



FONDAZIONE CENTRO PER LA PACE E PER LA VITA-ONLUS FOUNDATION ONLUS-PEACE AND LIFE CENTER

Project

NO ELDERLY PERSON SHOULD BE LEFT ALONE

1

Introduction

The World Assembly on the issues affecting the elderly, held in Vienna 1982, concluded as reported in the PROGRAM DOCUMENT "PROJECT OBJECTIVE- CARE AND HEALTH OF THE ELDERLY" in recommendation n°34 states: **Every time an admission into a healthcare institution is necessary or unavoidable for the elderly person, we should ensure that all possible is done to guarantee a quality of life comparable to the one the elderly person was living in the community, safeguarding and respecting human dignity, faith, necessities, interests, privacy and cultural background of the elderly person.**

The State must define rules that guarantee an acceptable level of healthcare quality of care institutions.

Over the last few years the living conditions of the elderly have undergone a note-worthy transformation. The improvements of the quality of life and the unstoppable scientific and medical progress have increased the life expectancy of the elderly all across Italy.

This reality represents an important demographic phenomenon that should, therefore, start various initiatives in different fields of interest but primarily in health and social services. More attention should be paid to the elderly who represent a significant segment of the Italian population.

The political, social and health care system has difficulties in handling these demographic and social changes and thus, the services that are offered at present still do not meet a person's actual requirements.

Not only that the social, cultural and economical polity does not manage to emphasize the importance of the senior citizens as a potential resource of the society, it does not even meet the satisfaction of their specific needs. Today the major support for the elderly is provided by the family and the volunteer organizations.

It is imperative, under these circumstances, the importance of organizing an integrated system which should have as its main purpose the understanding the needs of the elderly population and the translation of those needs in actual services.

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2

A great number of elderly persons, citizens of other states, who have emigrated from their own country for many years and who now find themselves in a position to return to Italy where they discover the lifestyle utterly changed and a smaller number of living relatives, are in need of medical and physical assistance and are forced to live in Italy, wish, above all else, to live their remaining years in a humane and dignified manner. Having dedicated their lives to working, caring for the family and for their country of origin, they do not want to feel abandoned by the local institutions or by the community. On the contrary, they want to rely on a representative and humanitarian organization, rather than taking care of their own person and of their own affairs such as: pension collection, tax payments and the like.

However, before organizing any sort of services one must understand the main factors connected to the needs of the elderly. Some of them are as follows:

- The unavoidable physical and mental changes that force the elderly in a position where they need constant assistance;
- The need for medical care and assistance for the situations that arise at an advanced age;
- The importance of maintaining, as much as possible, an autonomy and a self-sufficiency;
- The wish for companionship and solidarity so as to avoid a feeling of abandonment;
- The need to rely on a competent service and an equally competent personnel that are able to manage any day to day activities;

In addition to meeting the basic needs one must understand that an elderly person apart from enjoying a long life expectancy, has a lot of time to invest and a great deal of experience and energy to spend and to share with others. This is why we intend to promote initiatives that allow the active involvement of the elderly who want to spend their time confronting and surpassing a feeling of worthlessness and resignation.

The support for the elderly focuses on avoiding the alienation of their lifestyle and the development of a TV addiction by creating continuous learning opportunities and by allowing a full social and political involvement.

The project intends, therefore, to deal both with the social and the medical aspects for the elderly by putting into practice programs that allow:

- Help improve autonomy, self-sufficiency and physic-psycho-motor recovery and rehabilitation;
- Music therapy – Interacting to all music genres
- Learning the use of informational technology;



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- Psychological counseling for a better knowledge of self and the problems that arise with an advanced age;
- Friend Point: daily assistance in small matters such as bill payments, making appointments and/or accompanying the elderly for medical visits and so on.

3

MODUS OPERANDI:

This project is an initiative that offers its users great number of alternatives that allow every elderly person to make the most of their own abilities, knowledge, potential and traits.

The organization is a center opened five days a week, from 9 am to 6 pm and is capable of accommodating as much as thirty elderly people and offers a number of workshops.

This organization is meant for elderly persons who live alone and don't have many family members or many reliable family ties and are isolated from the community or even for those who even though they live alone, have many relatives and adequate family ties but are still overwhelmed by a feeling of solitude and loneliness.

