

AN ACTIVE RETIREMENT, A SUCCESSFUL RETIREMENT

Angers
Age-Friendly City since 07-2012
Angers (49)

OBJECTIVES

Favour an active retirement and a good life path. Give sense to retirement and tools for your own ageing. Reinforce the volunteering and civic engagement. Increase the number of volunteers and supporting and orientate them better.

PRACTICAL DETAILS

Organise information sessions to prepare an active retirement. Present the forms of engagement. Make an appointment with the retirees willing to involve in order to orientate them towards a project corresponding to their needs. Establish a follow-up and a support with different volunteers.



AN ATTENTIVE AND ENGAGED CCAS

The City of Angers, through the communal welfare action centre (CCAS), has created a large network of volunteers who involve in solidarity and in the life of districts every day. It has been noticed that the passing from employment to retirement is a source of questioning and doubting about your place and function in society. A lot of newly retirees want to involve in a project which will enable them to keep in touch with the working population. That is to answer to this demand that the CCAS of Angers put into practice a plan called "an active retirement, a successful retirement".

TIMES TO EXCHANGE AND PREPARE TO INVOLVEMENT

In the frame of this plan, the Social Life and Help to Caregivers Service of the CCAS of Angers offers meetings to inform and discover the actions of involvement. The CCAS communicates about these meeting via the newspapers "Living in Angers" and "Along the Maine".

Every first Friday of the month, a morning information session is organised about the leisure offers, the different actions of the CCAS, but also about the possibilities of the volunteering involvement. If the retirees are willing to get involved, they are welcomed to the second Friday meeting during which the "Friday, I get involved" is organised.

This is a morning during which professionals of the CCAS are present and available to orientate the retired volunteers towards an action corresponding to them according to the free time they have, their wish and their projects. It is also a time to develop collective projects, to begin to act concretely. At that time, retirees, willing to get involved in a project, can meet professionals and volunteers in capacity to answer their questions about this involvement.

WELL PREPARED VOLUNTEERS

After these meetings, an individual appointment is made with a professional in order to orientate the retiree to actions which match the best with his or her motivations, availability and skills. For retirees who choose to get involved, different manners to volunteer are possible: rather punctual volunteering, volunteering in a regular project or proximity volunteering (helping in the district area).

According to their areas of interest and their free time, the retirees can get involved with the CCAS or partners (associations or bodies) which asked for it. But it is essential that a project justifies this demand. The CCAS is not a provider of volunteers.



A STRONG NETWORK OF PARTNERS

Today, there are about sixty partners: schools, solidarity associations, ones linked to the ageing, etc. Their fields of action are diverse: supporting the more fragile, visiting isolated people at home, solidarity transport, punctual help, support to social animators, knowledge transmission (by tales, solidarity guidance, school support), mutual support, humanitarian actions, culture, leisure, etc.

A REGULAR FOLLOW-UP AND SUPPORT

Throughout the involvement process, the retiree is followed up and a reorientation is possible at any time. The CCAS puts into action a plan of support with meetings and training throughout the year. The offer of trainings covers lots of areas: first-aid training, training to information, relaxing, reading aloud. These trainings are organised by the CCAS but are carried out by exterior companies. Added to these trainings, important events are organised during the year. At the beginning of it, there is "Involving together" which helps to unite people together and maintain the dynamic of the volunteering involvement and the involvement of the partners but which is also a time to gather and highlight the involvement. The second event is the solidarities return (at the beginning of school year) which helps to encourage the solidarity initiatives.

A POSITIVE RECORD AND PERSPECTIVES

This network of volunteers of the CCAS functions pretty well. Today, there are 430 volunteers and each year, 40 extra retirees get involved in volunteering actions. Moreover, this action has succeeded to address to a heterogeneous panel of retirees. Indeed, the youngest of them are 55 years old and the oldest are 90 and more.

The success of this project is linked to the fact that a good support exists and a true follow up of the volunteers is set up during their involvement. Moreover, the CCAS is always ready to adjust its offer according to the priorities of society. A lot of projects are in preparation in the goal to think about how they can support the ageing, help the more fragile people and fight against the isolation of the elderly.



THE AGE-OBSERVATORY: TOGETHER TO IMPROVING THE CITY



DIJON
Age-friendly city since 06-2009
Dijon (21)

OBJECTIVES

Get a fresh perspective on the city. Encourage the role of proximity ambassador in order to increase Elders' sense of belonging to their city. Come up with new ideas for the Major of the city.

PRACTICAL DETAILS

Identify the objectives of the participatory body. Define the composition of committees. Suggest regular meetings around chosen thematic.

Cost: included in department's functioning



ALLOW PEOPLE TO SPEEK ABOUT THEIR LIFE IN THE CITY

When Dijon became Dijon Age-friendly city (DI-VAA), the city decided to create a specific body to support and highlight the participatory aspects of the approach. This body objective was to allow a joint reflection and coordinate emerging good ideas from both Dijon's residents and professionals working together with municipality. Participants must, therefore, have the opportunity to give their views, suggest concrete projects and contribute to their efficient implementation. The launch of the Age-observatory took place on the 13th of September 2012, a year after the beginning of the reflection, on presence of Michèle Delaunay, Minister responsible for seniors' issues.

FRESH PERSPECTIVE

The Major quickly expressed his wishes to see the creation of various committees within the Age-observatory. The aim is get all city residents, elected officials, professionals and researchers involved. The Age-observatory is composed of five committees.

