



## GOOD PRACTICE -GREECE

### Open Protection Centers for the Elderly (K.A.P.H.) -GREECE

#### Introduction

KAPI (Open Elderly Protection Centers) is an institution that defends the social rights of the elderly. It was established in 1984 by legislative initiative of the Ministry of Health and Welfare. The Institution was gradually developed through local government organizations and expanded throughout the country so that by 2017 more than 900 centers were operating.

The purpose of KAPIS is the prevention of psychological and social problems of the elderly, the cooperation of society as a whole and special agencies regarding the problems of the elderly, and health prevention.

The KAPIs offer psycho-emotional support, social care for the elderly, medical and pharmaceutical care, and Hospital Care. Physiotherapy is also offered to those who need it. In addition, occupational therapy and organized entertainment are provided. The KAPIs help with training, lectures, and the study of subjects. They organize visits to museums, archaeological sites and camps.

#### 1. PURPOSE

The purpose of the Open Protection Centers for the Elderly of the Legal Entities of the Municipalities of Greece, which operate with modern principles, concepts, and methods of providing social services, are:

The prevention of biological psychological and social problems of the elderly so that they remain in the familiar environment of the community, family, neighborhood, and friends as equal and active members of society, avoiding closed institutional care and social exclusion.

The enlightenment and cooperation of society as a whole and special agencies regarding the problems and needs of the elderly.

Counseling, psycho-emotional support, social care of the elderly and their families.

Prevention, care and instructions for medical and hospital care (vaccinations, prescriptions, examinations, advice to avoid accidents)

Physiotherapy and Occupational Therapy.

Organized entertainment with the organization of excursions, visits to other KAPIS and other Social Structures and participation in other Organized Activities.

Participation in spa therapy programs and summer camps.

Conducting research on issues affecting the elderly.

Participation in volunteering programs.

Training, lectures, study of subjects, visits to museums and archaeological sites.

The exercise of any other related activity that is not included in this organization with the aim of keeping the elderly as equal and active members of society.

## **2. ADMINISTRATIVE BODIES - POWERS OF THE CHAIRMAN OF THE BOARD OF THE N.P.D.D.**

### **( public Entities)**

The administration of K.A.P.H is carried out by the governing bodies of the NPDD, THAT IS THE Board of Directors and the Chairman of the Board.

K.A.P.H is represented before all types and jurisdiction of courts and public administrative authorities in general as well as in its transactions, with natural and all kinds of N.P.D.D., N.P.I.D. and organizations of all kinds, by the Chairman of the Board of Directors of the N.P.D.D.

## **3. MEMBERS OF K.A.P.I.**

The number of registered and active members is unlimited.

Particularly:

In the Open Protection Centers for the Elderly members, men, and women, are enrolled from the beginning of their 60th year of age, without financial or other discrimination. It is possible to register adult children, registered members, with a disability rate of 67%, if there is the agreement of the person in charge of KAPI, that the orderly operation of the structure is not disturbed.

## **4. REGISTRATION PROCEDURE**

During the registration of members in KAPIS, it is required:

the presentation of police identification

the payment of a symbolic financial contribution defined by a decision of the Board of Directors.

Upon completion of registration, each registered member is provided with a membership card that states the registered member's details and annual visas. The membership card is considered every year and must be presented by the member, during his transactions with the services of KAPI. A proof of payment for the payment of the member's symbolic financial contribution is then presented.

## **5. SERVICES OFFERED**

KAPI members are provided with:

A place for companionship and communication with other people.

Offer free drinks.

Primary medical care.

Physical therapy.

Occupational therapy.

Social work.

Organized entertainment and training.

Mild exercise.

Creative work.

Excursions, summer camps, sea baths, gatherings, walks, educational and recreational visits.

Cooperation with agencies and volunteers.

Any kind of action that helps the elderly to remain active members of society.

More specifically:

Within the K.A.P.H. can be assembled and operated:

Groups, depending on the interests of the members such as indicative and not limiting,  
choir.

fitness,

traditional dances.

painting.

theater, etc., in collaboration with experts.

The operating hours of the mentioned groups must not hinder the services provided such as doctor's office, physical therapy, etc.

