and the ones of exchange have been key to elaborate the operative sheets. The maieutic approach adopted was useful to manage the sharing, the personal testimonies, and for the analysis of the common experiences. The interpersonal relationship specific of this work allowed a frank and transparent exchange, respecting individual positions.

Best Practices
The best practices were born from the analysis of different experiences. The analysis and evaluation of experience are based upon a grid of criteria and, mostly, upon the sharing of reflections among all the participants. The goal of this work is to introduce the most interesting experiences to the partners. They can thus become examples to use in different contexts. The best practic-

es have been identified considering the experiences that could be offered in a context different from the original one. A positive element of a best practice is its sustainability, that is its ability to be used without compromising other development experiences in the field of elders participation in a social context. In particular, the experiences grant a balance between the criteria of participation, social inclusion, and sharing amongst the participants. To that end the examples of cooperation and critical sharing amongst the participants, socio sanitary personnel, and the users of the experiences are considered very important. The project was therefore useful to have new experiences. Among those experiences we chose a few fields to analyse in more depth, to follow and, when possible, to transfer in one's own context. The project also tested an escorting methodology for mobility projects. This too is a best practice. In fact, the redaction of short journals or tales turned out to be a good system to value the trip and the encounter, and to reflect on one's own life situation and the possibilities to improve its quality. Each evaluation of experience has to consider the peculiarity of the situations and the possible issues observed. For this reason we do not refer to standard criteria external to the APLi project but rather we state which are our criteria.

Narration
The project values the sharing of experiences and is funded on activities of oral and written exchange. This proposal turned out to be very interesting, and therefore became part of the best practices to transfer to other projects that consider mobility, encounter, and sharing as priority elements.
The research based upon an autobiographic approach gave value to the writing, other than oral narration. Writing produces documents, and these documents have a social value if it has been decided to share them. The reading of the texts by other participants of the project, of the trip, allows to identify specific areas of interest for each participant. One's own priorities, discussed and shared, can become a group of factors to consider when organising a trip. If the trip is organised to favour discovery and learning, the fact of traveling itself becomes a metaphor of learning, suggesting priorities, ways of being, goals.

Transfer

The actions started during the project, among other things, had the goal of uncovering new ideas, new ways of doing things and of being in the context of the elderly. The consequence of the exchange was therefore to allow the development of projects to transfer into the single participants' reality.

The transfer activities though, need to be considered with a few precautions. In particular, the description of the best practices contemplates factors that are external to the experience: social reality, laws, regulations, traditions and culture, economy and investments. These are a few indicators that have to be considered to evaluate the transferability of an experience. A successful transfer had to be evaluated where the experience will take place, considering also the methodology, or the instruments known in other places. Most of the times, it is not a matter of reproducing an experience, but rather of transferring the specific competences of the experience itself. Either way, this process will produce learning and growth of the organisations involved.

Subjective representations

The processing of best practices within this project is funded on the subjective representations of the participants and their sharing. This processing leads to socially recognised results, and to the possibility of interventions, even significant, on the reality within which the partners operate. To that end, it is suitable to consider the theories, often implicit, that the participants use to read and evaluate the reality. The subjective representations, thus, are related to what the participants elaborate when participating in trips, meetings, and exchange experiences. The base theories of the subjective opinions are useful structures used to interpret procedures, situations, experienced or observed events. The logical links that each participant built between the experiences – the objects of study - and the explanation that we came up with – the concepts - are important results to be shared. The convictions and the values that guide the participants toward considering certain aspects of an experience, but not others, also determine the conclusions and the evaluation expressed. Such considerations have been made explicit and discussed within the project group. The evaluation that originated from this project is funded significantly on the construction of concepts and the choice of experiences made by the group. To this end, it is necessary to have an adequate amount of time to share personal opinions and convictions. They are, first and foremost, the things that determine the operative interventions that follow. The reflective support of the group favoured the sharing of personal opinions and convictions. Otherwise, there is a tendency to act, preparing and participating to new experiences, giving up on the effort of discussing or arguing. The work carried on within the groups that participated to the meetings made it possible to regularly go back to the methodology, re-evaluating its structure and elements, to perfect them, adapt them, or to understand more in depth their meaning. The conclusive result is a shared sheet of analysis that can be used by all partners.

The method and its actualisation during the project and the national meetings

Each meeting has been planned with visits to institutions, associations, and other significant places in relation to one of the three areas considered – "Working life and intergenerational learning", "Social life and family", "Free time and social inclusion".

- The visits allowed us to observe, discuss, even participate to some activities, together with the people locally involved.
- This participate observation tries to appraise the point of view of the locals so to consider it during the following analysis. In some cases, the analysis involved a few local people.

The meeting always allocated some time to debate about the instrument of analysis developed. A few moments have been defined to use the instruments of analysis.

- The descriptions and the analysis performed through criteria decided together, and the standardised grid allowed a debate on ideas and evaluations. The exercise was useful to clarify different interpretations, to show the way of looking at an experience, and to grasp the significant aspects.
- Those were moment with a strong value of subjective learning and discussion within the group, about values to consider when one wants to realise a proposal useful to the elderly, always considering the principles of active participation, social inclusion, and sharing among citizens who belong to the same social group.

- The ongoing processing of the framework allowed the group to search until the end for an adequate solution that would go along the intentions of everyone. In some cases, this way of working tires the participants. Especially the people used to working with pre-established instruments and guidelines have a hard time operating in a context where experiences, analysis, and re-elaboration of the framework follow one another closely.

The explanation of the subjective representations of the participants, and the support during the debates is a delicate part of the methodology. In fact, it is a matter of discussing convictions that are often deep-rooted, and putting them on the same level of those of other participants, who might have completely different opinions. This part of the method aimed to deepen, as the project progressed, a common and shared vision, so to obtain a catalogue of best practices described in a similar way for all the partners.

- Working with subjective representations can help, if one can manage a non-judgemental context where the individuals feel respected for their opinions and convictions.

This way, the description of best practices produced a catalogue of experiences, of ways of doing, and of suggestions that can be transferred into situations that differ from the original one. The choice of best practices is a result of this project. However, the main result might be the learning that took place within the group itself. The participants got to know different realities, study in deep social, administrative, and economical rules of each experience, and they compared their national situation with the one of other countries.

- The result is therefore the experience itself, and the growth that the participants gained.
- The commitment of each country group to divulge the best practices and the method used itself are additional results.

2.2 Descriptive schedule and analysis Grid

With the methodological approach described in the previews paragraph the partnership has also defined a set of tools useful to collect data and compare projects and activities dealing with elderly people related matters.

The tools grouped in the analysis grid include a description grid and a matrix to be used to describe, analyse and identify best practices in the studied domain. The idea is that the tools developed will offer the opportunity to collect information and in depth analyse the selected practices in order to have a wide range of experiences considering the different social, working and economic situation of the countries involved. Particularly, the description grid and the matrix produced during the partnership should be of aid to authorities, institutions, associations, project coordinators, trainers and etcetera to improve and broaden their knowledge and practices and to develop and transfer new ideas, innovative thinking, skills and competences in the domain of active ageing. All the above listed entities may take action through:

- the observation, the analysis, the description, the comparison and the evaluation of projects, activities and practices regarding lifelong learning and active maintenance of elderly people in different domains;
- the identification of the key elements and the added values determining the success of this kind of projects with particular focus on training and didactical approach to elderly and elderly staff;
- the study of the relations which are generated between best practices and the socioeconomic contexts in which they are developed.
  the identification of the key elements for a successful transfer to other context and region of the selected projects and practices.

The Analysis Grid

As stated above, two parts compose the analysis grid. The first section, from now on called Description Grid (DG), is designed to collect information and general data about projects or actions to be analysed. The second section, defined Analysis Matrix (AM), is thought to highlight elements and key factors that make the project successful in a specific context.

In the next paragraphs we will focus on these two tools and we will explain which information needs to be inserted in each field and how the grid and matrix are used.

The Description Grid (DG)
The Description Grid is the tool, which permits to collect any significant information about the project or initiatives that we want to analyse. Trough the information collected using the DG it should be possible to understand the main goals of the best practices analysed and to have an idea about the context where the best practice was developed and implemented.

In the following paragraph we will shortly describe the main elements to be inserted in the Description Grid.

Title/Name: what is the name of the Best Practice (BP) that will be analysed trough the grid? It could be a specific project, an association, an organization, a specific policy or law and etcetera.
Country/region: which is/are the country/ies and the region/s interested by the BP?
APLi domain: which APLi domain does the BP concern? Choose between the three APLi domains of interest defined during the project:
-   Social life and family
-   Free time and social inclusion
-   Working life and intergenerational learning
These three general categories should help to catalogue the BP analysed to have a fast reference while searching for a project in a specific domain. Naturally the domains herewith listed can be further defined and detailed and new domain can be added to the list.
Short description: Which are the main goals and activities carried out during the BP.
Duration: when was the project started and when has it finished or will be finished? Does the BP have a defined duration? If yes, what will happen after the project's closure?
Area of interests: Which are the main areas of interests of the BP? For example:

elderly education, sports, services to preserve elderly autonomy and etcetera
Target and audience: which are the main target groups of the project? For example: elderly who have just retired; elderly from 70-80 and etcetera. How many people belonging to the target group have been directly or indirectly reached by the project?
Main stakeholders: which are the main stakeholders directly or indirectly involved and concerned by the BP? Does the project have the support of local authorities, organisations and institutions?
Territorial coverage / local context and policies / audience: which territorial coverage does the project have? For example: local, regional, national scale. Shortly define the context in which the BP is implemented: main facts and figures about demographic, economic and social context and about active policies related to the subject of the project.
Financing and management: how are the project and the activities financed and managed? what kind of financial support (public or private) does the project receive? What kind of management (public or private) does the project have? Are the activities managed, coordinated and carried out by professionals or volunteers? Are the elderly involved in the management of the project?
Main results and sustainability: what are the main results produced by the project? And how will the sustainability of the project be guaranteed?
Additional information: Important additional information to be known for the understanding and the transfer of the project. For example: synergies, studies researches and publications linked to the BP and etcetera.
Internet site and contacts: web page and full contacts through which additional information on the project may be retrieved/acquired.

The Analysis Matrix (AM)
The second part of the Analysis Grid is formed by the Analisys Matrix. The intent of the matrix is to supply a preliminary analysis of some specific aspects concerning best practices. In particular, the Analysis Matrix wants to stress the attention on internal and external factors linked to participation, social inclusion and sharing of a BP. The main aim of the AM is to summarise and synthetize the peculiarities of a BP about the above cited aspects and to permit to evaluate which are the main points to consider while adapting and transferring the BP

to other contexts.

Particularly, the matrix would like to focus on the following aspects.

Participation

By participation we mean people, institutions, organisations involved, concerned or directly/indirectly linked to the best practice analysed. Participation defines the human and organisational power and conditions that made possible the setting up of the BP. In describing participation it is very important to pay attention to particularly significant conditions linked to persons, group of person or institutions, organizations and authorities, who influenced the success of the project. Participation should not only consider the active involvement and commitment of those directly affected by the project (in our case usually elderly people) but also pay attention to policies and measures fostering participation to actions and initiatives for elderly. The involvement and the influence of all the members and organizations of a community should also be considered during the development of projects and activities that will affect them. Otherwise said, participation is characterized by active involvement of the target group but also of the whole community (individual members and organisations) on which the project has chosen to focus.

Social inclusion

By social inclusion is meant the process of improving the terms for individuals and groups who take active part in society. If thought in relation to elderly, under social inclusion we can include all measures and related outcomes, which will help to improve elderly active participation in a community. A society prone to actively include elderly people is an environment where all feel valued, where differences are respected, and basic needs are met allowing the elderly to live in dignity. The afore described scenario is related to the importance of the links that should exist between the individual members of a community and the role of each person as a member of this group.