The first one is a resident committee, without distinction on the grounds of age. They have been recruited by a call for application published in the city newspapers, on

Internet, and mail personally addressed to the 300 Dijon's residents who were involved at the participatory workshops. 20 members and alternate members were drawn among candidates. Elders got the opportunity to express themselves as citizen expert within the participatory body. One's roles and place are genuinely fair, without hierarchy in committees' organisation. Mixing ages is also very interesting. It allows complementary position instead of opposing one's demands and expectations.

The second committee is composed of seven elected officials from several delegations. They are directly appointed by the Major. The cross disciplinary of these elected officials' delegations was essential to Dijon city: elderly people as well as city animation, traffic, participatory democracy. The fact that elected officials are fully part of this scheme illustrates a result-driven commitment. It will also ensure the concrete completion of a number of projects.

The third committee is composed of five representatives of Pensioners' Association, leisure associations for seniors living in Dijon, trade union for pensioners, association committed to ageing and the retired and old people departmental committee (CODERPA).



The fourth one is composed of five institutional officials. This committee provides concrete evidence that the municipality is willing to implement a common policy across the territory, in agreement with partners' actions.

Finally, the fifth committee is composed of ten experts, both professionals and academics. They provide a complementary perspective on the city and projects to be carried out.



MAKE THE AGE-OBSERVATORY ALIVE

At the beginning, members of the observatory get together at a plenary session. This has been the occasion to disseminate the results of the territorial diagnostic study done by the city. It allows all Observatory members to start working with a clear view and knowledge of Dijon context.

Subsequently, each committee met in order to create an executive bureau. Its aim was to make the link between the Observatory and the municipality. Members choose the priority axis. Topics could be of two types: they could be linked to one of the four major axis defined by the city major or they could be related to the topics which required a rapid change. Three working groups have been formed: Transport & mobility, social involvement and leisure, information and communication.

At Dijon, the OPAD has been appointed to lead the first Age-Observatory term. This constitutes a strong symbol. The senior's leisure non-profit organization of Dijon was indeed appearing in the four axis initiated by the Major. At the time its mission was to promote active citizenship of the retired from Dijon. The management of a device such as the Age-Observatory must take into account several constraints. In

the first instance, the diversity of the actors should be considered (different areas of interest, theoretical perception or different practice for all the actors...). Challenges should be considered on a long term basis, on public interest and not according private interest. This is possible thanks to the project management methodology.

ACHIEVEMENTS WHICH GIVE MEANING

1 An outcome of this cross-fertilization is the implementation of collaborative projects such as the implementation of a new guide for seniors or the opening of the seniors' coffee shop at the week-end for example. Age-observatory members are mainly aware to have changed the city altogether. It could be seen when they had to explain what their role was to the press and to students. The Observatory allow them to understand the approach and to become their own. They became real ambassadors of Dijon Age-friendly city.

The first term of the Age Observatory ended in October 2014. By the end of October 2014, the city council renewed the Age-Observatory by deliberation. The next term will evolved on several points according to the feedbacks. As an example, within the committee of residents, 5 positions will be reserved to residents from the previous term. The number of elected officials will increase to better represent the various topics. Finally, the Age-Observatory is now open to representatives of municipality services and of the urban district in order to allow a more regular follow up of the dynamic DIVAA !





TISS'AGE: A NETWORK TO BREAK ISOLATION

LONS-LE-SAUNIER (39)

OBJECTIVES

Break isolation by fostering exchanges between volunteers and elderly. To expose young people to the world of elders.

PRACTICAL DETAILS

Identify isolated elderly and associations. Identify affinity between volunteers and elderly to pair them and organize visits. Organize, few times a year, meetings group to federate the group and introduce intergenerational meetings. Suggest to do an analysis of the practice of social work with the help of a psychologist.

Cost: Psychologist working time. Group events



CREATE A VOLUNTEERS NETWORK

Lons-le-Saunier communal welfare action centre (CCAS) has decided to focus on the question of elderly isolation after it has been raised by various partners (associations, social workers, etc). The Tiss'age project started in early 2012.

A that time, the CCAS started coordinating home visiting by volunteers from the Secours Catholique to elderly people living at Lons-le-Saunier. Given the interest of the meeting for both volunteers and elderly people, the Tiss'age network expanded.

One year later, the CCAS decided to seek for new associations in order to have them also involved in the project. A meeting gathered the new actors. They thought about what was the best way to work together with-in this network.

The Red Cross, the French charity "Secours Populaire" and also the JALMALV (Support Life Until Death) has joined this ambitious project. A responsible for the Tiss'Age network has been appointed within each association. He coordinates volunteers and connects them with the



CCAS. Since January 2014, it is not anymore mandatory to be part of those associations to join the Tiss'age network. The CCAS has created its own volunteer network allowing ones to devote time for elderly from Lons-le-Saunier without being already involved in partners' associations of the network.

REFER NEEDS

There currently are some thirty elderly people receiving visit from volunteers. The most complicated thing is to identify the isolated person.

Some of them introduce themselves directly. Others could be

identified by the service of meals on wheels delivered by the CCAS or by partners such as social workers, the CLIC (the municipal one stop shop for seniors) or people in charge of the independence social allowance (APA) for the elderly people. The first step when a person asks for being visited is to find a volunteer to create pairs. It is essential to identify the good volunteer who will share common interest with the visited person.



PAIRS WITH SIMILAR SENSITIVITIES

For the first visit at home, one of the coordinator of the Tissâge network comes with the volunteer. This reduces the initial uncertainty that can occur and support the visited person in welcoming a stranger at home. In a second time, the frequency of the visits is scheduled according to one's desire. It can occur each week or every two weeks on a period of time defined by the pair.