Speeches of social or medical interest.

Group of women.

Preventive control programs.

Events of an anniversary or entertainment nature (during these programs, daily activities are interrupted).

## **6. CAPITAL EXECUTIVE**

The KAPI are staffed by permanent staff or staff with an open-ended contract or a fixed-term contract or a project contract: Social Worker, Physiotherapist, Doctor specializing in General

Medicine or Pathology or Geriatrics, Health Visitor or Nurse and Cleaning Staff. Other specialties that are in line with the object of care for the elderly can be employed at KAPIs , such as physical therapists, psychologists, occupational therapists, directors, musicians, nutritionists, etc.

For each of the above specialties, a second employee can be hired if the needs of K.A.P.H. require it. The number of staff per category is determined by a decision of the Board of Directors of the N.P.D.D. which is approved according to the law, and varies according to the needs of the area of each K.A.P.H. The hiring method is a project contract, a fixed-term Private Law employment contract.

## **7. DEFINITION OF RESPONSIBILITY IN C.A.P.I.**

The Social Worker in the absence of this specialty, the nurse in the absence of this specialty, the physical therapist is responsible for each KAPI.

## **8. OPERATION OF CAPS**

The KAPIs are under the supervision and coordination of the Administration, they develop parallel programs and provide similar services. All this always combined with the special local interests, the participation of the members, the existence of interest and the existence of the necessary logistical infrastructure and personnel for their staffing.

## **9. HOURS OF OPERATION**

KAPIs operate every day from Monday to Friday except holidays, morning hours from 7.00 am. until 15.00 pm.

When there is a need or activity, they can also work on weekends and holidays, and in the evenings, after written notification to the administration of the National Public Health and Welfare Association.

## **10. OBLIGATIONS OF MEMBERS**

The obligations of the members are:

To renew their registration by March 31 of each year. For special reasons, they can renew even after the end of the mentioned period.

To be informed on their own responsibility, in a timely manner, about the activities and programs of KAPIS. The information is provided at the premises of KAPI with written announcements or with oral information and on the internet.

To have harmonious relations with each other and with the staff of KAPI.

To accept and implement the decisions of the administration, in cases where they have personal objections or disagreements, to address first the person in charge of KAPI, if they are not satisfied, to the competent Head, to the Director and finally to the elected Head.

To notify in time of any cancellation of their participation in the programs, or in the pre-arranged appointments with the doctor's office or the physiotherapy clinic. Regarding the

financial participation in the programs, this will be refundable, if the cancellation is made in time and after the member returns the receipt received when registering for the specific action.

The members who participate in the election process (to nominate a representative of the members) must be active members of KAPI.

To faithfully follow the program of the external programs, e.g. departure time, removal from the ensemble, exposure to the sun, etc

Not to interfere in the work of the employees, not to exercise administrative control in any way, not to indicate to the employees the way in which they will manage their work, because the KAPIS are public places and the members are beneficiaries of the programs and not employees of the service. The way the KAPIS operate is indicated by the employees and not by the members.

Avoid the use of alcohol.

To have harmonious relations with each other and with the staff, to behave politely and politely and to respect both the other members and the employees of the Center. In case of any inappropriate behavior, a reprimand-recommendation is initially made by the responsible employee of KAPIS.

If a member, despite the recommendations, repeatedly creates serious operational problems and his behavior does not follow the operational rules, the Board of Directors of the N.P.D.D. decides how to deal with it.

## **11. FINANCIAL PARTICIPATION OF MEMBERS**

Upon registration, members will only pay an annual membership fee, which will be renewed each year. The annual subscription is set at an amount which is adjusted by decision of the Board of Directors. By decision of the Board of Directors it will be decided whether the members will participate financially or not in the actions offered within the KAPIS area, but also in the external programs and events that by decision of the Board of Directors. are organized by KAPI.

Revenues from subscriptions and any other revenue are collected by the responsible employee of KAPI and deposited into the bank account of the Legal

In person of the Municipality of Drama accompanied by the nominal status of participants. The nominal balance and the proof of deposit of the subscriptions in the bank are submitted to the treasurer of the NP Municipality of Drama and copies are also kept in the KAPIS.