Social inclusion aims to empower elderly avoiding isolation and social exclusion. Processes ad measures fostering social inclusion want to ensure that elderly people continue to have the possibility to take part to processes and decisions affecting their lives, wanting to guarantee equal opportunity in ac-

cessing services (public and private) present in the society. An element to be carefully considered for the social inclusion is related to intergenerational relationships between the elderly and the younger members of the community. According to studies and researches, intergenerational relationships and learning could play an important role in maintaining the elderly lifelong active and well integrated in society.

Sharing

By sharing is meant the process of exchange, dissemination and exploitation of information and results about a project between people and organizations, using different media and technologies.

By sharing information, outcomes and results of a project are disseminated by individuals and organizations in a structured or spontaneous way. The sharing process includes the communication strategy and activities foreseen by the project and other forms of dissemination and exploitation involving projects' activities, which were not foreseen in the project in the first place; a typical example could be the adaptation and transfer of a best practice from the original to other contexts.

The main purposes of such activities should be for example: raise awareness, involve and awake public opinion, promote and make a project sustainable. The sharing of a best practice among and outside a specific target group or community, is strongly linked to the process of making the results and deliverables of a project available to the stakeholders and to a wider audience. In this sense to have well structured dissemination and communication strategies is essential for the success of the project and for the sustainability of outputs in the long term.

In the Analysis Matrix, the above-mentioned aspects have been differentiated between internal and external factors. This distinction is useful to better understand which are the elements that can be directly influenced while developing and implementing a project and which ones are depending from pre-existing conditions. In this sense:

Internal factors: are factors and elements directly related, defined and foreseen by the project (the best practice) itself. For example: the direct involvement of partners and stakeholders in the project's implementation, the aims and means defined by the project, the structure of the project and etcetera.

External factors: are factors and elements external and not depending from the project. For example: "pre-existing conditions" such as laws, policies, local networks, environment and social context, social attitudes and etcetera already existing or implemented independently from the project.

3.1 Family and Social Life

The family is a very important factor for an active and healthy ageing-process. For many elderly people the family is the main link to society – if this link is missing the risk of marginalization and depression with all the following health-problems is huge. The partner in a long standing marriage, the children and grandchildren are often an important part of health: being motivated for different activities (Learning, moving travelling…). Both physical and mental health are very often dependent on the feeling of purpose in the life, which itself is often dependent on a good social and family network.

Be that as it may, family is just one part of social life and has lost its importance over the last century, because of mobility and changed working conditions. So it is important to develop methods and ideas to facilitate participation in social life on different levels. For their health, social contacts are as important as physical exercises and a sense of coherence. Cultural activities can revitalize existing resources even in people with dementia and enrich the lives of many old people.

Altogether, it seems important to focus on methods and settings, which motivate the elderly to participate in activities, meeting others, learning, and moving in their environment especially after they finished the working phase of life.

Best practice 1 - Germany

Description Grid	
Title/Name	Grandma/grandpa –Child activities
Country/region	local (Neumünster)
APLi domain	Family , free-time and health
Short Description	Grandparents and grandchildren meet regularly once a week in a sports club for motion and sports together. To motivate each other, to get to know each other better, to improve health (the elderly) and physical, mental and social development (the youngsters)
Duration	Meetings once a week over the last 10 years.
Area of interests	Intergenerational activities, improving social contacts and physical abilities (such as coordination, strength and endurance), it is healthy for both (fall prevention and avoiding cardiovascular diseases and for the elderly; obesity prevention and facilitating development for the kids)
Target	People > 60 and Children < 6 Years of age. About 15 to 20 people attend the course regularly – but over the years people change, because they leave, when the kids start going to school – so about 70 – 80 people have attended regularly over the years. Indirectly it influences families, school classes, the mates of the kids. In the sports club the offer is well known and it motivates other grandparents too, to share motion experience with their grandchildren.
Stakeholders	Sports club, school of Moto pedagogics
Territorial coverage/ local context/audience	Local sports club which has an important social function in this area of the town
Financing and management	Managed by the sport club. Participants pay the same monthly fee as other club members.
Main results and sustainability	Improving health, intergenerational cooperation and contact. Took place and will take place continuously over years.
Additional information	A good way to keep the elderly active in a sports club and to get the youngsters used to be a member of the sports club - they often continue with other sports.
Internet site and contacts	http://sv-tungendorf.de http://www.ibaf.de/motopaedagogic

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS — Involving all Generations – old and young participants and mostly "middle-aged" Trainers.	Keeping the old fit and the youngsters aware of the elder generation and their resources and handicaps	Other members of the sports club might be interested and motivated to be active in the grandparents generation Common experience to enjoy movement Experience of common activities – young and old connection and communication with other people in a similar situation .
EXTERNAL FACTORS — Grandparents > about 60 and Children < 6 during the years new generations of grandparents and children joined and took over	Target-group is basically the inclusion of the young and the old ones Attractive for these groups to join the sports club – and probably participate in other offers as well	Dissemination of the idea in professional journals and local newspapers – to encourage others to try this activity

Best practice 2 - Italy

Description Grid	
Title/Name	Auser
Country/region	Italy
APLi domain	Social life – family
Short Description	Auser is a volunteering association that has the aim of promoting the active ageing of people and the growth of their role in the society. It is mainly referring to senior but is also open to different generations, nationalities and cultures. The wish of the Auser clubs is to continue protecting (helping the people and the community) and promoting (socialization and aggregation): the merging of these two activities could transform the senior centres into places where people will find proper response to their needs and will become protagonists in the management of their future. Social Agency: Through the "filo d'argento" network, the senior telephone aid helps people facing daily life with more serenity. Through a simple phone call it is possible to ask for food to be delivered at home, medicines, or simply friends, transportation for checks or therapy. It is also possible to participate in free time activities. Assistance services: consultancy and reception services, including legal, psychological, professional, and social support to elderly victims of violence, abuses and scams. Social initiatives: the auser structures also organise a wide range of social and sport activities. It is possible to participate in physical, computer, recreational, creative activities and more. United Living: some auser's club are proposing a brand new service which is the innovative approach to the house theme promoting a common-living solutions based upon mutual aid and reciprocal help.
Duration	Auser was founded in 1989 and it is now widespread in the territory and includes more than 1500 offices, 300.000 members and 40000 volunteers
Area of interests	Social life, assistance, free time, adult education
Target	Seniors
Stakeholders	Family – volunteers – social and medical services
Territorial coverage/ local context/audience	Italian territory with offices in different cities
Financing and management	Association fee – private donations – volunteers work
Main results and sustainability	Over than 2.5 million hours of volunteer work and more than 1 million people for interventions
Additional information	
Internet site and contacts	http://www1.auser.it/IT/HomePage

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Associated Members (with membership fee) Volunteers	Aid Services Free time animation Adult education Volunteering	Mutual support Socialization and aggregation Analysis of, and answers to certain needs
EXTERNAL FACTORS Unions (the associations was born from the union) Network with local structures	Local medical facilities Local elderly centres Local systems of lifelong education Cultural changes	Structure able to accept all rules and society news translating them into innovative proposals

Best practice 3 - The Netherlands

Description Grid	
Title/Name	Trivium Meulenbelt zorg, location 't Dijkhuis
Country/region	The Netherlands
APLi domain	Social life and family
Short Description	Within TriviumMeulenbeltZorg (TMZ) more than 2100 employees and 1100 volunteers work every day with the elderly and chronically ill, to offer good and personal care. In its modern and sustainable, assisted living complexes and in people's homes, TMZ offers nursing care, guidance, personal alarms and household care. TMZ is active in the municipalities of Almelo, Borne, Enschede, Hengelo, Tubbergen and Twenterand. The relationship between clients, employees and other stakeholders is the central issue. Together we make the care personal. The new Dijkhuis was developed in a unique collaboration between TMZ and the Residential Management Foundation Borne. Here, all the facilities are housed in a building in the area of living, care and welfare. The multifunctional complex offers spacious self-care apartments of 80 square meters, private apartments of 100 square meters and modern nursing. In addition, there is a central service center which provides the care and service to residents of the apartments. More than 100 volunteers are active for social activities. TriviumMeulenbeltZorg (TMZ) offers plenty of challenges for volunteers. The possibilities are endless, and appealing to all wishes. TMZ volunteers help for example with walking, doing puzzles, joining the coffee table. Without volunteers, the clients would miss enjoyable and important activities for them. The use of volunteers is not a one way system. The volunteers are committed to their tasks and get a lot in return. Helping others is fun, fosters personal enrichment, nice contacts and a valuable feelings. For TMZ the volunteers play a key role. This 'informal care' is the foundation of the organization and is indispensable in responding to the growing demand for care.
Duration	
Area of interests	
Target	See: short description
Stakeholders	The elderly and their relatives Local community The relationship between clients, employees and other stakeholders is the central issue.
Territorial coverage/ local context/audience	Here, all the facilities are housed in a building in the area of living, care and welfare. The multifunctional complex offers spacious self-care apartments of 80 square meters, private apartments of 100 square meters and modern nursing. In addition, there is a central service center which provides the care and service to residents of the apartments. More than 100 volunteers are active for social activities.
Financing and management	The new Dijkhuis was developed in a unique collaboration between TMZ and the Residential Management Foundation Borne. The elderly rent their apartment from Residential Management Foundation Borne (Stichting Woonbeheer Borne). The care people need can be asked from TVM and will be paid for by the central government/ health insurer. In the coming years this will change. Policy and financing will be the responsibility of local government.

Main results and sustainability	The new Dijkhuis was developed in a unique collaboration between TMZ and the Residential Management Foundation Borne. Here are all the facilities are housed in a building in the area of living, care and welfare. The multifunctional complex offers spacious self-care apartments of 80 square meters, private apartments of 100 square meters, and a modern nursing. In addition, there is a central service center which provides the care and services to residents of the apartments. More than 100 volunteers are active for the social activities. TriviumMeulenbeltZorg (TMZ) offers plenty of challenges for volunteers. The possibilities are endless, and appealing to all wishes. TMZ volunteers help for example with walking, doing puzzles, joining the coffee table. Without volunteers, the clients would miss enjoyable and important activities. The use of volunteers is not a one way system. The volunteers are committed to their tasks and get a lot in return. Helping others is fun, fosters personal enrichment, nice contacts and a valuable feeling. For TMZ the volunteers play a key role. This 'informal care' is the foundation of the organization and is indispensable in responding to the growing demand for care.
Additional information	TriviumMeulenbeltZorg (TMZ) offers plenty of challenges for volunteers. The possibilities are endless, and appealing to all wishes. TMZ volunteers help for example with walking, doing puzzles, joining the coffee table. Without volunteers, the clients would miss enjoyable and important activities for them. The use of volunteers is not a one way system. The volunteers are committed to their tasks and get a lot in return. Helping others is fun, personal enrichment, nice contacts and a valuable feeling. For TMZ the volunteers play a key role. This 'informal care' is the foundation of the organization and is indispensable in responding to the growing demand for care.
Internet site and contacts	http://www.triviummeulenbeltzorg.nl/onze-locaties/het-dijkhuis http://www.periview.nl/194_tmz/het_dijkhuis

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Because of the concept of the building, support of volunteers, activities inside the building for people living there as well as for people from outside, participation is easy and quite "normal".	Because of the concept of the building, activities in the building for people living there and habitants from outside as well, social inclusion is a result. Even people living in the building are sometimes volunteers. People are not stigmatized as "elderly" or "volunteers". The principle is: almost everyone has possibilities to be part of the community. Daily activities in the community and the care of the elderly are mixed and not separated.	The concept of mixing daily community health, social activities, and special care/ social activities for the elderly is worth to be shared.
EXTERNAL FACTORS The culture of the country village (social attitude), where volunteering is "normal", is an important factor to make this concept successful.	The situation of the building in a central place in the village stimulates social inclusion. The pressure to change the social and the elders' care systems in the Netherlands, because of the financial limits to continue the "old system".	The situation of the building in an area nearby the Centre of the village is worth sharing.