Each time, it's a great moment for conviviality with coffee talk, excursion or a game... The relationship between the visitor and the coordinator of the Tissâge network is maintained. This to ensure the proper exercise of visit. Caution: the volunteer does not replace a domestic help. According to relationship developed, visits can last longer or being more frequent. A Tissâge network Charter has been implemented and has to be signed in order to ensure that such visits proceed smoothly and with one's respect.



partnerships have been set up with the Tissâge network. For example a high school (lycée) from Lons-le-Saunier is now initiating intergenerational actions related to the network. As [the foundation/the cornerstone] of the project, it puts emphasis on the work done to fight isolation.

STIMULATE THE NETWORK

One of the difficulties of such a project is mobilizing volunteers on a long term basis. To keep them motivated, the CCAS encouraged them to participate to a focus group conducted by a psychologist every three months. Volunteers can also ask for a dedicated training on ageing and isolation.

To stimulate the Tissâge network, meeting groups are organized by the CCAS. Twice a year, a meeting and discussion day is organized to get elderly people and volunteers sharing a great moment of warm and conviviality. More

A PHYSIOPARK TO STIMULATE SENIORS' PHYSICAL ACTIVITY

LYON
Age-friendly city since 03-2009
Lyon (69)

OBJECTIVES

Encourage older people to remain physically fit. Set up innovative outdoors arrangements for older people.

PRACTICAL DETAILS

Define a wise and relevant location to set up the arrangements. Choose the apparatuses in order to be sure that they will be used.

Cost: 61 000€



A PROJECT THAT MAKES SENSE

The Physio Park had been implemented in July 2014 in Lyon. It is located in the park of the 5th district town hall, which is a central park where you already could find playgrounds for children. This Physio Park is one of the first ones in France, set up within a public space. This aims to allow everybody to use it.

An informal observation had been made in order to decide where, in the park, apparatuses could be set up. We observed that older people often place themselves in order not to be excluded, nor overwhelmed by the activities of the other inhabitants. Indeed, they place themselves slightly backward but still at a place which allows them to see all the park and children playing. This is thanks to these elements of settlement that the location of the Physio

Park within this space has been chosen.

EQUIPMENTS MADE FOR SENIORS

Nine gym apparatuses have been implemented in the chosen location. These ones have been studied to allow everybody, and more specifically seniors, to practice gently fitness. The diversity of these apparatuses allows seniors to work out all the parts of their body and to improve their flexibility.

Besides, several other structures had been studied to allow people with reduced mobility to benefit from these apparatuses.

For example, one of the apparatuses aims to work on the flexibility of your wrists, another one to do flexion – extension, and a third to do rotations of the pelvis. Two pedal boards have also been set up.



AN OTHER WAY TO CONSIDER AGE

The feedbacks of the Physio Park uses have been very positive and an important of the apparatuses is already observed. Older people of Lyon show that it is possible, relevant and advantageous to set up new outdoors arrangements for older people, other than benches. Once more, this highlights that ageing is not synonymous to passivity and inertia but that it is also the role and the place of cities to imagine solutions to answer older people's expectations.

TRAVEL BY WORDS AND LIVES BETWEEN STUDENTS AND RESIDENTS



ANGERS
Age-friendly city since 09-2012
Angers (49)

OBJECTIVES

Create social link between generations with different cultures thanks to the sharing of knowledge's and experiences
For elderly people: cognitive stimulation by text explanation.
Getting a better self-esteem thanks to exchanges and transmission.

For students: restore the image of ageing. Volunteer by being imbued with the French culture.

PRACTICAL DETAILS

Gather residents of a nursing home and of a day-care together with foreign students around a literary reading.
With an average of 89 years old, residents are chosen on a voluntary basis and should be able to transfer knowledge.



OPENING TO THE WORD

The origin of the « travel by words and lives » project is born when a new facilitator has been appointed at the Cesar Geoffroy nursing home and day-care located in the French city of Angers. Driven by her desire to create opportunities for her residents to meet with young people, Florence Lemonnier, naturally looked at the university next door: the western catholic university. American students are coming for one semester to improve their French and their knowledge in French literature. The communal welfare action centre (CCAS) who is managing the nursing home got involved in a closer relationship with university. Thanks to it, the « travel by words and lives » came to life in 2012.



A DUAL PURPOSE PROJECT

This project based on the meeting of residents and American students should allow students from University of Notre Dame, South Bend Indiana in the US to be involved in local life as well as improving their French.

On senior side, the CCAS and the facilitator wanted to emphasize their self-esteem by making them having them transferring their knowledge to young people.

FIRST MEETINGS

Once volunteer residents registered, both institutions set up a schedule of 9 meetings. In the first instance, students are meeting on one-to-one, the nursing home professionals to speak about ageing. It is done to break down barriers related to physical and psychological damage. Pairs are chosen according to affinities identify by the teacher and the facilitator.



Chaque année un douzaine d'étudiants américains viennent échanger avec les résidents de l'Ehpad.

During sessions, residents and students meet to talk for one hour or more. During these sessions, a selection of literary texts made by the French teacher constitutes the basis for further exchanges between both generations. In the first instance, a student reads out the text selected. The resident has there, a role of corrector. The second part is dedicated to exchanges and experiences sharing. This second part starts with cultural questions related to the text. It is usually the occasion to share memories and stories which give some clues about French culture.

Professionals are welcoming participants to the session but they are not staying when it is time for exchanges. This private meeting is an excellent opportunity to share confidences and create a complicity and friendship.