The project offers both home care and a recreational facility and aims at postponing the eventual use of such a center and keeping the elderly in a familiar environment. The facility can be considered also a place for relaxing and socializing for those who live alone, and it can also represent a transition place that offers a daily rest for the family of the elderly person that might live far away from him/her, offering the possibility of maintaining, thus, the family relationships intact or giving the opportunity to mend them if they need to be mended. Consequently it can also represent a place of recovery and rehabilitation avoiding as much as possible the decline of their psycho-physical capacity. Considering its characteristics, this center for the elderly could become a precious resource for information able to identify problems and solutions and to take part in a complete service system for both the elderly and their families.

Therefore the activity of such a center is focused on the elderly but a part of it will be dedicated to their families and relations and any other resources in the area. The center's activity will be organized in an intricate network.

Following the advertisement of the project through the employment of information packs distributed all across the area, the users and their families or even their neighbors or any similar services in the vicinity may request further information by filling in a set of special forms available at the center. Immediately after request for our services there will be an interview that will provide the necessary information about the person in need of our assistance and that will allow

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the caseworker to fill in the “User File”. This file allows us to know the elderly person in detail and to organize individual activities for that person that will be in accordance with the needs of each individual. This way it will be easy to accommodate not only the user of our services but the family as well that will be involved in all the activities from the very beginning.

Moreover, the center guaranties the user and the family the comfort and relief they require.

4

THE TYPE OF CUSTOMER

According to recent statistics the elderly persons are a significant part of the population. In a city with 35 876 inhabitants, 8 942 are elderly people above the age of seventy out of which 4 047 are men and 4 895 are women.

Our attention is turned to all the elderly people and in particular to those who live alone and who do not enjoy the support of their family or the state services.

GENERAL AIMS

For all the elderly persons that have chosen our center we offer the following:

- Making the elderly feel welcomed and part of the community, so as to fully express themselves according to their individual abilities and needs;
- The improvement of self autonomy through a continuous care and support, advising, where is necessary, the use of information media;
- Caring for the physical aspect through activities that will maintain the muscle tone;
- Helping the elderly gain knowledge and acceptance of the changes that occur at an advanced age by organizing support groups and offering expert advice;
- Recreational activities meant to develop an harmonious integration with the other elderly people in the center and with the personnel as well;
- Integration in the area by activities outside the center;
- The development of working relations with the local institutions and services in the vicinity, thus aiming at resolving any administrative or medical demands such as medical visits or the payment of bills and so on;
- Maintaining a constant relationship with the family and friends in a manner in which the elderly person will not become traumatized by the relocation from their home to our center.

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GENERAL ACTIVITIES

The activities carried out by our center are related to various fields of interest such as communication, socializing, creativity, work, emotions, leisure activities, all of which are performed with the intention of eliminating any form of marginalization and creating a feeling of belonging and understanding for all the elderly people in our care.

Concretely the activities are diverse and can be carried out together with the elderly people who will be organized in groups or will perform them individually.

Specifically the activities are aimed at clarifying and at improving the emotional levels and the relationships: special attention will be paid to the dynamic of the groups, to developing a feeling of belonging and autonomy; to improving the communication skills and the free expression of emotions.

Moreover there will be organized social and leisure activities that will improve the motor skills. These types of activities are fundamental for allowing the elderly people to use and know their bodies and to accept themselves. Listening to music and dancing allow a wide range of physical and emotional expression, the experimentation with other sides of oneself and working with one's emotions in a fun and entertaining climate. Furthermore the center will organize visits and trips conducted by proper guides and thus aiming to familiarize the person with its surroundings and the territory. In addition to the activities listed above, the center will also prepare various educational workshops related to computer science, literature and communication.

In conclusion, there are five general activities:

- The improvement of self-autonomy and of the motor skills, the psychological and physical recovery;
- Music therapy;
- Learning the use of informational technologies;
- Counseling, support groups and informative courses on social and medical issues;
- Friend Point: daily assistance in small matters such as bill payments, making appointments and/or accompanying the elderly for medical visits and so on.



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PHYSICAL ACTIVITY AND MOTOR SKILLS

Objectives:

The activity focuses on the motor skills in general; under the watch of a physical therapist we want to exercise the movement coordination and the overall motor-sensorial stimulation; reduce the deterioration of the respiratory and the osteoarticular system, that of the muscles and of the cardiovascular and the sensorineural system; and improve one's self confidence and social involvement.

