

**Municipal Social Welfare
Services in Most – allowance
organization
(hereinafter referred to as
MSSS)**

**Way of communication with
seniors**

**MSSS – allowance organization
ul. Barvířská 495, Most, operates:**

- Pensions for seniors
- For self contained seniors
- Homes for seniors
- For seniors who need all-day care
- Home with a special regime
- For seniors with Alzheimer disease
- Home for disabled people
- For disabled seniors
- Field day care
- For seniors at home who need help and care of the second person
- Daily social welfare house for seniors
- For seniors who need care provided during the day

Mutual Communication

Seniors among themselves

- Common sessions
- Cultural events
- "Babci Mažoretky" ensemble
- "Komořanky" band

Seniors and staff

- Need for help
- Inquiries
- Demonstration of dissatisfaction

Seniors with MSSS management

- 1) Via "Harmony of Third Age" journal
 - Citizens contributions
 - Contributions from employees
 - Contributions from the MSSS facilities management
 - Contributions from the headquarters
- 2) Meetings of self- governments
 - Impulses from inhabitants
 - Information from the MSSS facilities management
 - Information from the MSSS headquarters
 - Information from the city representatives
 - Requirements from inhabitants
 - Demonstration of dissatisfaction
 - Inquiries
 - Thanks

Seniors with the city government – Deputy Mayor for education, culture, social affairs and health care

- Inquiries
- Comments
- Demonstration of dissatisfaction - Thanks

Seniors with the state and local government institutions

- Police of the Czech Republic
- Municipal Police Most

„Harmony of Third Age“ journal

- Issued quarterly
- Distribution including copies is provided by MSSS management free of charge in the total amount of 200 pcs
- Seniors are, this way, informed by the MSSS headquarters about all legal matters, organized events and operational matters prepared for the facilities
- The journal describes cultural and social events (including photos) which take place in the MSSS facilities (reports are sent by seniors and MSSS employees)
- They can place their wishes, thanks, comments and inquiries via the journal and receive responses to their questions

Self-government of seniors living in the MSSS facilities

- Self-government – representatives of people from the MSSS facilities
- Self-government chairmen meet with the MSSS management and the Most City government at a common meeting
- They together discuss comments, inquiries
- They are informed about the prepared changes related to all MSSS facilities
- Regular attendance of the MSSS directress and the Most City representative, the Deputy Mayor, at the meetings held proved practical. They solve a lot of questions and comments immediately without unreasonable delays

Example of Communication:

- Information from the facility managers about new prices for rent of joint spaces
- Most of the inhabitants accepted the information about the rent increase and agreed
- Certain part of the facility inhabitants required follow-up explanation. They pronounced their requirement via the self-government representatives
- A meeting between the directress of the organization and a selected part of the facility inhabitants to discuss the set matters
- Due to good communication this issue was resolved

Social Events

- Knowledge quiz
- Dances, competitions, sightseeing trips, recondition stays - exhibitions of products made within ergo-therapy
- "Babci Mažoretky" ensemble performance with the average age of 70 at the events held by MSSS and at the events organized by the City of Most
- "Komořanky" music band performance with the average age of 76
- Every year summer meeting of seniors is the biggest social event where seniors communicate with the representatives of the Regional Office, the Most City representatives, MSSS headquarters and seniors from other cities of CR and abroad. Intergeneration communication takes place where seniors over 70 meet with the children of nursery age and the pupils from elementary schools.