Best practice 4 - Switzerland

Description Grid	
Title/Name	IDA Granno (AAL in aid of elderly people with different abilities)
Country/region	Local (Lugano → elderly) and regional (Ticino region → blind people)
APLi domain	Social life and family
Short Description	The project aims to submit and evaluate through experimentation, in agreement with the regional partners, innovative products and services based on the development of the ICT and is designed to fulfill health and social needs of elderly people with different abilities. The expected result is to improve the users' quality of life and simultaneously limit health and social costs which are in continuous growth.
Duration	The project is intended to stay in activity «until it is necessary» → permanently.
Area of interests	Home care, telemedicine, e-health and ICT, respond to unfavorable events, life/safety quality, prevention of accidents and damages.
Target	Elderly people with different abilities.
Stakeholders	The main stakeholder for the elderly people project is the Lugano municipality, which is working with SUPSI to grant the service.
Territorial coverage/ local context/audience	The project involves 15 households, men and women between 40 and 90, in different living context (alone, with a partner, with caregivers). It was developed within the context of a urban conglomeration (Lugano municipality) and its second part involves people from all around the Ticino region with viewing problems.
Financing and management	The project is managed by SUPSI (professional university of the Ticino region), in partnership with the municipality of Lugano, the Assistance and Home care Service of the Lugano district (SACD/SCUDO) and Ticino Soccorso (Ticino rescue coordination unit), plus the industrial partners producing ICT and technical components. The personnel in charge of the project are the SUPSI manager of the Health Department and the Innovative Technologies Department. Their work is required by either the Lugano municipality and the STAC (Ticino's Blind People association) which decide the ad-hoc commissions and the project group and consultant among the reported partners. Financing is guaranteed by SUPSI own founds and the Lugano municipality's contribution.
Main results and sustainability	The project has contributed in developing house-helping systems in a beta-phase which can now be applied and exported into multiple situations. Its sustainability is guaranteed as long as the stakeholders, the developers, and research personnel keep their interest in the project. Final evaluation in progress.
Additional information	Cross-projects: domotic industrial development; research: SUPSI parallel research project. Publications: SUPSI research papers.
Internet site and contacts	http://www.innopark.ch/it/esempi-di-progetto http://www.supsi.ch/home/ricerca/progetti/dettaglio.1271.backLink.abd18de2-15f4-4215-8f54-1d9add87bd35.html

Analysis Matrix		
	PARTICIPATION	SOCIAL INCLUSION	SHARING

	PARTICIPATION	SOCIAL INCLUSION	SHARING
INTERNAL FACTORS	The project involves SUPSI experts managing the technical installation, the associations and local authorities representatives collaborating in finding selected households and maintaining the installations, the users (elderly with domotic disadvantages living in an independent household), the carriage personnel visiting and taking care of the elderly.	The two circles, first the one formed by local representatives and SUPSI experts, second the one formed by the elderly and carriage personnel, are put in contact in the installation and the explanation of the functionalities of the domotic systems. Local authorities get a qualitative and quantitative output from SUPSI experts.	Main sharing is located in the context of SUPSI research (locations, users, and experts sharing). SUPSI experts write reports for the authorities. A final evaluation is in progress.
EXTERNAL FACTORS	The industry is participating by furnishing prototypes and developing market-oriented solutions inspired by the project experience and technical development. Research teams studying technical, engineering, and social solutions (mainly from SUPSI) participate to the project through its observations, analysis, and evaluation. The rescue personnel covering the equipped households area receive information and instructions about the project and the intervention methods regarding such households.	SUPSI researchers get an output from the project, the industry can also work on that output and cooperate with SUPSI experts developing domotic and ICT resources. Rescue personnel are concerned by the hypothetical intervention procedure, and in a less crucial way in the instruction and information update procedure.	Output to the industry can lead from prototype to industrialisation (starting as external participation, see before). Plus, people accessing SUPSI published research, and other collaborating SUPSI research teams can access the documentation and analysis files about the project, andinteract with them.

Best practice 5 - Switzerland

Description Grid	
Title/Name	ProSenectute
Country/region	Ticino region
APLi domain	Social life and family
Short Description	According to the presentation, the organization offers active services for the elderly, assistance provider and professional organization throughout time. Services and help promote staying at home (instead of going to a retirement home), work to reach or maintain the well-being, the dignity, and the rights of the elderly. It also offers financial or material aid when needed, and counseling service on various topics; it favors and promotes socializing events and group activities so to prevent isolation. It promotes health, facilitates dialogue and understanding between generations, and publicly defends the interests of the elderly.
Duration	Continual.
Area of interests	Daytime therapeutic services, social assistance daytime services, meals distribution, residence for independent elderly people promoting socialization. Podiatry, soup kitchen in Lugano-Besso, prevention services and promotion of quality of life, social counseling, individual financial aid, meeting point (Lugano-Besso), sport activities, courses and training, holidays, group holidays, volunteers coordination.
Target	The elderly.
Stakeholders	The association can rely on public support, plus in specific projects it can be supported by private and/or occasional stakeholders.
Territorial coverage/ local context/audience	Regional section of a national organization. Local sections provide the organization of local activities. It relies on 90 employees (full time), 340 part-time/on call employees and 230 volunteers; participants to the sport activities: ca. 2'500; participants to the vacations: ca. 300; participants to the courses: ca 2'200. Managing and administrative offices are situated in Lugano.
Financing and management	Private non-profit foundation (cf. Civil Code) with 52 % of private founding, 47 % of service revenue (including membership fees) and 1 % of donations. Plus, in some activity-specific cases it can rely on government or foundations contributions. The foundation is led by the general assembly, which elects the foundation's council president, the revision office and the appeal commission for the Ticino region; local and national direction and corresponding charges are nominated by the local and national assembly respectively.
Main results and sustainability	The association is fully developed and represents a solid reference for the population and the authorities of Ticino. Its main goals of active aging are granted by a well-established structure. The association sustainability is a fact (budget and final balance are managed by the revision office), but its implantation in other realities will certainly require a significant amount of time and work.
Additional information	The organization has published different research papers and practical informational brochures, here is a short list: organization's history and information, testament-related practical advice booklet, nutritional guide for the elderly (in collaboration with Coop supermarkets); research papers about poverty among the elderly, volunteers and volunteering analysis, and about how to preserve residual abilities of the elderly affected by senile dementia (in partnership with Lugano municipality).
Internet site and contacts	http://prosenectute.org/, http://www.pro-senectute.ch/it.html

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Internal participation is represented by the association's employees (full-time and part-time), volunteers, supporters, participants, managing and administrative personnel, revision office, and directing members.	The elderly are connected to each other within the organisation; different social circles get connected: the elderly in- and outside the organisation, and sometimes young people during intergenerational activities.	Information are shared by internal bulletins (via post, mail or website), and at local level via phone calls and local meetings and events.
EXTERNAL FACTORS External participation is represented by activity-specific teachers and experts, tourist/city guides, public event guests, young people for intergenerational projects (can sometimes be internal).	People participating to public activities, authorities, families, collaborating groups, activity entertainers, and medical personnel involved in certain services.	External sharing is done by the research paper and thematic brochures diffusion, through the press (articles, public announcements), and public bulletins concerning certain events/activities, ….

Best practice 6 - Switzerland

Description Grid	
Title/Name	SAS – Soccorso anziani soli (Lone Ancient Support)
Country/region	Mendrisio municipality
APLi domain	Social life and family
Short Description	SAS is a service established by the municipality of Mendrisio in collaboration with the local ambulance service to grant support to the elderly in a critical health situation.
Duration	Continual project, established and granted by the municipality of Mendrisio.
Area of interests	Establishing a performing network, connecting concerned households, social assistants, neighborhood agents, the ambulance service, the hospital, and authorities of Mendrisio. Improve emergency health services for elderly people living alone.
Target	People older than 70 living alone in their own house/apartment.
Stakeholders	The project is financed by the municipality of Mendrisio.
Territorial coverage/ local context/audience	The project reaches different elders/households, its coverage is intended to be local.
Financing and management	SAS is a public service financed by public funds.
Main results and sustainability	The project has founded a working/reliable rescue network covering the local context and improving the quality of life for the elderly. The death rate in connection with the 'living alone' situation has been significantly reduced, consenting the elderly to keep their personal independence longer, so that they might go to a retirement home later in time, or even never.
Additional information	SAS results and budget evolution are continuously transmitted to local authorities, an annual budget plan and accountability program is published among the municipality official documents. There have been registered cross-projects, for example the fall-preventing afternoon for the elderly organized in collaboration with PIPA prevention association.
Internet site and contacts	http://www.mendrisio.ch/290/servizio-anziani-soli-sas/servizio-anziani-soli-sas

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Internal participation is represented by the elderly, emergency and ambulance personnel, social assistants, neighbourhood agents, house-visiting sanitary personnel (nurses, …).	The elderly are directly connected to the emergency and ambulance personnel, they are gathered during the informative and formative moments of the project, along with social assistants, neighbourhood agents, and other personnel, who are informed about procedures and recommendations about the project before interacting with the elderly..	Internal sharing consists in communication between local authorities setting up SAS services and the elderly accessing them, by activities updates, informative and formative moments with the emergency and ambulance personnel, neighbourhood agents and social assistants.
EXTERNAL FACTORS External participation can include local authorities and collaborating associations, as well as the whole population (while accessing reports or participating to public events).	Local authorities are financing and reporting/getting reports about the activities, collaborating associations (like PIPA) provide theme-specific meetings, and the whole population, which is included by having access to the reports and the possibility to participate in public meetings promoted in collaboration with the local authorities.	External sharing is granted by public meetings, communications involving collaborating associations, and articles on the press.

3.2 Free time and social inclusion

Researches and statistical data seem to confirm that, nowadays, the growing elderly population can benefit of better and constantly improving living conditions compared to the past. One of the elements contributing to determine better living conditions of elderly people is related to their life experiences (family links, social, political and economical background) and their inclusion in social life also during the third age.

Different researches carried out in the European Union converge on the significance of the correlation between education and quality of life in the third and fourth age. The outcome of studies conducted during the past years in Switzerland, show that individuals with a low degree of education (regardless of sex, nationality, etcetera) have stronger probabilities to develop pathologies which will influence their quality of life during old age, forcing them to rely on disability benefits.

According to some professionals in the field, a longer life expectancy may generate a higher predisposition to the development of mental and physical illnesses.

The risk of exclusion of elderly individuals who are no longer able to actively contribute to social life may lead to isolation, triggering mental depression and other mental illnesses that can culminate in suicide.

In order to limit the cited risks, many European countries have invested on specific policies addressed to the ageing population. Such policies tend to invest on the active contribution of elderly people to civil society. It is precisely in this sense that, in all the countries considered by APLi, it has been possible to identify various initiatives of public and/or private nature, developed to favour the integration of old people into active society.

Activities structured and organised to enrich the free time of elderly people play a fundamental role to stimulate active participation in social life. Such activities have reached a great variety and high significance in all partner countries. The concept for which a healthy elderly individual can continue to have an active role, contributing to render a service to the well-being of the civil society, and at the same time avoiding exclusion, has lead to the development of numerous and diverse initiatives dedicated to social integration of old people. Such activities vary from purely recreational to educational ones, and are based on the concept of lifelong learning and training. Furthermore, activities based on voluntary work and covering specific tasks not offered by institutional and/or private entities are being created by the minute.