A BRIDGE BETWEEN GENERATIONS

At the end of the semester, students and residents organized an event day dedicated to feedbacks. The meetings are captured with various tools such as video, PowerPoint, notebooks, etc.

Everyone is invited to join the last festive meeting: elderly relatives and residents who does not take part to this initiative to show them what has been achieved and maybe make them want to participate the following year.

The « travel by words and lives » project is a rewarding life experience for both generations who have different age, culture, language, life experience. This project helps create a positive image of ageing. It allows residents to restore self-esteem for themselves and to speak freely. Furthermore, transferring knowhow and knowledge is in stimulating and strengthening memory. A real reminiscence work.

Regarding students, in addition to their progress in French, those meetings have changed their way of considering elderly people. They have discovered the French alternative to the costly hotels or American hospices where live their elders. Those meetings create a strong relationship which lasts beyond this experience. Each year, some 12 students and 10 residents are taking part of this adventure since this first initiative. Thanks to it, they open themselves to another culture.



“THERE IS NO AGE TO WALK”

BESANÇON

Age-friendly city since 06-2012

Besançon (25)

OBJECTIVES

Favour the solidarity between generations, raise awareness about the necessity to adopt new approaches among the general public in order to create a society adapted to all ages, in all areas of life. Gather generations around a leisure activity adapted to everybody.

PRACTICAL DETAILS

Organise a big intergenerational walk. Offer three paths adapted to the capacities of each. Involve numerous partners in order to guarantee the success of the intergenerational walk and offer activities and provide information at this occasion.



AN INTERGENERATIONAL WALK

Regularly, the Inter-age Mission, the Direction of Life of Districts the House of Older People, the older people's housings, the communal welfare action centre (CCAS) and the associations of walking and hiking gather to organise an intergenerational walk which take place each year in Besançon since 2010. This walk is open to everybody: people living in Besançon or not, young or less young people and older people, inhabitants of a district, people living in older people's housing or retirement home, experienced walker or occasional walker needing

support.

The communication service of the City publishes a flyer to present the walk. This brochure is largely distributed in the houses of districts, in the House of Older People and in the Regional Centre for Information of Young people (CRIJ). It is also distributed by all the partners of the walk, especially the associations of walking and hiking. Moreover, the local press and television are informed and relay information about this walk.

WALKING TOGETHER

The objective of this walk is to favour the solidarity and the cooperation between the generations and to make sure that everybody can participate independently of differences linked to age, handicap or culture. Each year, a new place is chosen to organise the walk. The objective is to offer to the walkers a “new look on their city”. According to the theme, the walk is cut in different times of observation, explanations and demonstration. In order to be accessible to everybody, three different paths are chosen for the walk: a small one adapted to people with difficulties to walk and including animations, stands and exhibitions; an average one of about 3 kilometres and a long one of about 7 kilometres.

All along the paths, the partner associations offer animations and comments about visited sites. This day ends with a convivial time between all the walkers. The security measures



linked to the organisation of this event are a major concern. In order to secure the paths, these latter should include the fewer possible dangers. When people have to cross roads, for example, security measures must be implemented. Securing these dangerous passages is possible thanks to the presence of numerous volunteers.



of beekeepers of the Doubs, etc. These participants change each year according to the place and the theme of the event.

Besides this work with partners, this event breaks down the barriers between the departments by offering a common action of cooperation and friendliness

which put forwards the knowledge and capacities of everybody. The co-construction of this event is the key of the success of this project.

A PARTENARIAL PROJECT

After the choice of the walk's location, several meetings are organised with the partners in order to determine the role of each contributor: accompanying the walkers, being on stands in the place of gathering, managing music and dance before the departure and at the arrival of each walk, participation to the snack at the end of the day, animation and games on the site during the afternoon for people following the small path, etc. Like that, a lot of people are involved in the project: The associations of walking and hiking of the region: to give advice about the adapted paths, to supervise the walks, to spread information towards their members.

The sport university, European Region Action Scheme for the Mobility of University Students (ERASMUS) and the Regional Centre of School and University Works (CROUS): to accompany the students during the three walks, to participate to the animations of music and dance before the departure and at the arrival, to prepare the cakes and drinks necessary to the time of exchange after the walks.

The schools: through the involvement of one or several schools guaranteeing the intergenerational character of the event. For example, in 2016, a high school class organised games and animations for people participating to the small path.

The CRIJ for the information of the young public.

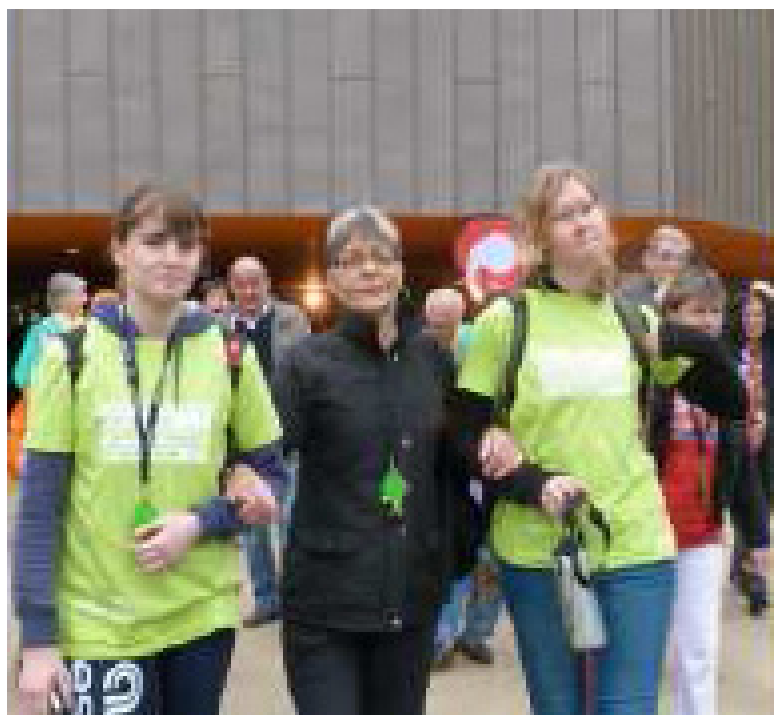
The Older People and Retirees Organisation of Besançon (ORPAB) in particular to inform older and retired people.