6

FOR WHOM IS THE PROJECT INTENDED:

This project aims at creating physical and social activities for people over seventy years old.

PROCEDURE:

The activities will be organized in a special building that is intended for this purpose alone and that meets all the necessary regulations. It will be equipped with special spaces for the proper organization of therapy sessions. The thirty elderly persons who will be accommodated here will be divided into five groups of six persons each so that every one of them will spend sixty minutes each week in a session that suits each individual.

The physical therapist is a professional, who is trained in recovery techniques, understands age psychology and has social skills, he/she also has a working knowledge of occupational therapy and is able to organize entertaining activities and is always aware that the focus of all these activities is the elderly person and that each of them may have small or significant problems.

The physical therapy is fundamentally important and aims at obtaining, after a certain period of time, an improvement of the physical and psychological state of the elderly person. Through such weekly therapies a bond will be formed between the therapist and the elderly person and the professional will surely become a point of reference and thus, all uncertainties and questions will be addressed to him/her.

As every therapy session is personalized, those who are not in session at one point will still enjoy group activities that will allow the development of their social skills through dancing and various games. The possibility of leading an active life, in which social engagement, amusement and entertainment are always present, is, without a doubt, a very efficient way of fighting loneliness and of developing special friendships.



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7

The estimated number of hours: 1560 hours/year (during the course of a year - six hours a day, five days a week)

Number of participants: the estimated number is thirty.

Project duration: one project takes place during twelve months but the period can be extended.

MUSIC THERAPY

Objectives:

Music therapy is the use of music and/or musical elements (sound, rhythm, melody and harmonies) in which a trained music therapist uses these elements in improving communication, relationships, learning abilities, motor skills, and all emotional, mental, social and cognitive functions.

The therapeutic process aims at developing the remaining functions of each individual that will eventually lead to an improvement in interpersonal relationships and consequently to an improvement in the overall quality of life.

Moreover, music therapy uses sounds, music and movement to produce regressive effects and to open ways of communication that allow the patients a fast recovery of social skills.

FOR WHOM IS THE PROJECT INTENDED:

This project aims at creating physical and social activities for people over seventy years old.

PROCEDURE:

In working with groups the techniques that will be employed will be both active and responsive; the musical experiences will be prepared in advance or freely chosen, some will be used for creative purposes, others will be purely recreational. The repertoire will include: folk songs and classical music, listening sessions, listening and dancing and instrumental improvisation.

The therapeutic process will alternate listening sessions with singing sessions in which the person will be accompanied by instruments. This activity will allow the use of a wide range of motor skills that could start with mere gestures and evolve into dancing.

Outside of the center, the elderly people will take part in other activities organized by other similar organizations such as: senior centers, church parishes and other local institutions.

The estimated number of hours: 104 hour/year (during a year - two hour a week)

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FONDAZIONE CENTRO PER LA PACE E PER LA VITA-ONLUS FOUNDATION ONLUS-PEACE AND LIFE CENTER

Project duration: twelve months that can be extended.

LEARNING THE USE OF INFORMATIONAL TECHNOLOGIES

Objectives:

The instruments used to promote an active aging process are the informational technologies that offer new services and open new ways of staying informed and also creates a special place for the dialog between generations. Nowadays, not knowing how to use a computer or a cell phone, or not knowing how to send an email or how to use the internet represents a new type of illiteracy that can lead to the exclusion of those who are lacking in this aspect. Gaining the knowledge of these informational technologies represents, therefore, an important opportunity in gaining social acceptance, knowledge in various subjects and eventually in developing a critical view of the reality today.

By learning the use of these technologies, the users could come up with initiatives for a communicational exchange that ultimately creates solidarity and reciprocity among them. This way the acquisition of this type of knowledge will make the elderly feel involved and an active resource of our society, they will feel useful by transmitting the information they are receiving to other people outside the center. This type of workshop will take place once a week.

PROCEDURE

These workshops do not aim only to help the elderly gain knowledge of the use of informational technologies but also to encourage the creation of a social network between the members inside the center and much more (including those whom because of motor problems cannot leave their home). During these courses the main goal is to teach the elderly to actively live in this informational society and to offer these teachings through the employment of trained professionals and the young volunteers in the parish.