## **12. ORGANIZATION OF EVENTS AND OTHER ACTIVITIES**

The KAPIS can organize activities, entertainment and educational programs, both in the space where they are housed and outside it.

Indicatively, the following groups are set up and operate within the KAPIS: groups - depending on the interests of the members in collaboration with paid experts or unpaid volunteers,

cultural clubs, etc. Speeches with social, medical, educational, and recreational interest are held, preventive control programs, events of an anniversary or entertainment nature, etc.

During these programs, daily activities such as use of the meeting room for coffee, board games, etc. are interrupted.

In addition to the KAPI, excursions, walks, visits to archaeological sites, gatherings, thermal baths, camps, cultural events, watching films and theater performances, etc. are organized.

On all excursions, whether their expenses are covered entirely by the National Insurance Agency, or with the assistance of KAPI members, they are mandatorily accompanied by employees (Social Workers - Sociologist) appointed by Board of Directors decision in order to achieve the safest and best conduct of them, as well as the tightening of relations between them.

In all external programs, members pay a symbolic financial contribution which is determined in relation to the cost of the event.

People with serious socio-economic problems, identified by social workers, are excluded from financial participation.

In the programs of thermal baths and camps, members must undergo a medical check-up and are given a medical opinion that they can participate in the program. The medical opinions and the nominal status of the members who participate in the spa therapy and camp programs are registered in the archives of KAPI and a copy accompanies the members to the programs.

In the camps and in the thermal baths, in case the number of interested parties is greater than the number of seats, a lottery follows for the final selection.

### **13. POWERS OF OFFICERS**

#### GENERAL STAFF DUTIES

The staff of KAPI is obliged to:

To know and apply the provisions of this regulation.

To devote to the tasks assigned to him all his activity for their best execution.

To conscientiously serve the interests of KAPI and to contribute with all his strength and knowledge for its proper operation.

Cooperation and dialogue are necessary conditions for the realization of the purposes of KAPI.

The staff must behave with courtesy, understanding and willingly serve the protected members.

All staff specialties are obliged to deal with organized entertainment, training, working with groups, escorting on excursions, participating in the organization of events and in general with all the actions organized at KAPI. All the KAPI staff work together to ensure that KAPI members stay as independent as possible in their natural environment, meeting their needs. In cooperation with their family environment, they participate in social solidarity and social protection actions. They ask the administration for their participation in staff training programs, they collaborate with local and national agencies to implement programs related to solving the problems of the elderly. They cooperate with the state with M.K.O. quality of life of the elderly. They cooperate and take care of the communication of the members with

the hospital or with other medical units of primary or secondary care or other organizations for the prevention, treatment and restoration of the health of the members of KAPI.

### **STAFF AND STAFF DUTIES**

To fulfill the purposes of K.A.P.H. can be hired, in accordance with the current legislation on recruitment for staff (IDOH etc.), staff of basic specialties that must be provided for in the IEF of the N.P.D.D. of the Municipality, by decision of its Board of Directors, which is approved by the Municipal Council and duly ratified. This staff belongs to one of the categories described below with the corresponding responsibilities.

#### **Social Worker**

(in the event that the K.A.P.H. also operates in the afternoon hours, a second Social Worker is also hired, of whom the most senior member of the Social Service is always in charge), who is also the coordinator of the smooth operation of all the K A.P.H 's services, and in more detail.

The Social Worker at KAPI deals with all methods of social work which are:

- A) Social Work with Individuals (K.E.A.).
- B) Social Work with Groups (K.E.O.).
- C) Social Work with Community (C.E.C.).

The Social Worker is the one who first welcomes every interested person who becomes a member of KAPI. In this first contact, an attempt is made to attract the member and create a climate of trust.

It informs the new member about the other specialties of KAPI, and the services provided, as well as about the actions that are already being carried out.

Adheres to:

register of members and from this the register number of the members is derived. New members are registered in this book.

record of annual membership renewals.

telephone directory of members

consumable and non-consumable supplies entry book

activity book

The records are maintained, updated, classified, analyzed and stored securely as they contain confidential member information.