Several associations to run stands on the site: for example, the House of Europe, The French Federation of Hiking, the association

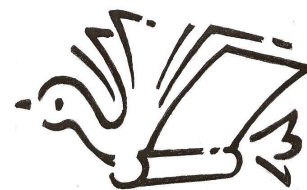
AN ACTION WITH STATURE

The number of participants varies with the weather conditions of the day but each year, the intergenerational walk gathers between 200 and 470 people. Since 2010, the success of this day appreciated by everybody has not been refuted.

This day is the occasion to organise a real time of exchange and sharing between the generations around a recreational activity accessible to everybody. It enables older people to participate actively to this walk as voluntary organisers or participants. It is also, for older people, the occasion to become aware of the fact that a regular and adapted physical activity participates to the improvement of the life quality and enables to keep in touch with others.



BIB A DOM, AN ASSOCIATION BRINGING BOOKS AT HOME



BIB A DOM
Lyon (69)

OBJECTIVES

Help older people who cannot go out (even temporarily) to have access to books and to reading via the service of delivery at home or the reading aloud. Fight against isolation. Enable everybody have access to culture.

PRACTICAL DETAILS

Create a network of volunteers to bring books to people who want it. Enable beneficiaries to have access to books lent by districts libraries.



HOW DOES IT WORK?

The library at home (called the “Bib’ à Dom”) is an association created in 1984. Its goal is to enable people who cannot go out (even temporarily) to have access or to continue to have access to reading and to books.

The Library at Home, partner of the public library in Lyon, is animated only by volunteers.

The main function of the association is to bring books from the public library at home. There are volunteers in the whole city and even outside, who visit people in Lyon and outside.

The association links a person who cannot go out with one or several volunteers. These latter are in charge to bring books and to pay attention to the deadline. The volunteers and the beneficiary decide together the frequency of the visits and the choice of the books. That is clear that the relation between these two people is beyond books.

The library at home also offers reading aloud at home by trained volunteer.

TO MAKE IT KNOWN AND EXCHANGE

To make this service known to people likely to be interested, the library at home takes part in different meetings: reading in districts libraries (during special events).

The library at home takes also part in fairs and exhibitions, as for example during the Blue Week (a week completely dedicated to older people in France), or to exhibitions on how ageing correctly at home.

They took part in a fair called “Fair: how ageing well at home” and Mrs Rivoire, major deputy of Lyon was there too, accompanied by Mr Bel, deputy major in charge people of the third age.

These meetings gather organisations and associations specialized in domestic assistance which are concerned about easiness and enrichment of older people lives, both on the practical and cultural side. These exchanges with the library at home are really profitable.

REGISTRATIONS

Each week, the association registers volunteers. But, currently, its main concern is to convey information to isolated people who would like to get books or to listen aloud readings.

To register as a beneficiary to the service library at home, people have to call the association or to let a message on the answering machine. The beneficiary subscribes to the public library and pays a subscription to the association.

To register as a volunteer, it is necessary to meet the association team. The volunteer signs a charter which is an engagement of respect and discretion in the relation he/she will establish with the visited person.

To get more precise information, you can come to the committee room of the association, call, address an email (bibadomlyon@yahoo.fr) or consult the blog (<http://labibadomlyon.blogspot.com>).



TESTIMONIES

AN OPENING TO NEW HORIZONS (PUBLISHED IN LYON CITOYEN IN 2013)

For five years, Martine brings books to Marcelle and Andrée, aged 93 and 89. “I visit them once a month and bring them 4 or 5 books. With time, I became a source of proposals. Andrée was only reading Georges Simenon. I proposed them to discover Charles Exbrayat. As the time passed, I realised she loved biographies. Thanks to my researches, I think that she read almost all large print books of the public library in Lyon”.

TWO CROSS TESTIMONIES (PUBLISHED IN LE PROGRÈS IN 2014)

“I read more than hundred books each year”.

Monique, 65 years old, former legal expert, and beneficiary from the library at home since 2011: “I read more than hundred books each year. I lend 5 books at a time. I read all kinds of books: historical or political ones, thrillers. I prepare lists to Liliane according to books mentioned by the press. The association is a chance for me”.

“I like the atmosphere of libraries”.

Liliane, former physics teacher, now retiree, is a volunteer to bring books: “I read also a lot and I discover the library at home thanks to the public library. I have free time and coming to bring books is a real pleasure for me because I love the atmosphere of libraries. Monique and I became friends since I come regularly to visit her.

A HANDY BOOKLET BY AND FOR ELDERS FROM RENNES



RENNES
Age-friendly city since 05-2011
Rennes (35)

OBJECTIVES

Facilitate elders' daily life by creating an easy-to-understand information booklet. To portrait a positive image of elders. Involve elders in the creation of this user-friendly booklet.