Estimated number of hours: 104 hours/year (during a year – two hour a week).

Project duration: twelve months that can be extended.

FRIEND POINT: COUNSELLING AND PSYCHOLOGICAL SUPPORT AND FAMILY RELATIONSHIPS

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FONDAZIONE CENTRO PER LA PACE E PER LA VITA-ONLUS FONDATION ONLUS-PEACE AND LIFE CENTER

9

This type of activity is essential in the project because it teaches the user how to become an intricate part in the new reality that changes with an advanced age.

The very well known formula of individual and group talks encourages the free expression of the individual inside a support group. The presence of the psychologist will encourage the participants to share their experiences and feelings about their new life stage which will consequently help them overcome their loneliness. This technique offers the adequate aid because it allows each person to emphasize their own characteristics and traits.

The psychologist's work is fundamentally connected to a humanistic concept according to which the individual is the protagonist of his/her own life and of the changes that occur inevitably with age. Considering the above mentioned concept, this type of activity (the group and individual talks) helps the person realize his/her own limits and makes each of them aware of their own abilities.

Objectives:

- The integration among the other users by creating a climate that allows sharing and cooperating in respect to the same responsibilities;
- Knowing the aims of the services provided by the center;
- Understanding of the Information related to the problems that arise with an advanced age;
- Discussions on the new life prospects and about the physical and psychological changes;
- Gaining knowledge of one's self, one's abilities and limits;
- The development of the concepts of "usefulness" and "service" by emphasizing the abilities of each person;
- Creating a positive working relationship between the user and the personnel in order to help the user with his/her daily requirements;
- Organizing meetings and talks with the family and friends of the elderly, thus guaranteeing the continuity and the renewal of those relationships.

PROCEDURE:

- Individual talks with the elderly;
- The use of techniques and strategies for problem solving;
- Support groups with all the users;
- The assignment of qualified assistants;
- The participation in the activities organized by the center;
- Meetings and talks with the family and friends.

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FOR WHOM IS THE PROJECT INTENDED

The project is designed to accommodate elderly people who are already 70 years old and above.

Estimated number of hours: 520 hours/year (during a year – 2 hours a day, 5 days a week).

Number of participants: Thirty elderly persons.

Project duration: Twelve months that can be extended.

10

FRIEND POINT: ASSISTANCE AND SUPPORT FOR DAILY NEEDS

Objectives:

According to the most recent statistics, in Italy live around fifteen million elderly people who are over seventy years old. Four million live alone. In 10 years there will be 18 million elderly people over seventy and in 2051 that number will grow to 25 million. In this scenario the risk of marginalization and loneliness is very high; that is why one of the main objectives of this project is to create operational programs that will allow the elderly to live in their own home. Moreover, we guarantee the help and support needed in the daily problems by providing understanding as well as an active involvement. There will be enabled a telephone network for the elderly person who is not a member of the center. At the other end of the line there will always be a trained professional to answer any questions the person might have. This service will be at the disposal of those who are not members of our center and who need help making appointments and keeping them or who require a nurse's assistance, those who need to be accompanied to the pharmacy or who just need the medicine brought to them, those who are unable to shop at all and need someone to do it for them, and those who need to be accompanied on various errands such as paying bills and other daily chores or just need somebody to do it for them.

FOR WHOM IS THE PROJECT INTENDED

The project is designed to accommodate people who are already seventy years old and above.

Number of participants and of estimated hours: Varies according to every user's individual needs. The service will be carried out within the center's business hours.

Project duration: twelve months that can be extended.



FONDAZIONE CENTRO PER LA PACE E PER LA VITA-ONLUS FOUNDATION ONLUS-PEACE AND LIFE CENTER

Buffet: The center also offers a buffet provided by a caterer from outside the center. This service includes a whole meal and beverages. This service creates personalized menus for every user according to their dietary needs.