Consequently, in this chapter, a selection of the various initiatives developed in the domain of social integration and of free time structuring will be presented. These activities have been studied and analysed by the APLi partners all along the partnership

Best practice 1 - Germany

Description Grid	
Title/Name	Movement meets culture in the museum
Country/region	Neumünster –local – but with information about the experience in associations (sport and museum) in other parts of schleswig holstein and Germany
APLi domain	Free time, social inclusion and health
Short Description	An event open to seniors with and without mental disabilities (dementia) or physical disabilities (dependent on rolling frame). They get information about the industrial history of Neumünster in the industrial museum (called Museum Tuch +Technik = Museum of Cloth + Engineering) combined with exercises for mobility and health. Many of the elderly in Neumünster had been employed in the textile industry and get their memories activated by material and motion that they know from their earlier working life (e.g. weaving at a loom, playing with balls of wool, folding pieces of cloth like in earlier days).
Duration	Single events – about once a year , with different topics Every event with about 50-70 participants
Area of interests	Historical and cultural memories combined with movement. Motivating for physical and mental Activities.
Target	People over 70 – with and without disabilities – both living at home or in old peoples homes
Stakeholders	Industrial Museum of Neumünster ("Tuch und Technik"), public senior office, teachers and students from the School of Moto pedagogics, the local sports administration – senior representative, volunteers
Territorial coverage/ local context/audience	Local in Neumünster and nearby villages. Both public institutions and welfare and sports representatives are involved
Financing and management	Management: a group of the cooperating partners, financing: funded by "Aktion Mensch" – a lottery funding charities (especially inclusion projects) The participants pay 3 Euro
Main results and sustainability	It started as an experiment – it has happened once a year for the past 3 years. The information about this event and new ways of activating the elderly with and without handicaps were well disseminated –in newspapers and also in sports organizations and the professional association of the pedagogical personnel in the museum.
Additional information	All the cooperation partners see the importance of cross activities and the advantage for all of them: the connection between sport, motion, culture in a public open space shows new ways and involves more people.
Internet site and contacts	http://www.ibaf.de/motopaedagogic http://www.neumuenster.de http://ksvnms.sport-id.de http://tuchundtechnik.de

Analysis Matrix		
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**

	PARTICIPATION	SOCIAL INCLUSION	SHARING
INTERNAL FACTORS	Involving professionals and volunteers of different organisations → working together/learning from each other, networking Very flexible – open event – no prediction of the number of participants	Common actions of different institutions not usually working together. Bridging the gap between different groups of participants but also between the different experience with target groups of the professionals (Sport club members, visitors of museum…) – People who normally do not go to museums, come to the local museum Exchange of ideas of different people and institutions	Common experience of the joy of movement Exchange of life stories looking at the museum exhibits Experience and learn handling the frame-walker gives self-confidence and improved mobility for participants and encourages others to use it.
EXTERNAL FACTORS	Open to all >65 Even with Handicaps physical and mental (Dementia) No Membership necessary (open events) (Advertising Newspaper, Information in Sports clubs & Homes for the Elderly)	Participants in different stages of aging, from different living situations (own homes, families, caring homes) Advertising over different channels (sports clubs, caring homes, newspaper)	Networking between different people, who are concerned with living, moving and learning for the elderly Transfer to other regions: Networks among professional organisations to bring ideas to other places (museum-pedagogics, sport-clubs in other towns) Networking through municipality, sport clubs and the Senior office Public information about the importance of movement for active ageing – Dissemination in newspapers

Best practice 2 - Germany

Description Grid	
Title/Name	Senior office Neumünster (Seniorenbüro Neumünster SBN)
Country/region	Germany / Neumünster
APLi domain	Free-time and social inclusion
Short Description	The Senior Office is part of the department of social work of the local authority of Neumünster. It organizes opportunities for the elderly in town, counsels both individuals and politicians on all issues concerning the situation of the elderly in town, supports the senior representatives in the political issues, recruits and supports volunteers and is active in networking for and with all organizations involved with seniors in the city – partly also in the county Schleswig -Holstein
Duration	It was started 30 years ago as a joint initiative between two welfare organizations and the local authority – the work has been shown to be so important and necessary, that the local authority took over the whole project when the welfare institutions could no longer continue the funding
Area of interests	Improving the situation of elderly citizens of Neumünster – both on the political and the individual levels. Counselling, information campaigns and booklets, public relations work, research to make informed political decisions, …
Target	Senior citizens of Neumünster, politicians, institutions working with the elderly. Every year about 120 regular visitors, and 4300 contacts for counselling.
Stakeholders	Local authority employs 2,25 professionals many cooperation-partners (1700 contacts) e.g. welfare organizations, churches, adult education institutes, sports clubs…
Territorial coverage/ local context/audience	Local (Neumünster and the surrounding villages) Centre of a network of various institutions and individuals dealing with seniors. Representing the interests of the elderly in town, gathering ideas and problem solving attempts regarding rooming/housing, free-time and activities.
Financing and management	Now 100% public (as a part of the local authority) started in 1994 as a project financed two thirds by welfare, one third by local authority. 2,25 professionals organise activities, advise seniors and support about 50 volunteers
Main results and sustainability	Many activities and events for seniors throughout the year, (e.g. several courses, an activity week with about 35 offers). Influencing and informing politicians about senior's issues, coordination of volunteer activities, information campaigns and leaflets (Senior-map, guides for Seniors) Networking for the elderly
Additional information	The senior office has to report results and statistics of their work to the local government, they have to do some research if the politicians need special information to take decisions.
Internet site and contacts	http://www.neumuenster.de

Analysis Matrix			
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	Target: over 60, both regular meetings and occasional counselling Working for and with politicians (explore the needs of the elderly as a basis for political decisions) Many volunteers, who get guidance and help for their work, meet and support each other	Organising a week of activities for seniors every year – open to all > 60 Organising campaigns for the promotion of the elderly´s interests (housing, demographic development, senior-friendly community…)	Counselling for old people and their relations Offer of Hobby-groups open to everyone Offer of Groups for gymnastics and brain-gym – open for everyone. Conceptual work for politicians → influence on the politics for the elderly. Producing leaflets, brochures, manuals, and guidelines with information for all seniors and interested people.
EXTERNAL FACTORS	Cooperation of local authorities with welfare, church, and adult- education- centres Office for the senior advisory board (support the voluntary senior advisory board)	Close connection (neighbouring room) with a council point for questions of caring and nursing Involvement of a lot of people → intergenerational involvement (especially the volunteers working with children and youth in their projects) . Including the elderly with purposeful activities – the "working meetings" are also very important against marginalisation Picking up ideas bottom up	Networking with senior-offices of other regions. Networking with nearly all organisations concerned with the life of the elderly (see participation)

Best practice 3 - Italy

Description Grid	
Title/Name	Health in movement
Country/region	Italia / Veneto
APLi domain	Free time – social inclusion
Short Description	This is an integrated project for the promotion of active lifestyles that uses physical activity to promote health and wellness. The project was born in the city of Verona in 1989 within the Department of Decentralization, in cooperation with the jurisdictions, the ULSS20 Department of Prevention of Verona, and the Faculty of Kinesiology. Over the years, the project has been exported, with a few adaptations, to different realities of the province of Verona and Trento, and in the year 2009/2010 it involved more than five thousand users. The focus is not limited only to the aspects of movement and health but also to the social and motivational factors, maintaining a multi-and inter-sectorial approach. The project includes the organisation of physical activities (courses at the gym, at the swimming pool, or outdoor), informative activities (conferences, informational materials), social activities (parties, trips).
Duration	Start in 1989 - 1600 users per year
Area of interests	Social inclusion - sport - socialization – health and care
Target	Over 55
Stakeholders	Municipalities, doctors, teachers, universities
Territorial coverage/ local context/audience	Verona and Trento provinces
Financing and management	Municipality - local Prevention Department - University Motor Science Department – private sponsors
Main results and sustainability	
Additional information	
Internet site and contacts	http://portale.comune.verona.it/nqcontent.cfm?a_id=5515

Analysis Matrix			
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	Local Prevention Department Doctors University professors Municipalities – city and province	Cultural and mental (new lifestyles)	Flexibility and adaptability of the system
EXTERNAL FACTORS	Private sponsors National prevention campaigns	Integration with medical, sportive and scholastic structures,	Achieving positive results is a strong example for the beginning of other campaigns in other territories

Best practice 4 - The Netherlands

Description Grid	
Title/Name	Volunteers service: Servicepunt Vrijwilligerswerk
Country/region	The Netherlands/ Overijssel
APLi domain	Free time and Social Inclusion
Short Description	The Volunteers service offers mediation between demand and offer to work as a volunteer. They have a database of jobs and people who want to work as a volunteer. They look for new volunteers for organizations who need them. They offer coaching for new starting volunteers.
Duration	The volunteer service is an ongoing service, funded by the local municipality.
Area of interests	Volunteer work focuses on the skills and competences of the volunteers. Volunteers feel useful, have social contacts, maintain their skills.
Target	The target group for volunteer work is everybody who has the time, the ability, and the right skills for the job. Of the age group over 55years, 32,5 % work as a volunteers for 6 hours a week. Areas of activity are: helping neighbors, the elderly, handicapped people. Sport organizations, religious organizations and school activities.
Stakeholders	Volunteers and the organizations they work for, and in between that, the volunteer service. The volunteer service is funded by the local municipality, in this case the city of Hengelo.
Territorial coverage/ local context/audience	The service is a local initiative within the policy for social inclusion. A lot of work of organizations in the field of art, welfare and sports are based on voluntary work. At the same time, working in an organization makes people feel useful, develop competences and have social contacts
Financing and management	The local government finances the costs of the service: personnel, office rent, office equipment and promotion.
Main results and sustainability	Over 200 new volunteers per year and 250 users of the volunteer service. The sustainability is secured by the demand and offer in volunteers work, and the policy of the local government in social inclusion. The benefits of volunteers work for the local community are evident.
Additional information	Research: Social Cultural Planbureau- Cultural changes 2004-2006. SCP report Elderly 2006. SCP: Prospective study voluntary work 2005-2015.
Internet site and contacts	http://www.servicepuntvrijwilligerswerkhengelo.nl/

Analysis Matrix

	PARTICIPATION	SOCIAL INCLUSION	SHARING
INTERNAL FACTORS	The service of the volunteer service is both an online database for volunteer work and a face to face service with an intake of volunteers to match the competences and skills with demands of work. Taking part in volunteer work allows the volunteers to maintain and/or develop competences and skills. Retired people can offer their skills, competences, and experience for work that they think is useful to individuals, organizations, society, or the environment. Unemployed can use volunteer work to keep up competences and show their motivation to work.	Besides the mediation for volunteer work there is an offer for guidance for the new volunteers in their work. In this, volunteers who are uncertain of their capabilities or who have a lack of self-esteem can be guided in the first months of their work. Generally, people who do volunteer work feel that they are part of the society, feel useful and have social contacts, which is a key-factor to wellbeing.	The volunteers service allows the demand to meet the offer in volunteer work. The mediation for volunteer work makes the first step to do volunteer work more easily. There is also the possibility of trying something other than the work that people are doing or instead of their regular activities.
EXTERNAL FACTORS	There is a growing number of inactive people, because of unemployment or retirement who are in fact a big resource for needs in society, that cannot be paid for, because of reduced resources of the government. To match the human resources with the society needs there is a large profit to gain. Matching them in a professional way increases the quality and scale of volunteer work.	It is important for the wellbeing of individuals to feel part of society. Work is an important instrument to take part in society, being and feeling useful. Unemployed can show the ability to work, their motivation, and keep up their day and night rhythm.	In this concept there is sharing of information about offer and demand about useful work in society. The mediation for volunteer work is adding quality to volunteer's work. The need for volunteer work is growing because of the government's cut downs in finances.

