



MATIJA

The network of activities,
trade, information
and assistance

080 - 10 10



Demography

65+

80+...



Supported independent living

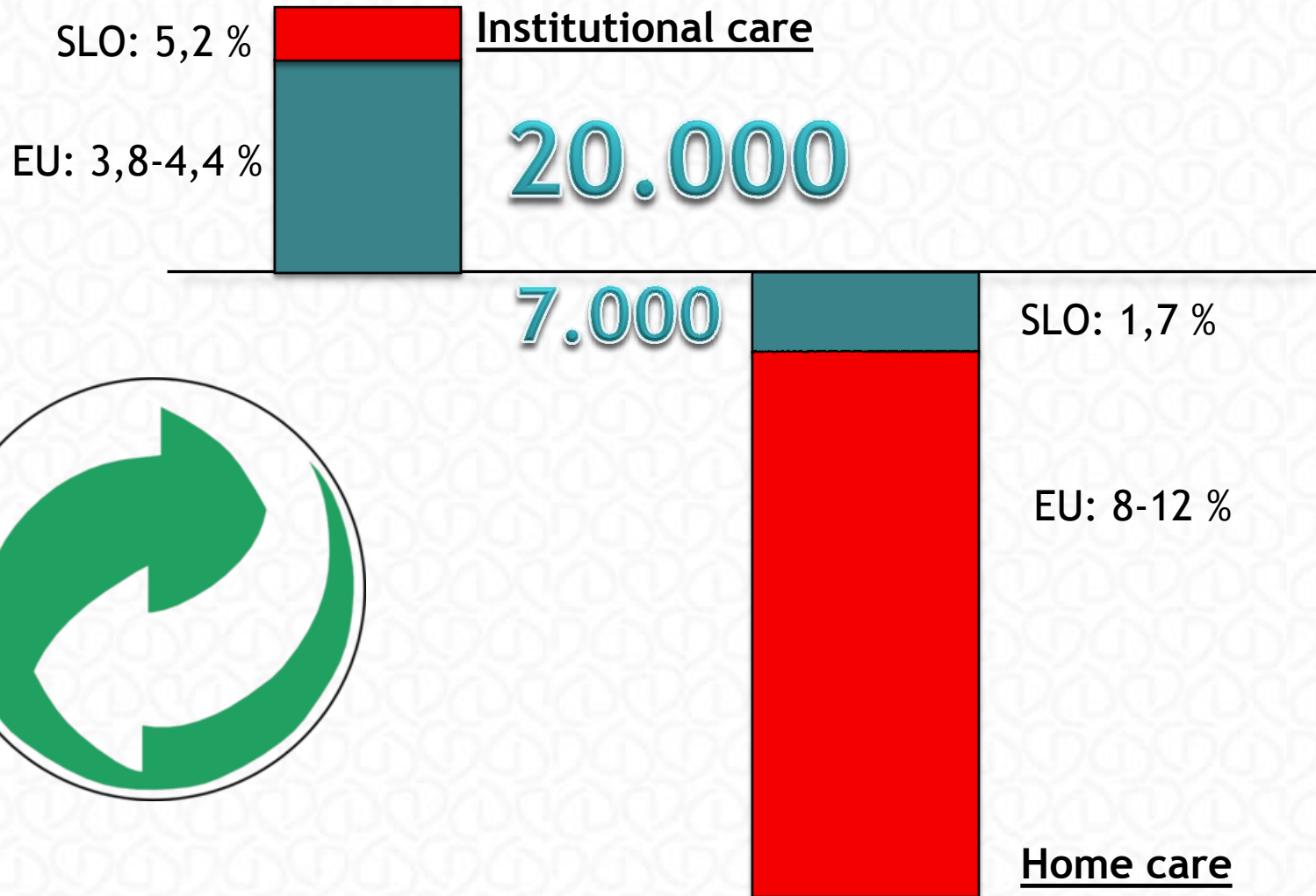
Characteristics of a typical client

- * No/low ICT literacy, rarely examines internet media
- * Reservations, cautiousness, solid habits, traditional values
- * Saving for hard times, do not want to be a burden...
- * Decision takes time and encouragement - after a positive experience, they are loyal users

For a successful contact it is important to consider

- * Specific way of (personal) communication
- * Patience and different way of presenting information

Service suficit - deficit



*How? Working example?