HUMAN RESOURCES

- N°01 COORDINATOR CASE WORKER: Coordinates the project, he/she deals with programming and organizing the entire activity within the center as well as the coordination of the center's activity in relation to the other similar institutions in the area. Furthermore he/she manages the activities in the center and keeps them in accordance with the legislation;
- N°01 CASE WORKER: Assists the users in any problems that may arise while the project is in progress. In his/her interventions he/she will try to make use of the center's resources and those of the surrounding area. He/she especially takes care of the elder's relationships with both family and friends and with the environment so as not to induce the elderly any feeling of marginalization; moreover, he/she presents and explains the center's activity to the guests. The case worker is also in charge of collaboration with all the other services in the area such as: The City Hall, The Local Health Authority, The Third Sector, Volunteering organizations and so on;
- N°01 PSYCHOLOGIST: Is responsible with the periodical control throughout the different stages of the project, and the control of the relationships with the family. Caries out individual counseling sessions and sessions that involve the friends and family;
- N°02 TEACHERS: are responsible for actually implementing the educational parts of the project as they are decided upon for each user. They also take part in any group work especially in the initial, planning stage and in the final stage;
- N°03 SOCIALIZING PERSONNELL: Promoter and educator who maintains the recreational atmosphere and the spirits up for the users and the guests;
- N°01 COMPUTER TECHNICIAN: in charge with teaching elements of informational technologies
- N°01 MUSIC THERAPIST: is a trained professional whose responsibility is to develop the remaining functions of each individual so as to improve their quality of life;
- N°01 PHYSICAL THERAPIST: is in charge with the sensorial and motor stimulation and with slowing the deterioration of the respiratory and the osteoarticular system, the muscles and of the cardiovascular and the sensorineural system; and also with the improvement of one's self confidence and social involvement;



FONDAZIONE CENTRO PER LA PACE E PER LA VITA-ONLUS FOUNDATION ONLUS-PEACE AND LIFE CENTER

- N°01 ENVIRONMENTAL AND OCCUPATIONAL HEALTH ENGINEER: guarantees the safety of the guests and of the personnel, the food hygiene and the hygiene related to the activities that are conducted by the Friend Point service;
- N°01 DRIVER: drives the members from their houses to the Center and back at the end of each day. Accompanies the worker who runs the errands through the activities carried out by the FRIEND POINT. He must also be responsible for the vehicle that is left in his care and which he must always keep clean and disinfected;
- N°01 MAINTENANCE PERSON: responsible with cleaning and disinfecting the Centre.

12

In addition there will be collaborations with volunteer organizations and with the Third Sector.

PLANNING AND SUPERVISION

The coordination of all activities will be the responsibility of the Coordinator Case Worker. The scheduling and the verification of all activities will be very well planned and so will be the cooperation with the National Sanitary Service, the District Sanitary Service and any other similar institutions.

There will be a weekly control meeting.

The evaluation will be detailed and will reveal everything in the budget report at the end of the year.

COST ANALYSIS

EMPLOYEE BENEFIT COSTS

- N°01 Coordinator case worker (€ 20,20/hour, 15 hours a week);
- N°01 Case worker (€ 20,20/hour, 6 hours a day, 5 days a week);
- N°02 Teachers (€ 20,20/hour, 9 hours a day, 5 days a week);
- N°03 Socializing personnel (€ 16,16/hour, 9 hours a day, 5 days a week);
- N°01 Music therapist (€ 20,20/hour, 2 hours a week);
- N°01 Computer technician (€ 20,20/hour, 2 hours a week);
- N°01 Physical therapist (€ 30,30/hour, 6 hours a day, 5 days a week);
- N°01 Environmental and occupational health engineer (€ 30,30/hour, 5 hours a week);
- N°01 Driver (€ 16,16/hour, 6 hours a day, 5 days a week);
- N°01 Maintenance person (€ 16,16/hour, 5 hours a day, 5 days a week);
- N°01 Nurse (€ 20,20/hour, 2 hours a day, 5 days a week)
- **TOTAL EMPLOYEE BENEFIT COSTS € 434.225,20.**

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MATERIAL AND SERVICE COSTS

- Building lease € 25.000,00;
- Materials for the physical and motor activities € 8.500,00;
- Materials required for the activities related to informational technologies € 6.500,00;
- Buffet and catering € 60.000,00;
- Vehicle for people with various handicaps € 35.000,00;
- Transport costs for the activities carried out by the Friend Point € 10.500,00
- Printing expenses € 4.000,00
- Assurances € 10.000,00
- Maintenance costs € 15.000,00
- Utilities € 5.500,00

13

TOTAL PROJECT COST € 614.225,20.

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