Best practice 5 - Switzerland

Description Grid	
Title/Name	ATTE – Associazione Ticinese Terza Età
Country/region	Ticino Region
APLi domain	Free time and social inclusion
Short Description	A volunteer association born in 1980, that involves volunteers from all around the region in cultural, learning, social, and traveling activities from the elderly to the elderly in order to keep them active in friendship and solidarity, prevent social exclusion and encourage active aging. The activities proposed are organized and managed mainly by elderly volunteers. A general secretariat leaded by professionals is in charge of coordinating the activities in Ticino, managing financial and administrative tasks, and providing information and advertising about the activities of the association.
Duration	The main frame of the organization is built to be continuously active, considering the extension and the level of complexity reached by the association's offer. Some specific activities can be planned over a short or limited time, but normally they are reiterated year after year with some adaptations (university, travels, …). The association's statute reports « its duration is unlimited ».
Area of interests	The association is intended to prevent social exclusion and promote social integration of the elderly, and also to promote intergeneration solidarity through various activities (also services to recover and preserve the autonomy and the independence of elderly) and to promote active lifestyle among members. The association offers a third age university, trips, meet-up activities and free time projects in general with the main intention to : study, be together, meet people, use one's skill to help others, travel, play, discover and develop interests.
Target	All the people older than 60 who pay the membership fee are considered full-right members (even people younger than 60 can join the association, but without voting rights), and can become engaged in volunteering for the association and its activities.
Stakeholders	The association can rely on public support (its activities are often supported by the Educational, Cultural, and Sport Department of the region's Government). Plus, in specific projects, it can be supported by private and/or occasional stakeholders.
Territorial coverage/ local context/audience	The association has nearly 12'000 members in the entire region (total population : ~300'000). It is organized in 5 regional sections that manage local activities. The sections administer daytime centers (rooms or buildings) and groups that are distributed in the most significant municipalities (by members presence). Professionals (General Secretariat employees): about 10 people (part-time). Volunteers/members: more than 500. Participants to the trips ca. 3'000 per year.
Financing and management	ATTE is an association referring to the Swiss Civil Code that benefits from public (government endorsements) and private founding (foundations, donations), membership fees, and the income of its activities. ATTE has a General Assembly that elects the Cantonal Committee and the Revision Office (accountability). The Committee leads the association, organizes theme-specific commissions to set up the activities, and has control over the General Secretariat (administration). The single activities are usually managed directly by elderly volunteers
Main results and sustainability	The association is fully developed and represents a solid reference for the population and the authorities of the Ticino region, its main goals of active aging are granted by a well-established structure. The sustainability of the association is a fact (budget and final balance are managed by the Revision Office), but its implantation in other realities would certainly require a significant amount of time and work.
Additional information	There are no cross projects or research practices actually in action, but an official magazine is issued five times a year by the association, reporting activities, information, projects, and programs.
Internet site and contacts	http://www.atte.ch/main.asp?nav=sr1c&IDR=961&IDL=5

Analysis Matrix		
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	The project involves volunteers, directing members, supporters, activities participants, the administrative secretariat and Revision Office. Institutions and local authorities providing financing and structures for project-related (public event) or long-term involvement (seats, offices) also play a major role.	The elderly are connected to each other in the organisation activities structure (goal: integration and prevention), different social circles get connected: the elderly in and outside the organisation, the retired teachers group, the assisted student groups.	Information are shared via internal bulletins (post, mail or website), the magazine content (TerzaEtà), and – at local level – via phone calls, mail, postal invitations, and local reunions and events.
EXTERNAL FACTORS	External participants are activity-specific teachers and experts, touristic/city guides, public event guests, young people (for intergeneration projects, thus they can sometimes be internal). There are also sanitary organisations occasionally concerned (i.e. the Red Cross), and other sponsors and partners (i.e. in providing bingo prizes, gadgets, offers).	People participating to public activities, authorities, families and collaborating groups. Young people from schools involved in specific intergenerational projects or events, sectorial professionals (General Secretariat, …), the activity entertainers, UNI3 teachers.	External sharing is done with the TerzaEtà magazine diffusion, through the press (article, public announcements), brochures and public bulletins concerning certain events/activities, ….

Best practice 6 - Switzerland

Description Grid	
Title/Name	GrossmütterRevolution – Movimento AvaEva (GrannysRevolution – AnchestorEve Movement)
Country/region	Switzerland (GrossmütterRevolution), Ticino region (Movimento AvaEva)
APLi domain	Free time and social inclusion
Short Description	AvaEva is a regional section of a national movement (GrossmütterRevolution) whose main goals are : to build a contact network; to develop projects and statements; to contribute in the keeping of intergenerational relations, in the quality of life and in social cohesion. The national organization was born with the main goal to improve social policies and change the public image of aging through the engagement of grandmothers.
Duration	The movement is conceived to be constantly active.
Area of interests	The organization's main domains of activity are : the organization of meetings about active aging for grandmothers, the organization of events to establish relations between different grandmothers-nieces/nephews nucleus, and between different grandmothers (sharing the experience of being a grandmother), and the organization of narration moments with the purpose of sharing memories and intergenerational transfer. Network, platform, melting-pot of ideas.
Target	Grandmothers or future grandmothers and their nieces and nephews.
Stakeholders	No particular stakeholders have been documented for the past activities (see financing and management).
Territorial coverage/ local context/audience	The movement is a regional section of a national movement. It does not rely on local sections, but rather it focuses on regional meetings and local single events. About a hundred interested women were present at the founding conference in Bellinzona, in October 2013.
Financing and management	Migros cultural percentage, the cultural commitment of one of the main supermarket operators in Switzerland, is the one and only (private) source of financing the project. The concept and the actuation of the project are managed by the Cultural and Social affairs Bureau of Migros cultural percentage ; the organization is led by a national director sent by the Bureau, a regional responsible and the cultural percent responsible for the project's area. The patronage (« matronage ») is in charge for planning the meeting's content and the strategy managing of projects.
Main results and sustainability	The organization has succeeded in the establishment of a confrontation platform, and in the founding of different social events including and intergenerational moment. The sustainability of the project is guaranteed by the cultural percent financing, which is granted even for the years when business results might be negative.
Additional information	While there are non-registered cross projects, GrossmutterrRevolution is present on a national level not only in Switzerland but also in Germany (http://www.grossmuetter.ch/it/ueber_uns/organisation/projektleitung/), and this might possibly lead to some type of collaboration in the future, mainly for the German-speaking sections of the Swiss organization. The organization does not rely on any regular publications itself, but its main projects, achievements and events are publicized and reported in the weekly newspaper « Azione », managed by the Migros cooperative.
Internet site and contacts	http://www.grossmuetter.ch

Analysis Matrix		
	PARTICIPATION	SOCIAL INCLUSION	SHARING
INTERNAL FACTORS	The internal participation is constituted, on the management and organisation side, by the cultural percentage responsible and nominated personnel. The participants, on the other side, are grandmothers participating to the activities and their nieces and nephews involved in intergenerational activities (storytelling, …).	Grandmothers discuss with each other, with the experts, and the guests. There is a developed interaction between grandmothers, nieces and nephews, and an interaction between two cultural groups (Italian and German speaking ensembles of participating grandmothers).	The internal information sharing is granted by bulletins and in person during the events. A web-mail newsletter is offered and postal updates (invitations) are sent to members. Reports and an agenda for the organisation activities can be found on the organisation website
EXTERNAL FACTORS	External participant are constituted mainly by event-specific experts and guests (i.e. psychotherapists, authorities representatives, pedagogues, professional promoters), event-contributing associations (i.e. woman history archives) and Migros related organisations (evening School Club, …).	External social inclusion involves press reporters, other organisations' communication personnel (i.e. ATTE's Terza età redaction team), other associations participants, … .	Brochures and press reports/invitations, articles about the organisation's activities usually follow the events on the local press. A web-mail newsletter is offered to anyone who is interested and can be subscribed for on the website. Reports and agenda for the organisation activities can be found on the organisation website. Articles and activity reports can also be found in Migro's Azione newspaper.

Best practice 7 - Switzerland

Description Grid	
Title/Name	Progetto anziani Vallemaggia - Sostegno alle persone anziane e vulnerabili mediante l'adozione di soluzioni innovative Vallemaggia Elders Project – Support for vulnerable elders witht he help of innovative solutions
Country/region	Maggia (and Aosta) valley
APLi domain	Free time and social inclusion
Short Description	The project aims to bring new technologies to the elderly living in the peripheral region of Valle Maggia (Ticino), with the intention of extending social inclusion to those people through the usage of new technologies (mainly tablets, following the elderly's abilities and learning curves).
Duration	The project itself is not conceived to be continual (but exportable), besides of logistic/technological support (material, financing, …), because the tutored elderly will eventually become the new tutors for other participants.
Area of interests	Put the elderly in contact and introduce them to new technologies, build networks of mutual support between individuals capable of sharing know-hows and services in a computer-mediated communication, improving thus community relationships and social solidarity.
Target	The valley's elderly.
Stakeholders	Aosta region, Ticino region, European Union: Cooperation program funding between Switzerland and Italy.
Territorial coverage/ local context/audience	The project has a local coverage covering the municipalities in the Valle Maggia territory. It organizes 15 tutors for 100 elderly people (30 active and 70 non-active).
Financing and management	It is an international public project financed by the Swiss region of Ticino, the Italian Aosta region, and the European Union. Aosta Social policies structure and Ticino Scürch development engineering laboratory are directing the activities. Tutors and participants have submitted their inscription module to Italian authorities who have selected the best profiles for the project.
Main results and sustainability	The project bases is sustainability on the limited costs (buying tablets, Internet connection costs coverage, instructing and mobility costs coverage for tutors). The results seem to be: a better social integration for the elderly, an improved relation with new technologies, and an improved collaboration formulator for trans-national collaboration.
Additional information	The project working by itself as a partial cross-project, the main research and support activity is represented by the Aosta university team which will follow and document the project analysis.
Internet site and contacts	http://www.regione.vda.it/servsociali/anziani/attivita/progetti_i.aspx

Analysis Matrix		
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	Internal participation is granted by concerned the elderly and tutors, who can also be elders.	The elderly are introduced to technology by the activity of tutors as approved and managed by local authorities; they interact in their domestic/private context.	Sharing is internally granted by mail or letter communications between the authorities and the elderly (candidature acceptance, tutor assignation), and elderly/tutor sharing is practised in face-to-face relation concerning the learning of approaching new technologies.
EXTERNAL FACTORS	External participants are local authorities structuring the project and ensuring organisational structure, and the EU, which is partially financing the project (Cooperation program funding between Switzerland and Italy).	Local authorities administer the draft of interested elders and valued tutors. The Swiss and Italian local authorities started the project under the effigy of Cooperation program funding between Switzerland and Italy, thus collaborating in a EU-financed context (contribution for logistics and hardware).	External sharing is granted by reports to the EU, local reports and the diffusion of press articles on the subject, mostly on local newspapers.

3.3 Working life and intergenerational learning

Intergenerational Learning (IL) is an important part of Lifelong Learning observed during APLI Mobility, studying the way that people of all ages can learn together and from each other. The generations – working together- gain skills, values and knowledge.

IL is one way of addressing the significant demographic change we are experiencing across Europe, and is a way of enhancing intergenerational solidarity through intergenerational practice (IP) . Many changes in society - such as increased geographic mobility - have led to generations frequently becoming distanced or segregated from one another; particularly younger and older people. This separation can lead to unrealistic, negative stereotypes between generations and a decrease in positive exchanges between them.

In Europe there is an emerging need to promote IL as a mean of securing social capital in our ageing societies. Undoubtedly, education and training have a central role in the economic development of Europe. Figures from Eurostat (2010) show that, currently, the 27 EU Member states have 141 million inhabitants aged between 50 and 70, but there are only 6,5 millions participating in education/training activities.

