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**Questionnaire**

of the Independent Expert on the enjoyment of all human rights by older persons on best practices in the implementation of existing law related to the promotion and protection of the rights of older persons

**1. Name of the practice:** The practice of Resource Centre for Older People

**2. Area concerned:**

 Discrimination (e.g. legal/institutional framework, access to facilities and services, etc.)

 Violence and abuse

**** Adequate standard of living (e.g. resource availability, housing, etc.)

 Independence and autonomy (e.g. legal guardianship, accessibility, etc.)

 Participation

 Social protection (e.g. social security, incl. pension)

 Education, training and lifelong learning

 **Care (home, family or institutional care, long-term care, palliative care, geriatric services, quality of care and availability of services, care workers, etc.)**

**3. Type of practice:**

 Legal (Constitution, law, etc.)

 Policy/Programme/Strategy/Action Plan on Ageing

 Institution

 Regulation

 Administrative practice

 Case law/jurisprudence

 Disaggregated statistical data by age/gender

 Training programme

 **Other (please specify):** **Educative, medical and psychological medical service**

**4. Level of implementation:**

 National

 **Local (Sub-national, community, urban/rural area)**

 Other (please specify)

**5. Please describe the practice, including a) its purpose; b) when and how it was adopted; c) how long it has been used/implemented; and d) its geographic scope.**

 It is noteworthy that Prof. E. Suleymanova, who participated in the first United Nations World Assembly on Ageing in 1992, as a president of Azerbaijan Woman and Development Centre which had a special consultative status with the Economic and Social Council of UNO established the Resource Centre for Older People in 2001 with the purpose of implementing principles of Madrid Action Plan. Furthermore, the main goal of this Centre is to morally support the older people, to assist in solution of their medical, psychological and legal problems, and to arrange their leisure time. The Centre has been also successfully operating until now. The older people attending the Resource Centre for Older People are inhabitants of Baku and from nearby villages of Baku .

**6. Which actors are involved in the development and implementation of such practice? For instance, national and local authorities; private and public sector; academia; civil society organizations; international or regional organizations; older persons themselves, among others.**

 Psychological seminar-trainings, legal awareness events held for physicians , psychologists and lawyers working voluntarily in the Centre and medical bureaux play a major role in the life of the elderly. Representatives of governmental and non-governmental organizations, state officials, poets and writers, well-known intellectuals are regularly invited to meetings held in the Center . At the same time problems of older people are studied; proposals on elimination of their problems are submitted to the relevant bodies.

**7. Which rights of older persons does the practice promote and protect?** Ombudsman’s Resource Centre for Older People supported to protect and encouraging the physical and psychological health and the constitutional rights of the elderly through legal consultations. The mentioned Centre was supplied with sport equipment and consequently, the elderly have an opportunity to enjoy the sport exercises there.

Under the chairmanship of the Commissioner, consultations and range of public hearings have been regularly held throughout the country with participation of all groups of the people including the elderly and the person with disabilities. Each person was provided with the opportunity to express his or her recommendations and those opinions were taken into account.

The Commissioner submitted her recommendations about the implementation of priorities of the national policy on the elderly and expansion of awareness raising in this field, for promulgation of intergenerational healthy national-moral values and customs that foster respect for the elderly and for the improvement of social defense of the families to the relevant authorities. The darft of the “State Program on strengthening social protection of the older people for 2016-2020 years” was developed focusing on the issues driven from the Action Plan adopted in Madrid and Vienna conferences upon the initiative and direct supervision of Azerbaijan Ombudsman and was submitted to the Ministry of Labor and Social Protection of Population for revision and the latter forwarded that document with amendments and addendums to the other relevant bodies.

**8. How does the practice promote or protect such rights?**

This practice was promoted by operative intervention into the protection of the violated rights by the Ombudsman as well as specialists voluntarily providing legal, psychological and medical services. Ombudsman Office prepared educational published materials, including brochures and leaflets, the book “Legal guidiance for the elderly” to encourage them to participate in cultural, economic, political and social life, to study their life experience, considering the importance of eliminating the prejudice of uselessness and incompetence in relation to the older people and their essential contributions to the families, communities and societies. It is expected that the book “Legal guidiance for the elderly” covering also Chapters about legal status of older people, healthy ageing and lifelong learning will be a handbook not only for older people, but also for the relevant governmental authorities. It is necessary to encourage and support the older people as a vulnerable group of the population taking into account their essential contributions to families, communities and societies. This is the main idea of the book. Besides, that book provides legal consultations about property rights of the elderly, and the right to live in a family, alone or under auspices of the state Certain services are rendered by social workers as well.

**9. What groups of older persons (for instance, older women, persons with disabilities, persons of African descent, individuals belonging to indigenous peoples, persons belonging to national or ethnic, religious and linguistic minorities, rural persons, persons living on the streets, and refugees, among other groups),** **if any, particularly benefit from the practice?**

The Centre combines not only the elderly, but also refugees, IDPs , martyr families and persons who live in Baku.

**10. How has the practice been assessed and monitored? Please provide specific information on the impact of the practice, with data, indicators, among others, if any?**

At the initiative of the ombudsman, it was launched “A Month of the elderly” between 15th September- 15th October 2015. The Final Meeting of this Month was held under the chairmanship of E. Suleymanova in Resource Centre for Older People of the Ombudsman. This event was attended by the Executive Director of the Social Workers Association of Austria, permanent consultant of Twinning Project on the Development of Social Service Provision in Azerbaijan, expert on the elderly, the deputy chief of the State social provision service under the Ministry of Labor and Social Protection of Population, the head doctor of “Saghlamlig Zonasi” (Health Zone) Polyclinics of Ministry of Health, the specialists working in the centre and the members of the Resource Centre.

In his speech, H. Paulishin expressed his satisfaction with the activity of the Resource Centre and recommended dissemination of this activity as a good practice. Generally, people, familiarized with the activities of this Centre, underlined the significance of extending such centres and sharing this practice with others. It has already 14 years passed that the members of this Centre regularly visit the seminars and actively participate in the events run by the center. This is the best result achieved.

**11. What lessons do you believe could be learnt from this practice? How could it be improved?**

It is possible to organize this by allocating space under the regional municipalities and by involving volunteer specialists. The main participants of this project can be given allowances token salary (transportation and dinner charge), organization once a week medical, psychological and legal seminars and as far as possible coffee-tea break. Supplement of the center is to be established with sport equipment is very important from the perspective of health. Providing necessary condition for the elderly to engage them into activities which they are able to do such as weaving, sewing, hand works and etc. as well as, for the people who are willing to create their household or working voluntarily (eg. care for patients, social service and etc.) is also desirable.

**12. How could this practice be a model for other countries?**

Taking into account the effective operation of this Centre for the older people in Azerbaijan, we think establishing such kind of centers in the different countries may also be beneficial.