PRATIQUE

Create a pilot team to ensure the project monitoring. Involve elderly people and form working groups. Find a person to facilitate sessions. Catalogue the different types of content of the booklet. Work in partnership with the city communication service.



Crédit photo: Karine NICOLLEAU/YADLA'VIE

A BOOKLET DEDICATED TO SENIORS

Creation of booklet dedicated to Rennes elderly people is one of the priorities made in the context of the Rennes Age-Friendly city action plan. **This handy booklet is designed to be user-friendly for elderly people. Its first objective is to inform elders from Rennes on various areas of daily life as well as portraying a positive image of ageing. The project's originality lies in both the concrete involvement of elders at various steps of the creation of the booklet and the collective efforts done by the pilot team.** This team is led by the deputy mayor responsible for seniors and disability. It consists in representatives of seniors' directorate, of the city communication directorate and of the CLIC (the municipal one stop shop for seniors) of Rennes, the project initiator. The first half 2015 will see the publication of the booklet.

MAKE THIS PROJECT ALIVE

To form the working groups, elders have first been contacted either by mail or by various partners, information centers or word of mouth. In September 2013 a kickoff meeting has been or-

ganized to present the project. 25 persons from all walks of life were volunteers to work at the creation of their dedicated booklet. **For one and half year, two working groups named "Dublin" and "Québec" (with reference to the first WHO Global Network of Age-Friendly Cities conferences) worked on the creation and the content of its booklet.** It's made up of eight parts inspired of the key items the Age-Friendly city approach: being informed, knowing my rights, moving, distracting, preserving my wellbeing, being involved on social life, living at home, choosing a new area for living. Each month, the two groups of elders met for each items. Every two months, they met altogether to do a synthesis of the reflections done during the working time. The meetings were conducted by a project advisor, member of the Rennes' CLIC.

A CONCRETE AND REALISTIC PROJECT

This project is a real team work with the elders' involvement and the partnership with a freelance, a photographer and a graphic designer from the city communication service. The rhythm of the meetings

was sustained but the times for reflection were also friendly moments. It was the occasion to share a light snack and beverage. **To underling the elders involvement and be as close as possible of what has been said during the meeting, a written transcription has been done within the session.** Elders' words have been integrated in each booklet items related. Elders involved in this approach are people autonomous and involved in social life. As those people were not representative of all the elderly people, it was also important to work on the needs and on the other elders' concerns. **The interest of doing this booklet is to cover all elders, as a whole and with their specificities.**

COMMUNICATION

A communication campaign will be launch the same day the booklet is published. **The elders are the best ambassadors for it. The aim is to have them meeting elderly people of their neighbourhood, of their network and to give them the booklet in person and create social links. It will also be published on the city website.** The 28 pages booklet will be printed in 5000 hard copies. It will be disseminate in various associations and to partners.



Crédit photo: Karine NICOLLEAU/YADLA'VIE

Fresco to share words and aches

BESANÇON (25)
FRANCE



The fresco has been painted partly on the ground and the wall of the inner courtyard of Besançon hospital

OBJECTIVES

Expose the young people to the world of elders. Make the elderly knowing better the new generation. Confront two generations on both their differences and similarities.

PRACTICAL DETAILS

Constitute a group of teenagers and elderly dedicated to the painting of a fresco. Elect appropriate professionals for assessing and managing the project. Find partners supporting the project and identify a suitable location for the fresco.

Cost : approximately €12,000

GET YOUNGS OUT OF THEIR DISTRICT

Besançon City has been working with teenagers from one of the most deprived areas located on the outskirts of the city since 2004. Various groups of youngsters have already successfully completed intergenerational projects. Create in youngsters the drive to go out gave ones new ideas over the years.

In 2012, a group of twenty teenagers met with people living in homes for elderly located on the other side of the town. Together, they thought about their differences as a work area to enrich a project. Quite quickly, writing came as a good way to define their respective worlds but also their similarities.

A common sense of exclusion helped bring the two groups closer together. They federated around strong and meaning words. A charter developing the strengths of a multi-generational society is born from those words. This precious document was unfortunately invisible for other inhabitants. The idea to used street painting to spread



Meaning words were chosen by both elders and young

those words emerged from the exchanges. Even is the elderly did not get a positive picture of the street painting, they have finally been convinced to use this artistic way of expression.

ADDRESS THE CHALLENGES FACED

Finding the right location was tricky. After several attempts, it has finally been decided that the fresco will come to life on one of the walls of Besançon hospital (CHRU). Located between two sides of the hospital building, the fresco initially made with words became a city reproduction complimented with chosen words.

The distinctive feature of this fresco also lies in its conception. Partly horizontal and vertical, its covers 120 sq.m. of ground and 35sq.m. of wall. Young and elderly exchanged a lot to set comprehensive solutions. The technical side has been entrusted by the CDEI (Chantiers Départementaux pour l'Emploi et l'Insertion) artistic achievements team. This team works for the promotion of the vocational integration of people looking



If professionals have created the attractive décor, young and elderly have painted the words

for a job. Young and elderly painted the words supervised by two street painting professionals. Within the hospital premises, the aerosols were forbidden. Acrylic paint has been used for the fresco. It has then been painted over with varnish.

