

T.A.A.F.E.

Towards Alpine Age-Friendly Environment

INTERREG
Alpine Space Programme

WP T2

Deployment of the TAAFE model in the Alpine Space pilot areas

DELIVERABLE
D.T2.1.1 TRIO's Local
Agreement Document

CREATED
2020-03-14

VERSION
1

AUTHOR
Oscar Zanutto
Davide Tuis
Adele De Stefani

CONTRIBUTED
Marta Ramvoš
Sandra Evans
Markus Trämer
Irina Vana
Katharina Handler
Tine Roth
Ingrid Dromard

STAND
2020-03-25

Interreg
Alpine Space



European Regional Development Fund

T.A.A.F.E.

Towards Alpine Age-Friendly Environment

INTERREG

Alpine Space Programme

AT A GLANCE

A growing ageing population and increasing number of isolated older adults demand new approaches and political commitment. Therefore, the WHO developed the concept of sustainable age-friendly environments (AFE), using an integrative approach to optimize the social and physical environments and promote active, healthy ageing and participation in society. The T.A.A.F.E. project uses this concept to build a participatory framework - T.A.A.F.E. model - for developing an age-friendly environment and an improved delivery of services in the Alpine Space (AS).

DISCLAIMER

All rights reserved

The document is proprietary of the T.A.A.F.E. consortium members. No copying, distributing, in any form or by any means, is allowed without the prior written agreement of the owner of the property rights.

Responsibility

This document reflects only the authors' view. The European Community is not liable for any use that may be made of the information contained herein.

Timeliness of the information in the document

The information in this document is subject to change without notice.

INDEX

- 1.Operational Rules of the Trio Working Modalities 6
- 2.Communication pathways to be adopted with older people and Stakeholders..... 13
- 3.Policies in the use of the social networks 15

1. OPERATIONAL RULES OF THE TRIO WORKING MODALITIES

As the T.A.A.F.E. project foresees a coordinated work between the members of the TRIO, it is fundamental to define the tasks and the responsibilities of each of them.

1.1 Administration employee

INFORM AND COORDINATE

- In accordance with the other members of the TRIO, the administration employee provides to the parts involved a timetable of the meetings in order to have an established and clear agenda;
- In accordance with the other members of the TRIO, the administration employee transmits official information regarding place, date, time/duration of the meetings to the parts involved before each encounter;
- He/she individuates and guarantees an adequate location for the meetings;
- He/she collects the adhesion of the persons intending to participate;
- He/she collects name, email address, phone number, signatures and role of the people who actually participate at the meeting.

(further details in paragraph 2 “Communication pathways to be adopted with older people and Stakeholders”)

PARTICIPATE

- He/she ensures his/her participation in the TRIO and in the Local Action Group meetings: the presence of the administration employee is fundamental as he/she represents the principal link between seniors, community and municipality;
- He/she assists the facilitator in the conduction of the meetings.
- He/she participate on transnational workshops.

MODERATE

-He/she moderates the dialogue between older adults, community and municipality. The administration employee must be able to welcome requests, proposals and ideas from the community, representing at the same time the instances of the municipality: its rule, procedures, possibilities, objectives and tasks.

REPRESENT

-He/she represents the community's proposals and demands to the municipality and, conversely, carry municipality perspective when working with community;

-He/she receives Stakeholders' necessities and proposals, playing therefore an active role in the coordination of a constructive dialogue between them, the community and the municipality.

REPORT

-He/she realizes a report of each meeting of the Trio and of the Local Action Group in order to:

- formalize the steps of the co-creation process between the Trio, the Local Action Group and the Stakeholders foreseen by the TAAFE project in order to give an account to the European supervisory authorities;
- collect an on line "repository" of meetings' reports with the aim of:
 - tracking the themes and the subjects discussed;
 - outline proposals, necessities, requests made and who made them;
 - have an official "site" containing the outcomes of the discussion: choices, decisions, objectives and tasks identified time to time.

This will guarantee the objectivity and the regularity of the process of co-creation, enhancing the principles of community engagement, participation, sharing and the respect of the opinions and point of view of each part involved. Moreover, this will avoid as much as possible misunderstandings and the prevalence, also in terms of interpretation, of one part over the others.

-He/she shares the report with the methodological facilitator and with the senior so they can read it, add comments and integrates it within few days. The administrative employee realizes then the final version. It is recommended to send last report to participants when inviting them to a new meeting .

-Each report and the entire repository of the reports, must be available and accessible for free consultation of the Trio, the Local Action Group, the Stakeholders and the whole community.