When SOCIAL WORKER, detects that there are problems with a member of KAPI and with which he needs to deal further, compiles the social history of the member in order to:

The investigation of the social situation of the elderly and the problems that

faces to determine his needs and draw up an action plan to solve them.

The processing of data and information for social planning. Then with the contact that develops between the members and S.W. the problems they face are identified.

Then S.W. knowing the benefits of the applied social policy recommends and guides people to the existing services to make use of their benefits.

Assists clients in identifying available resources for their needs and represents them in approving the benefits they request when these are not available to them.

It mediates, i.e. between the serviced and social services, examines together with each case the issues that concern it and contributes to their resolution.

In addition, S.W. provides emotional support every day but also in times of crisis (illness or death of a relative), making home visits where and when this is deemed necessary.

If a lack of self-care is established, the social worker connects him with the structures and specialties that can offer him

home support.

The Social Worker also requests the supplies that are necessary for the proper functioning of the KAPI, receives them and distributes them to the relevant staff.

Participates in social policy pilot programs.

He cooperates with the rest of the staff of KAPI and has the administrative responsibility of the smooth operation of the services of KAPI, i.e. the doctor's office, the physical therapy center and the other specialties aimed at better serving the protected members.

They cooperate with the administration of the NP and is responsible for organizing the training and utilization of the volunteers as well as the administrative monitoring of the practical training of the students of the schools of social work and administration and other students of paramedical professions who may be trained in the PES.

It organizes, according to the approved program, recreational, educational, etc. events in collaboration with the administration, the members and also private volunteers when they offer to help.

It applies the method of social work with groups utilizing the main quality of the individual to participate in groups and through his participation in them to develop biologically, spiritually to shape his personality and his ways of social behavior. The person joining groups meets basic needs such as the need for love, companionship, security, expression and confirmation of their abilities, but also the needs for expression of aggressiveness, competition and conflicts, etc. He also organizes interest and training groups, while his role in them is mediating, supportive, advisory, or even restrictive, setting limits and standards.

The Social Worker applies the method of social work with community with the aim of mobilizing the members with the aim of working as a whole to perceive the problems, issues that concern them, evaluate them, prioritize them and plan their treatment in an appropriate way. The goals of self-help and mutual support are important. The Social Worker also collaborates with organizations within and outside the boundaries of the Municipality. It organizes recreational and educational programs in collaboration with the other specialties of the center. Finally, he is responsible for the organization of training and utilization of volunteers.

## **PHYSICIAN**



The doctor at KAPI is employed depending on the number and needs of the members, he practices as defined in the contract each time. It offers its services, provides medical care or refers members to other specialties, recommends tests, gives referrals, as well as gives instructions for medication, prescribes drugs, makes vaccinations, measures sugar, cholesterol, pressure measurements, injections, etc.

In the context of preventive medicine, it enlightens and directs the members and cooperates with the administration and other specialties, for the better functioning of the PPEs. In exceptional cases, it provides home services to members of K.A.P.H.

#### **NURSE-HEALTH VISITOR**

The nurse helps the doctor during office hours and is responsible for the safekeeping and management of pharmaceutical and health equipment.

It informs about personal and public health issues and generally undertakes all health issues concerning members and in special cases their families.

It conducts a series of preventive examinations in collaboration with its hospitals and other health institutions.

Participates in detection study and assessment of health needs in the 3rd age (research)

It contributes to the planning, implementation, and evaluation of primary, secondary, and tertiary prevention

In this context, it carries out screening with the aim of early diagnosis of diseases, for example (measurement of blood pressure, sugar, cholesterol and participates in programs prepared by other bodies of the Municipality and KAPI.

He participates in the center's events, e.g. sea bathing trips, entertainment events , etc.

#### **PHYSICAL THERAPIST**

The Physiotherapist works within the framework of K.A.P.H. as an equal member of the team made up of all the health and welfare professions of the above framework. He cooperates with the rest of the staff of K.A.P.H. and other specialties aimed at better serving the protected members.

Physiotherapy treatment consists of:

- a) Preventive
- b) Consulting
- c) Restoration.