MORE THAN A PROJECT, A UNITED GROUP

The fresco has been achieved within few days. During this time frame, the young-elders relationship moved to a one-group relationship letting the solidarity appearing. The fresco was finished in 2014 and large amount of feedbacks from the hospital visitors was received. At each medical appointment, one's see the fresco. The city's aim to expose two generations to the world of one another is achieved. It has also been the case for the "guinguette" parties with the young and the meetings with Hip-Hop dancers for the elders. "Identify one's code to better understand him" is also the purpose of the film directed by the young on this fresco adventure. This project combines the draft of a charter, the creation of a fresco, making a film.



From intergenerational exchanges, young and elderly learned a lot.

IN GRENOBLE, CITIZENS AND INHABITANTS THROUGHOUT YOUR LIFE



Grenoble
Age-friendly city since 06-2016
Grenoble (38)

OBJECTIVES

Reinvent the local democracy in order to reinforce the power of action of the citizens of Grenoble. Give a place to the democratic debate thanks to the implementation of new tools dedicated to civic participation.

PRACTICAL DETAILS

For the participative budget: collect the ideas of the citizens. Organise a day of exchanges between inhabitants (the hive) to pre-select the projects to study. Organise a debate to present and select the projects. Study the technical, juridical and financial feasibility of the projects. Vote to choose the projects which will be realised next year.

Cost: 22 000€ and a person working at full time + 800 000€ of investment budget to realise this project.

For the civic questioning plan: register the petitions, collect signatures.

Present the petition to the municipal council.

Cost: 28 500€ and a person working at full time + 17 200€ for the week of the vote.



A CITY WILLING TO DEVELOP THE CIVIC PARTICIPATION

The objective of the City of Grenoble is to develop a democratic spirit in all the fields of local politics: consultation about the future school of the district, information about the local budget, school information published online, organisation of a consultation about the cultural policies, development project of the Esplanade, planting flowers in public spaces. The city wants to associate the inhabitants to the decision making in order to lead to a civic activation policy over the long term and to follow up the most disengaged people towards a progressive re-entering political life. The associative structures are a good way to do so. That is why Grenoble acts to create places for information, training and debates which can be found under the form of civic participation bodies (Independent Citizens Councils, users committees) or mechanisms which enable the inhabitants to influence local policies (participative budgets, initiative funds, right of civic questioning and

voting). Two tools developed by the Social and Civic Life Department will be presented here: the participative budget and the civic questioning plan. Their goals are to reinforce the citizenship of the inhabitants of Grenoble by putting them again at the heart of the life of the city and of the public policies with the will to build a city for everybody.

NEW METHODS ALSO ADOPTED BY THE ELDERLY

Even if the new methods are addressed to all the inhabitants of Grenoble from the age of 16, including people of foreign origin, people aged 55 and more seized this opportunity and found their place as any other inhabitant. Indeed, Grenoble is attentive to the fact that ageing people can find their place in the public space along with other generations, in particular by offering facilities and equipment for everybody. This is an essential factor which shows that older people do not hesitate to seize the opportunities given by Grenoble to influence local political life.

Their objective is also addressed to elderly and coincides with the spirit of the Age-Friendly Cities and Communities process in Grenoble. Since the beginning, the city made the choice to carry this process at a city level in order to put forward the citizenship of the elderly. Indeed, citizenship should stay a right throughout your life independently of the problems that could happen to you when you grow older. Older people play an essential role in the animation of the local social life; in particular concerning the associative structures, as their involvement in associations or districts union show it. The involvement of older inhabitants of Grenoble in these projects shows that it is possible to grow old happily in Grenoble and that elderly want to be source of proposals and reflections.



Avec 50 000 € vous feriez quoi pour votre ville ?

2^e édition

PROPOSEZ VOTRE PROJET DANS LE CADRE DU BUDGET PARTICIPATIF

A PARTICIPATIVE BUDGET TO BUILD THE CITY OF TOMORROW

Each year, the participative budget enables the inhabitants to decide what to do with a piece of the investment budget of the city. The citizens have the power to imagine projects for their city and then choose which ones would be realised. Each of them can suggest a project of public interest on the participative platform or at the House of the Inhabitants (MDH). Then, he or she will defend this project during the “Hive of projects”. During this assembly opened to everybody, citizens exchange, discuss and select the best projects. After studying their feasibility and after a technical consolidation by the services of the city, each project is submitted to the vote of the inhabitants. It is possible to vote during six days in different places across the city. The projects collecting the more numerous votes will be implemented the following year. Grenoble has spread a large communication about this plan in order to reach a maximum of people throughout a platform on its website (Grenoble.fr), communication campaigns linked with the register of the projects of the “Hive of projects”, poster campaign, postcards, radio spots, screen in public transport, articles in local press. During the campaign period, the city also organised an exhibition presenting the projects selected in the city hall and MDH.

A MECHANISM TO BE ACTOR IN THE CITY

The mechanism of civic questioning and voting enables to inject direct democracy in local life. Concretely, it gives the possibility to the inhabitants over 16 and to the associations whose head quarter is in Grenoble to make the municipal action evolve via the launching of a petition. To launch a petition, several criteria must be present:

- 1) Its subject must entering the skills of the city
- 2) It must be legal
- 3) Its formulation has to take form which enables it to be submitted for approval later.

The spreading of each petition is the responsibility of its leader. When a petition reaches the 2000 signatures, it is discussed during a municipal council meeting. The petition can be directly adopted by the municipal council or be submitted to the voting in the frame of civic voting organised each year. Before the voting, the city creates different places of debate on its website, at the local television and via written press. After that, ten polling booths are set up throughout the city and open during six days. If the proposal submitted to voting collects 20 000 majority votes, the city engages to follow the result of the vote. Because of the innovative and experimental character of this mechanism, a year of reflection in partnership with Science Po Grenoble has been necessary to imagine a viable and pertinent procedure according to the political objectives of the city.