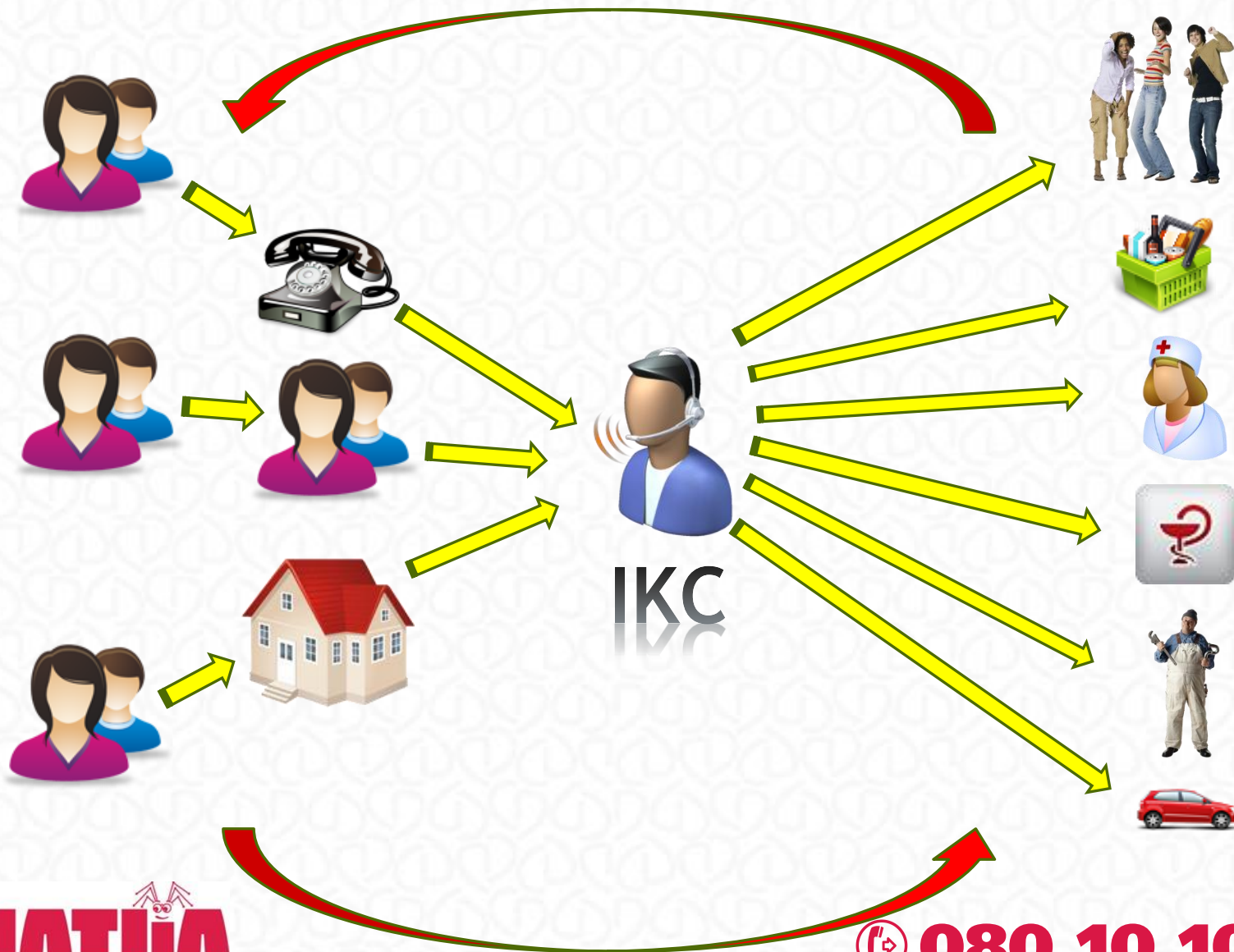


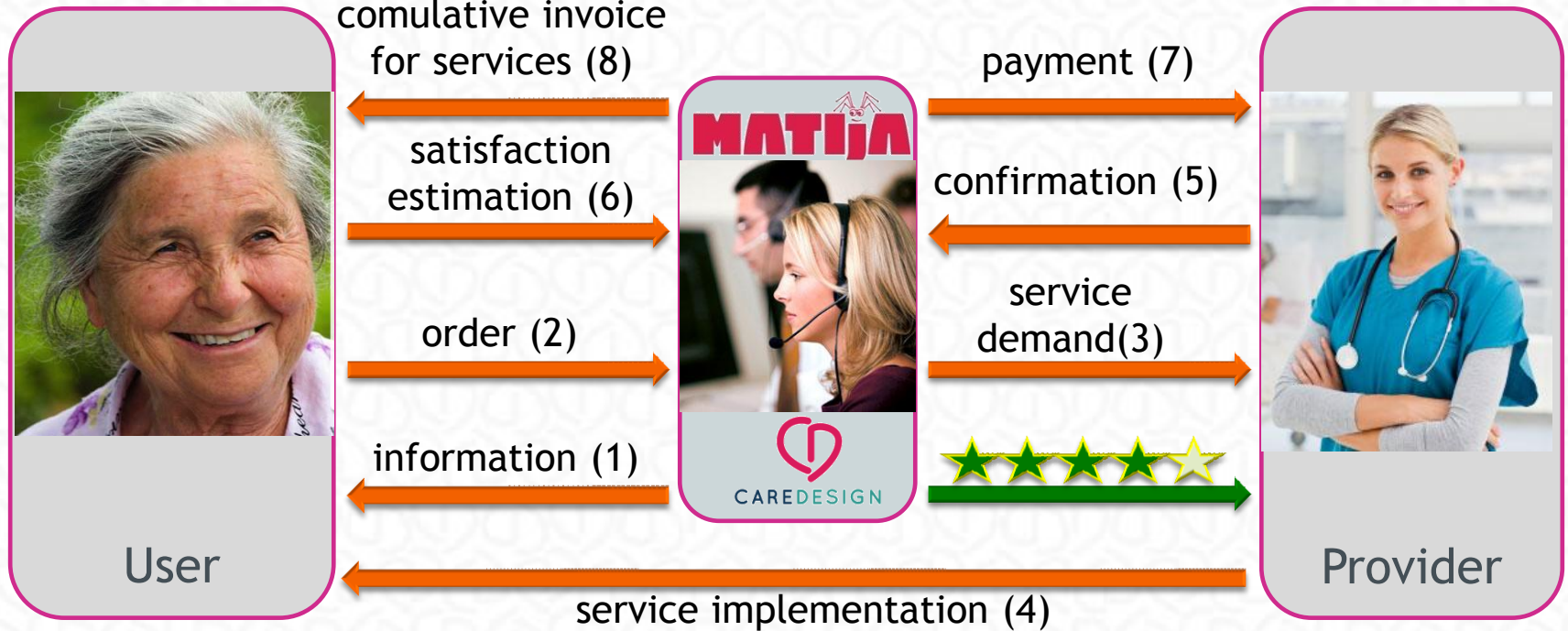
 **080 10 10**



- ✓ Nothing happens without user's initiative
 - ✓ Personal talking communication
- ✓ Quality control based on user satisfaction
 - ✓ Providing platform - never service

Basic structure of the platform





* **Course of service implementation**



- * Information point - 080 1010
- * Preparation/planning for the old age
- * Trainings for family and friends for providing care
- * Help with attending educational and leisure activities
- * Help with maintaining users' social network, preventing loneliness
- * Brokerage of honorary and retirement work and managing formalities
- * Brokerage of mutual help and volunteer work
- * Brokerage of mutual help for transportations and joint use of vehicles
- * Help with attending trips, journeys, organizing transports, accommodation
- * Brokerage of temporary exchange of accommodation capacities (LinkedAge)
- * Help with managing formalities, insurances, financial affairs
- * Help with using information technologies
- * Brokerage of organizations for housing communities

*** Information, help with maintaining users' social network and attending activities**

- * Help in housekeeping
- * Preparing and delivering meals
- * Purchasing groceries
- * Help with maintaining personal hygiene and care
- * Pedicure, hairdresser and other services for personal cleanliness
- * Advising with money and legal issues, insurances, managing formalities
- * Organizing health services
- * Organizing transportations
- * Outdoor washing of personal and house textiles and clothes maintenance
- * Care for home in the time of absence
- * Energy products supply
- * Care for pets
- * Maintaining and registration of personal vehicles

* **Care and help in housekeeping**

- * Care at home
 - * Tele alarm, ambient assisted living, telemedicine
 - * Supplying medication, pharmacological estimate of medical therapies
 - * Supplying orthopaedic, incontinence and other medical technical aids
 - * Family physician specialized in gerontology, second opinion
 - * Physiotherapy, occupational therapy and medical pedicure
 - * Acupuncture, chiropractic, homeopathics, bioenergetics and other alternative methods of healing