(further details in paragraph 2 “Communication pathways to be adopted with older people and Stakeholders”)

1.2 Methodological Facilitator

PARTICIPATE

-He/she ensures his/her participation in the TRIO and in the Local Action Group meetings. The presence of the methodological facilitator is fundamental as he/she is the main responsible for guiding the encounters and, more generally, for holding the reins of the process of co-creation.

- He/she participate on transnational workshops.

EXPLAIN

-The methodological facilitator clarifies the intents and the different steps of the co-creation process foreseen by the T.A.A.F.E. project;

-He/she makes sure that everyone has a full understanding of the content, the objective of each meeting and of the point in where the group has arrived along the process of co-creation;

-He/she answers the question and the doubts of participants, paying particular attention to those in need for a special support in understanding.

CONDUCT

-The methodological facilitator is in charge for planning and conducting the meetings, together with the other members of the TRIO;

-At the beginning of each meeting he/she makes a brief summary of what happened in the previous meeting in order to re-align all the participants and to inform those who eventually missed it;

-In accordance with the other members of the TRIO, the methodological facilitator gives indications of the themes to discuss, the objectives to reach and the tasks;

-He/she animates the dialogue and the exchange among the participants;

-He/she regulates the intervention of the participants during the encounters, and makes sure that each participant can intervene in the dialogue/debate and express his/her opinions and perspective without being judged;

-He/she makes sure that no one prevaricates, monopolizes the exchange and makes his/her opinion prevail over that of the others;

-He/she ensure the opinion of each participant is taken in consideration by the others and, more generally, in the co-creation process, whether coming from seniors, Stakeholders, members of Local Action Group or municipality;

-He/she moderate any eventual conflict bringing it back in the frame of a dialogical and constructive exchange.

GUIDE & ANALYZE

-Due to his/her role, the methodological facilitator has the responsibility to guide, monitor and analyse the process of co-creation.

This means that he/she:

- analyses what arise from the encounters in terms of contents;
- make comparison of what arises from the encounters with knowledge of age friendly cities and communities – when appropriate* he/she shares this knowledge (in comprehensive language) with encounters (*it is appropriate when it stimulates discussion, or for bringing back focus in discussion when group has lost its focus in too partial / reductive issues);
- individuates and delineates to participants the themes and the issues that seems to be the most crucial;

- pays attention to the specificities of the dynamics going on, to the balances at play, to those who are the major protagonists and those who tends to participate less since they give significant information on the broader dynamics of the community/town/city;
- focuses both on ideas/requests/proposals emerging from the discussion, and on their symbolical content as it tells a lot about representations, stereotypes, habits widespread among people on ageing and on what age friendly means in the local context.
- Stimulates TRIO, local action group and all stakeholders involved to have broader vision of age friendliness and more systematic and realistic knowledge about age friendliness in their community.

-Moving from this, he/she:

- manages the participated process of adaptation of “age –friendly environment” concept to the local context;
- starting from the dialogue with the Local Action Group, Stakeholders and municipality, and in constant collaboration with administration employee and senior, he/she sustains the collaborative process of identification of the domain to work on, the objectives, the planning of the action to be undertaken in order to reach them.

-Moreover, if needed, he/she warns UGA and IAT - as responsible for building T.A.A.F.E. model- if the principles animating the process or the methodological framework to be followed during the implementation are threatened and/or disregarded. Also, he/she warns when noticing any sort of irregularity.

REPORT

He/she reads, comments and integrates the meeting’s report compiled by the administration employee and gives his/her feed back to him/her within about three days.

SOCIALIZE

-The methodological facilitator, in close cooperation with the administration employee and the senior, is responsible for social network. He/she disseminates the information regarding pilot's state of work, keeping the community informed about the co-creation process: the themes discussed, the decision taken, the action planned.

- He/she makes sure to reach requests/ideas and proposals coming from hard to reach people and from the disadvantage ones.

(further details in paragraph 2 "Communication pathways to be adopted with older people and Stakeholders")

1.3 Senior

ENGAGE & MAINTAIN LINKS

-The senior catalyses the attention and the interests of older persons, engaging them in the process of co-creation;

-He/she is engaged in a constant dialogue with other older persons;

-He/she works as a filter in order to maintain the expectations/requests/proposals coming from older persons' community stick to reality;

-He/she maps, together with methodological facilitator and administration employee, the resources already existing in the community, with a special eye for those coming from single persons or informal groups not represented from any official channel;

-He/she makes sure to reach requests/ideas and proposals coming from hard to reach people and from the disadvantage ones.

MAP & ANALYZE

The senior represents co-researcher in the framework of T.A.A.F.E. project. This means that:

- he/she plays a crucial role in the initial phase of analysis of the local context, helping the methodological facilitator and administration employee during the mapping operation;
- thanks to his/her higher proximity and to his/her strength relations with older persons' community, his/her contribution is helpful for an in-depth understanding of seniors' necessities, resources and idea: what has to be changed, how, what kind of contribution older persons can give in order to create an age-friendly environment;
- moreover, his/her role could enhance a peer-research approach enabling the older persons to become each other's interlocutors and help finding precious information difficult to reach through official communication channels.