Physiotherapy is performed by the physiotherapist who practices the treatment following a written order from the member's attending physician. Physiotherapy procedures mean the means, methods and techniques taught in the Physiotherapy departments of T.E.I. and provided by the current legislation. He is responsible for the organization and proper operation of the Physiotherapy Clinic. Physiotherapy procedures are performed according to the needs of the members as defined by the attending physician. Provides physical therapy at home to K.A.P.H. members. who cannot come to the physical therapy clinic (hemiplegia, quadriplegia, etc.), provided that at K.A.P.H. there are two Physiotherapists.

He is responsible for the practical training of students related to his specialty.

All specialties can be involved in organized entertainment, training, work with groups, etc. They also perform any other service related to the project assigned to them, the administration and services of the NPDD, in relation to their specialty.

### **OCCUPATIONAL THERAPIST**

The occupational therapist works within the framework of K.A.P.H. as an equal member of the team made up of all the health and welfare professions of the above framework. He cooperates with the rest of the staff of K.A.P.H. and other specialties aimed at better serving the protected members. He is responsible for the organization and good operation of the Occupational Therapy Center.

Its role is to contribute to maintaining and improving the psychological, social and physical condition of the elderly, depending on the problems, needs and interests presented by each member.

In particular, its role is to guide members' responses to selected activities of a functional, social and psychological nature to promote or maintain health, prevent or reduce a disability, evaluate behavior and encourage new possibilities and skills in life. of.

He is responsible for the purchase and receipt of materials for the operational needs of the occupational therapy groups, the general smooth operation of the occupational therapy center.

He is responsible for the development and implementation of occupational therapy programs, on an individual or group level.

He is responsible for the practical training of the Occupational Therapy students who will be trained at K.A.P.H.

He organizes according to the approved program various events and programs related to his specialty.

The Occupational Therapist can also provide his services at the member's home when there is a special need for this (training in daily life activities, movement, dressing, undressing, personal hygiene, self-care, etc.).

He is also responsible, in collaboration with the rest of the health team, for the ergonomic arrangement of the K.A.P.H. premises. and suggests the appropriate adaptations as well as the use of special aids so that the elderly can use them unhindered and independently.

Corresponding proposals can be made in the home of the elderly when there is a special need for this.

It informs the family and the familiar environment of the elderly in matters related to self-care problems and, if necessary, trains them so that they are able to provide their assistance in a supportive, safe and directed way for the elderly to live as independent and quality as possible.

The areas of occupational therapy can be roughly divided into:

Orthopedic (functional) Occupational Therapy with a doctor's referral.

Rehabilitation in activities of daily living (self-care) creative and recreational activities.

All specialties can be involved in organized entertainment, training, work with groups, etc.

They also perform any other service related to the work assigned to them by the administration and services of the NPDD, regarding their specialty.

#### **RESPONSIBILITIES OF PERSONAL CLEANLINESS**

Its responsibility is to provide its services for the cleanliness and orderliness of all K.A.P.H. premises. and the provision of the offered items from the funeral home of K.A.P.H. to the members of the N.P.D.D.

Arranges the utensils of K.A.P.H. and dining items and takes care of their good maintenance and operation, being responsible for any loss or unjustified destruction.

He also takes care of their cleanliness.

Collaborates with the other specialties to implement the events.

#### **14. SERVICE STATUS**

For the appointment, duties, limitations, working time, rights, permits, changes in employment status, disciplinary offences, the termination of the employment relationship, etc., the applicable provisions for Municipal staff are applied.

#### **15. MODE OF OPERATION AND OWNERSHIP BENEFITS**

It works with an employee of the service. The opening hours of the funeral home follow the opening hours of KAPI. Drinks, teas, etc. are offered free of charge to members, while the supply of materials is done by the service.

The aim of the free offer of drinks is the financial and social support and relief of the members.

Smoking and drinking alcohol are prohibited in the funeral home.

Members are prohibited from playing games of chance.

Members meet daily, chat, play board games, backgammon, cards and have a good time.

#### **16. ADMINISTRATIVE SUPPORT**

The administrative support of KAPI is provided by the Administration of N.P. which is responsible for administrative processing and secretarial support, supplies, service provision, correspondence of KAPI, human resources, payroll, support for events, excursions, etc. and in general for all actions of KAPI.