 - * Massages and different relax therapies
 - * Borrowing of beds and care aids
 - * Organizing day care at registered service providers
 - * Help with managing temporary and permanent admissions in residential care homes
- * Personal assistance and care services**

- * Adaptations of the living environment
 - * Occasional and general cleaning, maintaining
 - * Assuring tradesmen's maintenance services and interventions
 - * Maintaining and replacing domestic appliances
 - * Maintaining and replacing furniture and other home gadgets
 - * Energy efficiency monitoring and energy reconstructions
 - * Realities' management and brokerage with realities' transactions
-
- * **Maintaining, managing investments and helping with realities' management**

- * Access to information, services, goods by phone in one place
- * Individual approach, verified attractive prices and service quality
- * Independent active life in the home environment, carefree relatives

Providers

- * Access to the elderly, lower marketing costs, connecting offer with positive promotion of social responsible companies
- * Feedback on user satisfaction and support at the development of the new offer

Support organizations

- * Possibility of information brokerage regarding their activities, support to their organization and attracting users
- * With the expansion of the platform, there is a possibility for a new source of financing activities of nongovernmental organizations

* **WIN WIN...**

- * Right to dignity, physical and mental well-being;
- * Right to freedom and security;
- * Right to self-determination;
- * Right to privacy;
- * Right to high quality and tailored care;
- * Right to personalized information, advice and informed consent;
- * Right to continued communication, participation in society and cultural activity;
- * Right to freedom of expression and freedom of thought, conscience, beliefs, culture and religion;
- * Right to palliative care and support, and respect and dignity in dying and in death;
- * Right to redress;
- * Responsibility to respect other people's rights.



For the Wellbeing and Dignity of Older people

Promotion, innovation, development



dreamstime.com



080 - 10 10

www.cd-matija.si



MATIJA

The network of activities,
trade, information
and assistance