

1. Name of the action / entity in charge

Action: Society of Western Greece

Entity: Regional Governance of Western Greece

Website: <https://koioniapde.gr/>

2.Objective

An original portal, where the interested parties will be able to find out about the services, actions and benefits related to social cohesion and health, while offering open communication, through a telephone line, for information, guidance and support to those in need.

Browsing the online platform, all the necessary information are easily accessible in 5 categories: Taking care of our health, Supporting our society, Learning about the structures and institutions, Contacting experts, Contacting our institutions and services, News from the Regional Governance of Western Greece. The platform targets the physical, mental and social health of vulnerable groups of people, especially the elderly.

3. Origin

The coronavirus crisis has pushed the Regional Governance of Western Greece to develop new speeds, to leapfrog the obstacles and to meet the needs that have been arised. To find new channels of communication and ways of providing direct information.

The online platform Society of Western Greece is essentially the evolution of the We Stay in Western Greece platform (menoymedytikiellada.gr), which was created during the first wave of the COVID-19 pandemic and provided alternative ways of entertainment, education of the citizens in general and, more specifically, was focused on the empowerment of vulnerable group of people. It was an innovative psycho-social support line, which was also a portal with digital information for vulnerable group of people.

The We Stay in Western Greece platform was recognised, during the first wave of the COVID-19 pandemic, as a good practice by the European Commission.

4. Methodology

The online platform is consisted of a search engine, where the European, National and Regional policies and programs of Health and Social Care Organisations can be easily found, as well as the Institutions operating in Western Greece, Care Units for the Elderly, Centers for the Creative Engagement of Children and Legal Entities.

The data provided by the Society of Western Greece platform are distinguished in different categories, so as to be promoted the direct information about National and European initiatives and the Strategy of the Regional Administration of Western Greece,

5. Characteristics

Physical health level

The "Society of Western Greece" platform provides data on:

Health Care - Information about the European and National health policies as well as the public health projects being implemented and planned in Western Greece.

Support of the Society - Information about the European and National health policies and the public health projects being implemented in Western Greece by the different municipalities.

Structures and Care Providers - A citizen's guide and a complete, dynamic inventory of social assistance agencies and NGO's in Western Greece.

An Interactive Map of Social Structures and Institutions - The map shows all the Social Support Structures and agencies, which can easily be contacted.

A Support Line - The possibility of contacting experts and a psychosocial support line.

6. Recommendations

● Recommendations for policy makers :

An information system targeting to the social care with special reference to the elderly is very important. Our consideration is only in which level this online information reaches out the community and the seniors in specific. Our suggestion is that along with the online information where the map of services is provided totally, a campaign should also get enforced to make this information effective.

How this could happen? By introducing to each neighborhood a Kiosk on what services are available by targeting the group of elderly as also introducing meeting points / one per week where the seniors could interact with the rest of the community on their issues. In that case we achieve multiple goals: Involving actively the elderly, introducing them the virtual connection to the services, listening to their needs and familiarising the younger ones with the future of ageing. For that reason emphasis could be given to the Volunteering of the younger generation (students, ie) to offer time and knowhow to the elderly in order to eliminate their anxiety in using new means of communication.

● Recommendations for practitioners

Involving and activating seniors in their groups of 'clients'.