The tendency is that the very young and the very old are marginalized, and miss out on sharing their culture between generations. We should not expect different results if we don't experience different strategies. APLi Mobility have permitted to know and analyze interesting good practices.

The most obvious consideration – once analyzed the different social-geo graphic context – is that, considering speed ageing of populations, we will become a clever society if we really invest on creating solid links between generations. An intelligent society will be able to harness the potential of all people, regardless of age.

Then, Intergenerational learning, as a transversal priority, will be a direct benefit to people of all ages: it will contribute to shifting the interest and commitment of older adults, with their own lifelong learning processes, and contribute to break the intergenerational heritage of low qualifications.

Teaching strategies to adults (and other age groups) should be incorporated and be delivered in strong interconnection with current social and societal scenarios; it should also be incorporated in current policies and programs.

Learning in adulthood is about changing: competences, social and personal behaviors, mentality, and level of knowledge, among other aspects.

Professionals developing intergenerational activities, in most situations, especially in the workplace, develop skills and competencies outside the formal learning system. Instead Universities and other formal courses of training and education are focused in the care/relation to one generation only.

Although Intergenerational practice is very popular and successful, usually intergenerational learning is an outcome of social activities, and not the main purpose of the practice. It is important to define a model of instruction, developing tailor-made projects locally, mainstreaming the results into all fields of society, from employment to culture, from education to health.

The intergenerational perspective observed during APLi Mobility represents a crucial added value to specific UE initiatives. The main suggestions detected are:

- Learning from each other: improving knowledge by sharing in the workplace, so to enable different generations to develop new skills; and understanding the entire workforce, by coaching, mentoring, guidance or apprenticeship.

- Learning with each other: contribute to foster a digital culture or a new entrepreneurial culture encouraging the creation of intergenerational businesses.

- Learning about each other: base the "lifelong learning" practices on a continuous life span, not on "age based" criteria. For a win-win situation to occur we should focus on promoting specific programs for sharing generations' experiences using methods like storytelling or the biographic approach.

Lastly, it is important to re-address the future education and train mature and older adults to embrace a lifelong learning experience through flexible formulas; empower them with skills and an a inner-motivation to keep learning not just as a mean to stay on the labor market, but as a path to stay active: being a productive member of society means more than having a paid job. Therefore, increasing the skills, outside of the so-called "professional competences", will help equally mature and older people to help themselves and to contribute to society, through meaningful work

Best practice 1 - Germany

Description Grid	
Title/Name	Older than 55 and still down on the play mat (for kindergarten teachers older than 55)
Country/region	Schleswig Holstein – "county wide"
APLi domain	Work
Short Description	Bringing together kindergarten teachers aged 55 and over – to explore solutions for health problems at work (little chairs, always working on the floor, a lot of noise – problems with knees, back, hearing, headaches, concentration…) Other than discussions and creative working on problems, there were wellbeing offers i.e. sauna, healthy meals,… Information about health and psychological problems of this age group.
Duration	One weekend per group
Area of interests	Keeping the kindergarten teachers fit, able to work end to enjoy work and to express their needs. Empower them to work towards necessary changes at their working places.
Target	Directly reached: Kindergarten teachers >55, about 20 per seminar, Indirectly reached: colleagues of participants, chiefs of participants and their institutions, Parents of the kids and the kids themselves
Stakeholders	"Accident-Insurance Company" of northern Germany (insurance against accidents and work-caused diseases for public employees) ("Unfallkasse Nord") School of Moto pedagogics
Territorial coverage/ local context/audience	Covering the whole Schleswig-Holstein with different workshops. Inviting the kindergarten personal. Participants from different kindergartens at the seminars.
Financing and management	Financed by the prevention - fund of the insurance company against accidents and occupational diseases
Main results and sustainability	Empower kindergarten teachers to express their problems and to find and realise solutions. (Furniture, changes at the buildings, working-time changes….) Awareness among politicians, institutions and chiefs on the particular problems of kindergarten teachers getting older
Additional information	Pilot project which will be maintained (following several seminars) and spread to other counties' insurance companies via the federal republic's insurance organization. Use of the results for reorganising working conditions and contents of training
Internet site and contacts	http://www.ibaf.de/motopaedagogik https://www.uk-nord.de

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Nursery nurses (kindergarten teachers) >55 from different nurseries Employed people (not the leading ones) Different qualifications Different kinds of employment – full time, part-time, Different experiences	Nursery workers with different backgrounds: working about 40 years, some had breaks in the career while raising a family Some are divorced, single from the beginning, or widows. They are in a very different state of health Only females	Transfer of the seminar-experience to other colleagues and the administration of their Kindergarten. The children in the kindergarten will benefit from new experience. Concrete changes: new view on the reality of problems between old and young employers, and learning to recognize their own limits.
EXTERNAL FACTORS Cooperation of different kindergartens (different in size, age groups, institutions) with the school of Moto pedagogics and the insurance association for accidents	Advertised by the insurance association which is responsible for about 1800 Kindergartens in Schleswig Holstein. Participation was voluntary (Individual interest) People working in primary education - both in groups with kids under 3 and kids from 3-6	Pilot project – will be an ongoing offer to different groups in Schleswig –Holstein but also transferred to other counties in Germany via the accident-insurance-institution. The approach can be transferred to other areas of social work.

Best practice 2 - Italy

Description Grid	
Title/Name	Working age work shop - sodalitas
Country/region	Italy - Lombardia
APLi domain	Working life and intergenerational learning
Short Description	Sodalitas Foundation promotes the WORKING AGE WORKSHOP, with 8 companies interested to share views on key issues over the age diversity: - The "Y Generation" management (young people born in the '80), for which the company must develop original ways of attraction and valorisation; - The people Over 50, that will increase because of demographic changes in our country. A main point is the enhancement of these key people in the company as a leader of competence; - The intergenerational dialogue, that is an important hub to transfer skills from seniors to young people Sodalitas Foundation is an organization promoted in 1995 by Assolombarda, the main territorial association of (industrial) Confindustria system, to connect business and society. It gathers over 90 companies on the sustainability and social responsibility issues.
Duration	start in 2010
Area of interests	Work - generational bridge
Target	Young people (born in the '80) and people over 50
Stakeholders	Companies
Territorial coverage/ local context/audience	Province of Milan
Financing and management	Private sponsorship
Main results and sustainability	8 companies interested The common policies elaborated within the workshop: 1. To attract – To guide young people into the labour market and to attract talent in the company 2. To Develop - "Grow" people in the company both in terms of education and performance 3. To include - Enhancing the integration of the people in the company by fostering a sense of belonging the LAB WORKING AGE wants to share the work developed with enterprises through the comparison and integration with institutional stakeholders and the world of the school.
Additional information	
Internet site and contacts	http://www.sodalitas.it/working_age/Index.html

Analysis Matrix			
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	Company policies	Prevention on individual and business needs	Analysis of company realities Reduction of internal conflicts
EXTERNAL FACTORS	Welfare policies and retirement	Intergenerational approach (new contractual forms – i.e. Job sharing)	Corporate social responsibility Exportability of the models

Best practice 3 - The Netherlands

Description Grid	
Title/Name	Together Online: Samen online
Country/region	Netherlands/ several regions
APLi domain	Intergenerational learning
Short Description	ICT students train elderly in ICT skills. Students develop competences in communication, instruction and working with clients. Elderly learn to use ICT tools for communication, using the internet for financial matters, ordering goods etc.
Duration	It is a nine weeks face to face course with online service afterwards. The course is organized at least twice a year and more often when there is more interest.
Area of interests	Learning ICT skills to help get on the internet and learn to use online services, stay independent. Training of students to acquire soft skill competences. Mutual understanding of different age categories.
Target	The initiative is rolled out country wide in cooperation with welfare organizations for elderly and vocational schools. The target group are: elderly with a lack of computer skills, and the students who have to develop their soft skills.
Stakeholders	Schools and welfare organizations.
Territorial coverage/ local context/audience	National program carried out by local institutions.
Financing and management	Starting financing by a national lottery, locally supported by schools and welfare organizations.
Main results and sustainability	The elderly learn to use online facilities, keep up with ICT developments and their use. Practical learning for students.
Additional information	There is a lack of practical learning places for ICT students. Stimulate retirement homes to create facilities to use computers.
Internet site and contacts	http://www.samenonlinenederland.nl/waar-vindt-u-ons/almelo.html

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS The project is organized as a course which is organized by a welfare organization and a vocational school. The course will be given by ICT students to develop their competences in communication and presentation. The elderly who follow the course develop their ability to use the internet for communication, hobby, information, online shopping and financial matters.	The different age groups working together, learning from each other and getting a better idea of youth and elders. The elderly getting more independent using the internet to maintain independency.	The course material is nationally developed and can be tailored to meet the needs of the participants.
EXTERNAL FACTORS There is an interest to get the elderly used to the services in the internet, to get access to services, so to keep them independent.	Through online tools the elderly can communicate with relatives, friends and other contacts.	ICT skills are more and more required to take part in society.

Best practice 4 - Switzerland

Description Grid	
Title/Name	Scambio di favori - Banca del Tempo (Favor exchange - Time Bank
Country/region	Gambarogno municipality, extended to the Ticino region.
APLi domain	Working life and intergenerational learning
Short Description	The project is based on the idea of mutual sharing of free time and favors, in a collaborative approach to work and knowledge exchange.
Duration	The project is conceived to be constantly active.
Area of interests	Collaboration and integration through activity : housekeeping, learning, gardening, babysitting, cultural and hobby exchange groups, ...
Target	All citizens interested in getting involved in the project.
Stakeholders	Authority can sometimes endorse BdT activities by offering rooms for administrative archives, money for financing and media coverage on the official bulletins and boards.
Territorial coverage/ local context/audience	The project started working in a small local context (a single municipality), then extended to the entire Ticino region following the population interests. Such projects are in general held in similar contexts, which can vary in size (from small villages to big cities or regions). The number of people involved is not constant and depends on the periods and seasons (it is easier to exchange favors in spring or summer when all the gardening is needed, while it can be easier to exchange domestic-specific activities in winter, and so on). The association's site states that there are 135 and more active members (with 700 offers and 400 demands), representing 60 professions and 10 foreign languages (plus Italian), equally distributed between the North and the South of Ticino.
Financing and management	BdT are generally self-financed associations, a small amount of money can be required to open a BdT « account », so to cover administrative and logistic costs. The managing team (promoting group) administers accountability and time-tracking systems to guarantee the full respect of « work-time » exchange equality, which is distributed between every bank adherent.
Main results and sustainability	The association can work with almost zero costs, can grant long term social integration, and intergenerational learning by keeping everyone – including the elderly – in activity.
Additional information	There are no registered cross-projects, but some exchange experience exist in national and international meetings confrontations. Concerning related research project, BdT are often included in thesis and analysis by different universities and research teams in social science and economics.
Internet site and contacts	http://www.scambiodifavori.ch/

Analysis Matrix		
	PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS	Internal participation is represented by the coordinators and participants to the project.	Intergenerational and distributed social inclusion through the sharing/exchange of tasks and favors. The whole population is potentially included, and all the citizens involved are actively participating to the project.	Internal sharing is granted by bulletins, website information, newsletters, and phone calls. At the end of every year participating members get their account statement (expressed in hours), a private mailing list is used for real-time communication with and within members, protected access to personal information and activities summary is granted via secure access on the organisation website (members login). Meetings are held to help members socialize.
EXTERNAL FACTORS	Local authorities can sometimes participate by furnishing logistic or financial support for specific projects or needs (headquarters, offices, …).	External collaborations aim mainly to create contacts between participants, the organisation, and local authorities to grant public exposure and a part of logistic support.	Press (local press) articles are often published about the association activities, local authorities' official bulletin board and website can refer to the associations activities in some cases (i.e. for meet-ups and events), newsletters to the population can be sent, along with website up-to-date information.