These initiatives show the attention given by the city of Grenoble to the fact that these “classic” mechanisms, that is to say non-specifically addressed to older people, are accessible to all the inhabitants, including the elderly.



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10 LIEUX DE VOTE DANS TOUTE LA VILLE
OUVERT À TOUS LES GRENOBLOIS DÈS 16 ANS



INTERPELLATION
ET VOTATION
CITOYENNE

SENIORS VOLUNTEER MISSION

OBJECTIVES

Favour the volunteer commitment among the seniors. Enable to develop the social link between the generations thanks to common projects. Engage a civic project with structures willing to develop solidarity or intergenerational projects. Encourage mutual respect between generations.

PRACTICAL DETAILS

Search partners. Create projects from common and complementary objectives. Orientate senior volunteers according to their centres of interest and to their demands. Organize events to highlight the actions.



THE BIRTH OF AN INNOVATIVE PROJECT TO FAVOUR THE EXCHANGES AND THE SOLIDARITY BETWEEN GENERATIONS

In the city of Le Havre, it has been noticed that a lot of retirees wanted to be useful but faced difficulties to enter in relation with organisations. So an animator from the communal welfare action centre (CCAS) has been put in charge of developing and following partnerships but also of exchanging with retirees willing to engage in volunteering.

The retirees have been received individually by an animator of the "Seniors Volunteer Mission" at the CCAS. If their profile is accepted, the retirees are oriented towards different partners in order to find a place within a project and among a public who corresponds to them (children, older people, solidarity ...). The CCAS is also responsible for the needs of the volunteer. It is not here to cover a lack of professionals but to support them.

THE AREAS OF THE ACTIONS

Within the mission at the CCAS, volunteers are implied in different areas.

First, the "Parrain Lecteur" is a disposal to help junior pupils in their learning of reading, offered by seniors after school. The volunteers' objective is to reinforce the reading skills of the children and above all, to make them discover the pleasure of reading. This disposal has been put into practice in 2011. Now, sixteen volunteers intervene in four schools. The volunteers have a status of occasional collaborators. Each term, they have the possibility to receive training by the referents of the Junior Reading of the libraries of Le Havre in order to complete the pedagogic documents received by each school.

An individual school support in children houses, linked with the Social Help to Children, has been initiated since 1985. This partnership began with "Nature" trips on the theme of the discovery of the environment where young people and seniors established true exchanges.

In partnership with a children house, fifteen volunteers make a regular monitoring of a variety of young people: from those in 1st grade to those who are over 18 and of foreign nationality. Their role is to support them for their homework (on literary, scientific or cultural subjects) or in their everyday life: learning French, cultural fulfilment, discovery of the city, etc. Meeting in pairs are ideal to create links between young and seniors and to contribute to the fulfilment of each of them in society. In order to monitor the effects of this disposal, consultation meetings are organised each term with all the volunteers, the pedagogic team, the director of the house, the psychologist, the teachers and the animator of the CCAs. These meetings are a privileged time to exchange about the young's situation and to inquire about news and life of the association. These meetings are also essential to remind the objectives and missions of each, partners and volunteers.

The volunteers can also choose to get involved in a support mission in early childhood. Created in 2001, this project is based on exchange



and the meeting between the child and the volunteer. The objective is to spend a time together to exchange and to share happiness. Eighteen volunteers are present on thirteen structures. They intervene each week, according to the life rhythm of the children: reading, playing, eating, and going out. The seniors convey great-parents points of reference and contribute like that to the early learning of children.

Since 2005, Volunteering Solidarity functions thanks to a twentyish of retired volunteers who get involved in solidarity missions with the local bodies, local groceries, associative life service, food shops, charitable associations and associations fighting against the isolation of the elderly. The seniors are oriented by the CCAS towards the associations which need help. They establish together the following-up and the different forms of partnership.

Since 2006, the CCAS of the City of Le Havre supports the Monalisa local cooperation: National Mobilisation Against the Isolation of the Elderly. The technical committee is composed of associations and diverse services, committees, welcoming structures, etc, acting for the fight against the isolation of the elderly. It enables to put in relation a lot of actions of fighting against the isolation in different districts. Its objective is to offer the training partners, to welcome and orientate new volunteers and spread the communication in the cities across punctual actions.

The Senior Volunteer Mission is an action which concerns the seniors as actors and the different professional teams as collaborators. The role of each of them is defined by several documents: Volunteering Charter, Agreement, Internal Rules, Guide... adapted to the partners. These documents have been created collectively by the CCAS, the volunteers and the partners.

THE FACTORS OF SUCCESS

To make this mission possible, coordination and involvement of several stakeholders are needed: the CCAS of Le Have, the National Education, the Services of the City, the Children Houses and diverse associations.

To make the Senior Volunteer Mission known of more people, the CCAS use the written and audio press by which testimonies are presented during strong events of the City (Blue Week, Spring of Families, Christmas Operation, and inscription time to senior activities ...).

The Senior Volunteer Mission evolves regularly. Certain volunteers quit the disposals and others join all along the year. A loyalty of these volunteers has been noticed even if they had to adapt to some changes: referents within the educative team quitting or arriving, school reforms. Volunteers are grateful in their everyday life. They often meet the brothers and sisters of the children they follow up and even the family in order to create social links during the missions but also outside of them. Often, these links persist when the mission is finished. In December 2006, there were 85 volunteers for the different actions.