PARTICIPATE & REPRESENT

He/she ensures his/her participation in the TRIO and in the Local Action Group meetings. The presence of the senior is crucial as he/she represents the voices of older persons in the process of co-creation.

Since the senior represents the voices of older persons' community in the dialogue with municipality and Stakeholders, he/she:

- pays attention to collect and take into consideration the point of view, the necessities and the proposals of different types of older people, being able, by so doing, to represent the plurality of their voices and way of life.
- pays attention, within the range of his/her possibilities, to represent the voices of hard to reach and disadvantaged seniors
- reports, in a clear and coherent discourse, the requests, the proposals and the ideas coming from seniors into the discussion with municipality and Stakeholders.

-Due to his/her position, he/she plays a crucial role in circumscribing what "age-friendly" means at a local level, decisively collaborating in the creation of a common language and background to work on.

- He/she participate on transnational workshops.

REPORT

He/she reads, comments and integrates the meeting's report compiled by the administrative employee and gives his/her feed back to him/her within few days.

SOCIALIZE

-Since the role of the senior is crucial as he/she represent the major link with older persons' community, he/she strictly cooperates with the methodological facilitator and administrative employee in the creation of the content to be posted in the website and in the social networks.

-He/she helps to identify the most effective channels of communication in order to better reach the older persons' community.

(further details in paragraph 2 "Communication pathways to be adopted with older people and Stakeholders")

2.COMMUNICATION PATHWAYS TO BE ADOPTED WITH OLDER PEOPLE AND STAKEHOLDERS

The Trio:

-Selects the most effective communication pathways to be adopted in order to reach older adults community;

The administration employee:

-Collects contact data (name, family name, phone number, email) of the TRIO, the Local Action Group and Stakeholders engaged in the project.

-He/she is the main responsible for the convocation of the participants in the meetings:

- He/she contacts the TRIO, the Local Action Groups members, and the Stakeholders, communicating day/time/duration of each the meeting;
 - He/she warns those present at meetings of the possibility of being photographed/recorded;
 - He/she identifies and notifies those who do not wish to be photographed/recorded;
 - He/she realizes a report of each meeting containing significant information (agenda, next steps, next meeting ...);
 - He/she creates a free consultation repository where to collect all the reports.
 - He/she gives a list of attendance to all participants during each meeting for the reporting reasons and send it to methodological facilitator
- (see paragraph 1.1. Administration employee)

The methodological facilitator:

-He/she is the principal responsible for the communication through social networks:

- He/she maintains the pilot website updated, tracing the steps done along the pathways of the project;
- He/she updated social network after each encounter, action, initiative undertaken;
- After each encounter, he/she post a picture of the groups with a statement summarizing the main outcome of the meeting

-He/she encourages regular contacts, if possible face to face, between TRIO and other stakeholders.

The Senior:

- Contributes in the creation of the contents to be posted on websites and social networks;
- Contributes in the creation of the contents to be disseminated;
- Disseminate the informative material through his/her network.

3.POLICIES IN THE USE OF THE SOCIAL NETWORKS

-All the members of the TRIO are free to use the social network.

However, when doing, they must comply with the following instructions:

- Disseminate only T.A.A.F.E. project-related information;
- Do not spread any private information, both personal and of the participants;
- Do not publish pictures/videos of people who do not wish to appear;
- Do not use social media to advertise private initiatives;
- Do not use social media to spread personal opinions, even if related to T.A.A.F.E. project. The information disseminated through official channels must only transmit official messages;
- Adopt respect and humility in all communication;
- Be aware that what you say is permanent.

Please, note that:

Only the transnational social media accounts (twitter and linkedin) are allowed to use the LOGO of T.A.A.F.E.

The local / national accounts should be accounts which do exist and will last longer than the project.

OTHER IMPORTANT INDICATIONS:

T.A.A.F.E project aims to be sustainable after the official deadline. For this reason, it foresees the identification of a further age-friendly action/objective to be implemented once finished. The intent is to give continuity to the initiative, thus consolidating the work done and supporting the acquisition of an age-friendly oriented perspective among policy makers and institutions.

It is then fundamental that the members of the TRIO join the project since its end, showing their availability to extend their collaboration even following the official closure, compatibly with their possibilities.

All actions carried out by TRIO aim to be done in high quality, state of the art, efficient and realistic. This includes the branding (T.A.A.F.E. Logo, Claim "EU-funded ..." and copy right).