Best practice 5 - Switzerland

Description Grid	
Title/Name	Labor Transfer
Country/region	Ticino region
APLi domain	Working life and intergenerational learning
Short Description	Labor Transfer supports people in a « professional transition » phase (through job placement and career coaching programs). It also offers educational and training modules for adult educators, companies (problem solving, time management, project management, …) and employees (meetings, communication, evaluation, …).
Duration	The organization, being a company, is intended to be continuously active.
Area of interests	Past specific experiences with the elderly: seminar facing "retirement shift" for bank workers, including bureaucratic and personal approaches. In general: help aged workers to re-qualify in the customer relationship management jobs; for example concerning communication carrier support, placing incoming calls from elderly customers to elderly employees, or proposing retired professionals to offer consultancy services to public and private structures (problems: public founding to retired personnel is critical, digital divide, scarce attractiveness); Nestle the know-how preserving project at the time of a local massive generational replacement in the late '90s.
Target	People in their working age and older (with specific working experience): team managers, workers, adult trainers, ….
Stakeholders	Working as a standalone company, LaborTransfer does not rely on stakeholders.
Territorial coverage/ local context/audience	The organization's activities are distributed on a regional range, its 65 employees work on different project concerning both traditional "non-profit" activities and collaborations with local enterprises.
Financing and management	It is a private company held by its board of directors. The projects financing comes from the company's budget.
Main results and sustainability	Once the project is started, it is fully functional and does not need external financing. The company know-how, covering all age ranges and professional types and integration programs, grants a successful approach even on the elderly side, which is not the company unique specialization.
Additional information	Although no cross projects concerning the elderly has been reported, the company's professional and social experts do research and publish papers concerning company-related relevant topics.
Internet site and contacts	http://www.labor-transfer.ch/index.php

Analysis Matrix		
	PARTICIPATION	SOCIAL INCLUSION	SHARING
INTERNAL FACTORS	Internal participation is represented by the company's qualified personnel (adult educators, …) and clients' personnel (aging personnel of the companies requiring LT services).	In the context of the know-how preserving projects, the main internal social inclusion concerns the exchanges between the organisation's qualified personnel, elderly workers of the company requiring support, and the younger employees to whom the know-how will be transferred in the context of LaborTransfer programs.	Internal sharing is managed by LT personnel administering the activities, in-activity feedback is checked in real-time, and a feedback form is sent from LT to participants after the activities (also because of the process of authentication required by local authorities).
EXTERNAL FACTORS	External participation is represented by the people reading reports and studies written by the company's experts, the company's administrative personnel granting the logistic and organisational infrastructure, the companies, and other partners to whom the services are provided (know-how and self-awareness in the experience transfer field).	External social inclusion concerns the companies relying on LaborTransfer services, being reached by the activities results either by official reports or informal knowledge gained by participating employees. Through the reading and analysis of the papers that can be published by LT experts, other experts from the branch can be included in the process of diffusion of the activities results. LT administrative personnel is involved by granting logistic support and organising activities.	The companies can later rely on the material developed or received during the activities. Moreover, information about LT activities can reach different industries through consultants and word of mouth. LT marketing and ad campaigns surely play a role in that dynamic. The experts' work can spread on to others associations/organisations with whom they are working, along with their papers that can reach other researchers/experts wishing to propose similar activities or study their social and/or economic impact.

Best practice 6 - Switzerland

Description Grid	
Title/Name	Supporto scolastico ATTE (School and studying support, via ATTE)
Country/region	Ticino region
APLi domain	Working life and intergenerational learning
Short Description	There are students with school problems, always and everywhere. There is also an ever-growing number of elderly people who have time and experience. The first step is to talk to the child and try to discover the reasons why he or she has trouble following the school program, the next step is to help him/her studying, doing homework, preparing tests, … (the purpose is to give them valid studying/learning methods rather than "simply" helping them with homework).
Duration	The project is intended to be continual and in expansion.
Area of interests	Intergenerational learning, knowledge and transfer of know-hows. Studying/learning, tutoring, problem solving.
Target	Students attending the first two years of junior high school (compulsory school - aged from 11 to 13) who have general difficulties or in one particular subject.
Stakeholders	Main stakeholders of the project are the ATTE organization and the involved schools.
Territorial coverage/ local context/audience	The project is now present at different local levels (Lugano and Bellinzona), with the aim of extending its network to the entire surrounding area and to all of the four years of secondary school starting this current year. The project now involves 45 tutors and 63 students in Lugano, 13 tutors and 21 students in Bellinzona.
Financing and management	Support is given with the agreement of the schools; the tutors are members of ATTE sections, and they can be either former teachers or volunteers with other professional backgrounds. The first five lessons (regular amount) are free of charge, the project being based on volunteering and relying on the ATTE frame.
Main results and sustainability	The students are all satisfied with the tutoring, tutors are happy to be able to give a positive contribution to the young generation. There are still few data to analyze and a complete survey has not been completed yet, but in general the problems are solved within the first 5 lessons, and volunteering and stakeholders ensure the project sustainability.
Additional information	Anonymous reports have been sent to the involved schools at the end of the first year of experience.
Internet site and contacts	http://www.atte.ch/main.asp?nav=std&IDR=1707&IDR2=1142&IDL=5

Analysis Matrix		
PARTICIPATION	**SOCIAL INCLUSION**	**SHARING**
INTERNAL FACTORS Internal participation is represented by volunteers and the target environment. This means the project involves retired teachers and professors (preferably volunteers), or "simple" volunteers who are deemed able to give lessons and support the project. It also involves the students.	The retired teacher group is connected and is oriented towards students and their parents. Part of the focus is thought to work on the "grandparent" figure.	Internal sharing in the lesson scenario is done directly between teachers, students, and parents. The ATTE network manages sharing between the organisation and parents on the logistical plan. Sharing is also granted by word of mouth and the schools' implication, i.e. in parents meetings. Final reports are sent from ATTE to the involved schools.
EXTERNAL FACTORS Participations other than the ones managed by ATTE, i.e. latter SportToto financing, … . When there is a lack of retired teachers, young people are involved in the project. Word of mouth within the organisations ("knowing that Locarno did it, we started in Bellinzona too", i.e.), when this is not already mentioned in the project plan.	Propositions of refresher courses about learning methods and techniques, that consequently involve external educators and contributors, developing the network outside ATTE members and volunteers (and the young students and parents target).	Communication to other people is led through press, and by unexpected diffusion in other cities (like in EuroLavoro's Salute in movimento case) or nations (i.e. through a European project model). Plus the organisation's (ATTE) magazine TerzaEtà can report about the activities, and disclose future schedule for school support projects through articles or in-paper bulletins.

4. Evaluation

4.1 Introduction

APLi is a learning and development project. The partners took part in the elaboration of a methodology and the description of best practices.

Two ways of working have been taken into consideration:

a) The organization of activities on national territory. The two main goals were the preparation of international meetings and the offering to local associations of information about the experiences in other countries.

b) International activities of debate and exchange. This format of work developed over five meetings. During each meeting, three operational areas have been considered:

- The knowledge of the territory and exploration

- The development of an evaluation grid used to describe the different experiences that were offered

- The analysis of the work done during the previous meetings and of the activities that took place in between those meetings.

The evaluation of this project has two goals:

1- To ensure a global view to the sponsor, so that they can appreciate the adopted procedure and the results

2- Allow professionals who are interested in the contents and methodology to resume them, improve them if possible, and continue the debate and exchange operational practices of every European country.

For the creation of this handbook, the evaluation takes into consideration mostly the quality of the methodological development and the first results originated from the analysis grid. This activity has been paired with a collection of testimonies on the different meetings. This experience is also subject to evaluation for its possible developments.

The main activity of the project can be connected to the five international meetings in Milan (Italy), Hengelo (The Netherlands), Neumünster (Germany), Bellinzona (Switzerland), and Hamburg (Germany). At every meeting there was a delegation of guest invited by the international Partners. These guests enhanced their experience with their observations on the activities offered and with reflections originated from the comparison between those activities and their personal experiences. Every host association also invited local testimonials. They made it possible to concretely access single experiences, allowing everyone to observe, discuss, interview, and gather documentation.

Every meeting was based upon:

- Local preparation

- The processing of presentations – distance and presence

- Planning the meeting itself

- The definition of operational goals

- The organisation of moments of analysis of the experiences

- A balance moment for every meeting

- A moment to plan the following activities

Observations:

- Distance work was based on a virtual platform: www.edmodo.com. The choice of a virtual space of exchange, sometimes, causes problems. The issues have to be addressed by the coordinating partner, who needs to pay attention to certain criteria: accessibility from any support or browser, IT security blocks used by the different institutions, compatibility with "author" and "open source" systems, necessity to share text documents, grids, pdfs, pictures, videos, sketches.

- The exchange of material among institutions creates an important volume of paper. This wealth needs to be better valued. Often, the hand-outs are not recollected and, out of context, they lose their sense. We need to better consider the idea of reusing communicative ideas, contents and concepts.

4.2 Methodology Evaluation

The methodological work, presented in the prior chapters, allowed the participants, with their different professional experiences, to take advantage of the several sensibilities of an interdisciplinary approach. This favoured the processing of a series of criteria to use in order to gather, analyse, and then evaluate the concrete experiences proposed during the meetings. The identi-

fied and used criteria adequately adapt to the main goal of the partnership: to identify, define and experiment a shared methodological approach, which will then become a well-established method used by project coordinators, trainers, teachers, etcetera in the planning, the implementation and the evaluation of actions and projects dedicated to elderly people in different domains.

The implementation of the methodology, for the description and evaluation of the different experiences took on different forms, starting from activities of immersion into concrete situations. These activities are chosen by every partner. The participants elaborated descriptions that were either spontaneous, or guided by standardized supports. The material has been object to a discussion about the possibility to do transfers into the partner countries.

- The criteria used for the analysis of the experiences had the goal to evaluate the general interest of the activities and the possibility of transfer.
- The knowledge of the context within which the experiences have been planned and developed has been essential. The political choices, the social traditions, cultural sensitivities of each country have to be considered so to understand the success of each experience.
- The most significant experiences have been chosen as best practices to introduce, and, if possible, transfer to other countries.

The analysis sheets take into consideration 1) "what happens within the institution" and 2) "what happens outside of the institution":

1) Factors and elements directly related, defined and foreseen by the project - the best practice- itself. For example direct involvement in the project implementation of particular partners and stakeholders, aims and means defined by the project, structure of the project, and etcetera.
2) Factors and elements external to the project, already existing before the project "pre-existing conditions" or implemented outside the project: For example existing laws and policies, local social context and network, connections and relationships, social attitude and etcetera.

The description of the experience placed the attention upon characteristics that are important to assure the permanence within the society and a partici-

pating citizenship role to the elderly:

a) The participation of the people to the different parts of an activity,
b) The strategies that assure an adequate social inclusion,
c) The forms of exchange guaranteed to the people involved.

The best practices collected in this Catalogue are the results of a critical analysis of the experiences, based upon the evaluation of the possibility of staying active within the society assured to the elderly.

- It is advantageous to continue the definition of investigative frames that take into consideration qualitative criteria of the social and participative life of the elders. The attention on this goes, in fact, side by side with the prevention of degenerative mental illnesses.
- The methodological model is simple and focuses on an aspect of the quality of life – the possibility to participate. Therefore, it takes into consideration all of the elements that are useful to assure a transfer of experiences into other socio-political, economical, and cultural contexts. The participants have to pay attention to two things: a) on the context where the experience was born, and b) on the context to which the experience might be transferred.
- An interesting result of the project is the development of a dialogue culture and the debate among professionals coming from different professional contexts: social workers, medical and sanitary personnel, teachers, people in charge of training, people in charge of social politics, people who work in professional transition contexts. The interdisciplinary approach is a significant element of this methodology.

APLi is a development project that includes a group training. The experiencial learning process has been based upon cultural differences and subjective conceptions.
The project holds into serious consideration the exchange and the debate, with the goal of encouraging the development of new and innovative projects, methodologies and approaches dealing with lifelong learning for aged people in different domains of application.

- The European project Parenting in a Multicultural European City (2007-

2009) established the operative basis to organize the gathering of personal testimonies that were merged into an analysis led by the Swiss partner Labor-Transfer and by the German partner IBAF. A few dozen trip reports form a strategy of self-assessment. The reflective approach favoured the increase in consciousness about the importance of the participation, inclusion and exchange principles.

- During the project, an exchange between students from the Dutch and the German partners has been organised. This allowed a rich formative experience and can be used as a starting point for a possible future TOI (Transfer of Innovation) project within educational contexts. This will allow the enhancement of a conscious mobility so to build a European and professional identity.

- The European project I-VET – Fostering Intercultural Competences of VET Teachers and Trainers deals with welcoming and accompanying migrants, and with training healthcare, education, and administrative professionals. During its last Summer School in August 2013 (Mendrisio, Switzerland), there has been a moment of information about the APLi project methodology.

- The transfrontalier cooperation project Casa Comune. Rete di competenze insubrica per lo sviluppo dei servizi di cura a domicilio, ongoing in Piemonte (Italy) and in Tessin (Switzerland) contemplates the possibility to integrate into their next training steps the strategies elaborated within this project.

4.3 Subjective Representations

The evaluation has been done also through the gathering of subjective representations. Then instrument used is formed by twelve images[1] tested in several educational contexts. This form of evaluation allows the participants to supply a metaphorical vision or the project and the work done. The participants, given this brief task, can reflect further on the experience and discuss their own past. This improves the consciousness of the role played by each one and of the meaning of their work.

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1 The gathering and analysis methodology has been developed during prior projects (bibliografy: Chercher pour agir, 1992, ICIC, 2009 – e I-VET 2013).
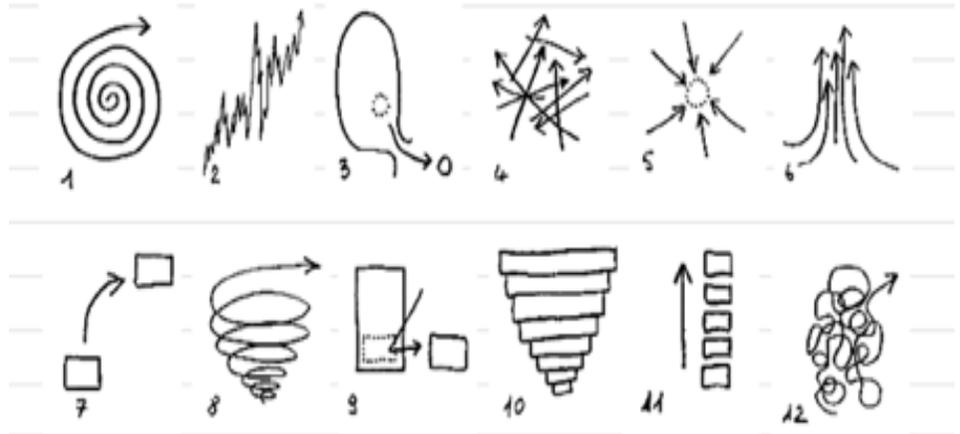
This grid has been used to connect a drawing to each of the five fields proposed:
- Expectations
- Development of the project
- Personal evaluation of the project
- Personal evaluation of the outcomes
- The APLi project

After the final discussions, we can take a look to the group results:

	Is the image that has been used the most.
	This image (number 4), combined with the first one, shows how the international exploration allowed the participants to focus their attention on precise and well defined elements.

	The methodological work was carried out through different experimentations and improvements of the work instrument: the practice description grid. The development process has clearly been perceived.
	The meetings have been useful to elaborate the methodological project. There was no prepackaged proposal and, for some, this created confusion
	Individual expectations have been shared and allowed the tracing of a common path, starting from different hypothesis and interests.

4.4 Overal Evaluation

1. From the Application Form (D.1 Summary): "In order to do that, the partnership will collect the experiences of each country's partner, pointing the focus on the definition of a set of criteria which will help the partners define the characteristics that make a project, an action or any other initiative, a "best practice". The definition of the criteria will be particularly focused on the socioeconomic context, the policies, the qualification and competences needed by people who usually deal with elderly in this kind of projects (teachers, trainers, project coordinators, volunteers, etcetera)."

Reached goal

The exchange between partners has been based upon the analysis of real practices described using an analysis grid and shared criteria. The criteria focus especially on the quality of the participation of the elders, on their social inclusion, and on the possibility of sharing in the socio-cultural context.

2. The areas under investigation are coherent with what had been planned within the project. The three chosen areas were: "Working life and intergenerational learning", "Social life and family", "Free time and social inclusion".

Reached goal

The activity of observation, analysis, and evaluation of the single experiences in the specified fields, took also advantage of different competences within the project group and the guest participants.

The catalogue offers a few best practices belonging to these three fields.

3. One of the themes with which the project is concerned is inclusion: "This matter will bring up new problems and challenges in order to avoid social and economic exclusion of people over 55, in particular in the event of discharge, people close to retirement or already retired from the professional environment."

Reached goal

Within the three analysed areas, the project group focused also on the criterion of social inclusion to evaluate the quality of the experiences. The discussion with the experts met in different countries allowed us to highlight the policies that are being put into place to assure an active participation of the elderly population.

4. "The main goal of the partnership is to identify, define and experiment a shared methodological approach, which will then become a well-established method used by project coordinators, trainers, teachers, etcetera in the planning, the implementation, and the evaluation of actions and projects dedicated to elderly people in different domains."

Reached goal

The grid that has been developed supplies useful information to the participants. The description of the activities offered at the different institutions visited allows us to recognise the quality of each experience and to evaluate its transferability. This is facilitated by an analysis that takes into consideration both the specific and the contextual elements of the experience and that make its creation possible.

5. As an indirect outcome of this work, the partnership also aims to produce a sort of catalogue collecting the best practices analysed. The aim of the

catalogue with the analysis grid, the list of criteria, and the description of the methodological model/procedure is to provide a reference and a useful tool to encourage the development of new and innovative projects, methodologies, and approaches dealing with lifelong learning for elderly people in different domains of application.

Reached goal

The catalogue includes a brief introduction and contextualisation of the project, a chapter on methodology, and a series of sheets with examples of practices – that have been studied during the meetings – considered efficient.

6. Particular attention will be applied to investigate teaching methods and practices used in successful projects led in different domains such as work, free time, family and voluntary systems.

Reached goal

During every meeting, the participants met training experts with whom the shared and compared useful strategies to assure global well-being for the elderly population.

7. The project group gave a further value to the project (D5, European added value) with an activity linked to traveling and mobility as specific elements to consider within a project of inclusion and well-being.

Reached goal

The participants had the chance to appraise the European mobility experience through the description of different trips. This exercise allowed them to compare opinions, interests, and personal convictions. Moreover, this exercise showed the importance of matching the participants in a mobility project with a support for reflection and sharing. The trip, as a metaphor of learning, has to be considered an important element for common strategies.

8. Impact of the project: What impact do you expect partnership activities to have on people (pupils, learners, trainees and staff) and on the participating institutions?

Reached goals

Each partner identified interesting situations from which to draw elements for a potential development and adaptation to their operative conditions. Especially:

- Developing ways of mobility for the elderly with the goal of employing forms of reflective sharing and of making explicit one's own convictions and values, starting from the description of the exchanges that were made possible thanks to the experiences.
- Elaborate comparative analysis models for participative experiences and of social inclusions of the elderly, divided into different age ranges, from 55 to 75, from 76 to 90, above 90. A differentiation of attention is required to better address the efforts of the socio educational system in responding to the needs of age ranges with very different potentials and interests.
- Elaborate training models for coordinators of mobility projects at a European level. The integration of reflective practices, through interviews, story boards, and comparison of subjective representations can assure an added value to the travel experience, that has to be considered to all intents and purposes a learning strategy. This potential methodological development needs to be adjusted to the different age ranges and to the goals of the mobility projects.

5. Conclusion

The APLi project allowed experiences, information, and ideas to be shared among five institutions from four different countries. The background and the specific interest of the five institutions made it possible take a wide look on the topic of active aging. Moreover, the drive to investigate specific aspects of this topic generated interesting discussions that led to re-elaborate more than once the concept, the methodology, and the instruments created especially for the project.

The creation of the analysis grid presented in this catalogue is just an example of what emerged from the intense discussions we had during the two years of the project. The analysis grid is the outcome of a compromise that could respond and adapt to the needs and context of the different partners. On these grounds, the instruments developed during APLi cannot be considered final products that would work in every situation, but rather they are to be used as starting points to devise personalised instruments that fit the real needs of the situation and the context in which they will be used.

The work of gathering and analysing the best practices for this catalogue also highlighted that using a common instrument can facilitate the identification and comparison of the characteristics and peculiarities of every initiative. Moreover, it can be useful to correlate said initiatives with the conditions that are external to the project such as socio-economic situation, culture, laws and politics present in a specific context. These conditions are often decisive for the success of a project, and need to be considered when adapting and transferring an activity from a region to another.

The work of analysis of the best practices highlighted the limits of a generic instrument, and therefore its aim was to have an overall view of a given initiative and its external conditions, so to determine what made it possible and successful.

During the works with the partners, certain needs came to light; amongst them the most important were: to gather comparable information, to adopt shared analysis parameters, and – very important – to agree upon a terminology and criteria common to all the partners. This aspect of sharing and mutual comprehension required long elaboration and discussions during the project. For this reason we suggest, to whom will want to adopt and use the methodology and the instruments in the future, to allocate the necessary time for the sharing and mutual comprehension of the terminology and criteria used for the analysis.

Through the gathering of information related to the different regional contexts considered, and the analysis of the best practices highlighted by the partners, the APLi project also allowed the gathering of indications and tendencies in the promotion of active aging.

In particular, and for all the regions that took part in the project, the following general considerations are valid and need to be carefully evaluated for the promotion and realisation of new projects and activities:

- The government authorities of the partner countries try, more and more, to decrease the state cost for care policies and support of the elderly. This tendency has been highlighted and can be considered common to all the partners.
- The policies promoted in a fair amount of European countries go towards a reduction of the costs through the promotion of the active aging. They do so, in particular, by supporting projects and initiatives that aim at keeping the elderly independent as long as possible. These initiatives concern the world of the elderly at 360°, from the promotion of physical health, to favouring the integration and active participation of the elderly into our society.
- There is a shift in tasks linked to the care and support of the elderly, from the state to private institutions, be they for profit, non-profit, or volunteer based (constantly growing in many countries).
- The ongoing demographic changes, and particularly the aging of the population, are putting under pressure the pension systems in force and are calling into question the retirement age in more than one country.

In conclusion, the work conducted during the APLi partnership permitted, even with all the limits and simplifications of the situation, to develop an original procedure to analyse and understand the "internal" and "external" characteristics of a project. These are the characteristics that will allow a project to successfully develop and take root within a certain context, all the way to becoming a best practice, to follow as an example to transfer and adapt to other environments and realities.

The hope of the project partners is that the developed instruments might be further improved so to contribute and facilitate the future realisation of projects for the promotion of active aging.
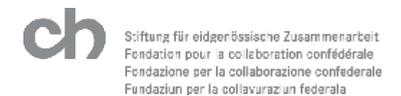
APLi

Ageing practices to be lifelong active and healthy project

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