

SEACW DELIVERABLE D.7.2

“Training providing plan”

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0.1	Nov 2013	First draft with both the partner’s decisions and the EC recommendations.
0.2	Jan 2014	Detailing the materials selected for the pilots.
0.3	March 2014	Introduction of the information overseen at SEACW’s Interim Review, held in Brussels the 15 th of March 2014.
0.4	May 2014	Introduction of further details and agreements.
1.0	June 2014	Final document

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Abstract

After a year and a half, SEACW project faces its ultimate and most promising challenge: a Pilot phase to be implemented among 5 different countries, with 15.000 users trying out the Ecosystem and all its different features. This Deliverable provides further information on which materials are to be tested, as data of users and institutions participating.

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1 Introduction

The present document works is a result of the work done by the SEACW partners who have a presence in Pilots. Within this document a summary and description of activities for contacting entities that will participate in pilots, list of groups (levels 1 and 2) by the consortium to this point is provided and, in addition, list of materials given to Allied Entities and users.

Not only the products and services ready to be tested, but the arranging process of such an ambitious pilot phase for the next 4/5 months is described among the following pages.

This document was scheduled for delivering the ultimate data regarding the pilot phase. Hereby, it includes the final list of products and services which will be ready to be tested within the pilot phase, which are the supportive materials, the definitive dates, and both the allied/collaborating entities and their responsible for managing the final users' experience.

2 Dates

The Pilot Phase is scheduled in the upcoming months of June, July, September, October and November. Some difficulties regarding the summer holydays period were foreseen for the month of August. Thus, the pilot phase will stop during August, and it will be continued through September and November. The arranging process of courses and sessions with the collaborating and allied entities has been scheduled with regard to this holydays issue.

Concerning the deadline of November, it was agreed with the Project Officer and Reviewers during the last Interim Review in Brussels held past month of 15th March 2014.

The Project follows its scheduled steps, with its contents ready to be tested in the upcoming pilot phase. The arranging of this phase has been particularly tough, due to the ambitious number of users to be reached and the integration of contents into the Ecosystem, including translations. The partnership has put the effort on contacting and arranging the sessions with different institutions and public/private companies during last months and continues including new entities willing to participate in the project. Those efforts were transmitted to the European Commission in Brussels during the last Interim Review Hold the past 12th of March of 2014.

3 List of participants

Lists of allied and collaborating entities willing to participate in SEACW's pilots, have been shared with the Project Officer and his team during the lasts months of the project. However, the consortium has kept making efforts for gathering new institutions, companies and foundations to join the project and allow us to reach the figure of 15.000 users or even surpass it. As the EC requested, the minutes of the meetings held by each partner and their potential collaborating entities, including list of participants, was a work expected to be delivered within this deliverable, so that information is re-included in this document along its Annex. As defined in DoW, each partner's Level 1 responsables are to show the functionalities and solve any possible problems regarding the Ecosystem experience.

The Levels organization is detailed within each partner's [Local Support documents](#).

4 Didactic materials

As shown in Deliverable 4.3, SEACW consortium has developed up to 20 courses composed by different modules and organized within 3 spheres; *Active and Healthy Ageing*, *Social Inclusion* and *ICTs* (Information and Communication Technologies). The images showed below are screenshots of the Official Catalogue that has been distributed among our allied/collaborating entities:



Putting all the modules together, we get a total amount of 50 modules. Every module will be available in English for the Pilot Phase, whereas 7 modules will be ready in each country's language. The selection of those 7 modules was decided throughout a voting process among the partners, taking into consideration the demands of Allied Entities. For this process, each partner had contacted their potential collaborating entities, getting to know in which particular module those institutions would be interested. Having gathered that information, the partners rated each module, so that the best rated 7 modules (hereby, those more interesting for the entities willing to participate in the pilots) are:

Table 1. Translated Modules for all courses (pilots)

MODULE	COURSE	AREA
Introduction to Population Ageing	Introduction to AHA	AHA
What is Active and Healthy Ageing?	Introduction to AHA	AHA
Food and Nutrition	Nutrition	AHA
Healthy nutrition	Nutrition	AHA
Physical enhancement through exercise	Physical Exercise	AHA
Basic Internet for elders	Basic Internet for elders	ICT
Avoiding the problem of dependence	Health Apps.	ICT

The courses were developed by different partners, depending on their expertise. The entire process was led and controlled by Áliad, both as coordinator of the project and Work Package 4 leader. Each course has been developed always with regard to the information gathered in previous steps and delivered documents, with the supervision of our consulting bodies. What follows summarizes the documents and bodies accounted for the development of the courses and the contents of the Ecosystem:

- ➔ **State of the Art Report.** A 141 pages report in which different existing software was analysed for getting to know the best choice for SEACW products and services. In a different level, different digital ecosystems and websites sharing the purposes of SEACW were analysed for detecting its needs and virtues, analysis in which the design of the Ecosystem and its features was based.
- ➔ **Deliverable 2.3 Final documents of skills and competences for elderly people and social inclusion agents.** A detailed description of the skills needed by the social inclusion agents, the elders, and significant users of the Ecosystem.
- ➔ **Advisory Council consulting.** Regular consultation with the members of the body. Physical meetings took place in the cases needed.
- ➔ **Experts Committee consulting.** Regular consultation with the members of the body. Physical meetings were maintained in the cases needed.
- ➔ **Delphi Survey of Experts.** Delphi survey maintained with 80 experts of different fields (ICTs, social/digital inclusion, doctors, sociologists, professors, nutritionists, etc.) in which they were asked for their opinion on basic issues for the project. For instance, they were asked for the type of service the future health-monitoring applications should provide. Their answer has already provided interesting outcomes to be taken into account by the SEACW application and course developers.

As it is known, not only courses have been developed by SEACW consortium. The contents have been developed towards the creation of applications, and other resources:

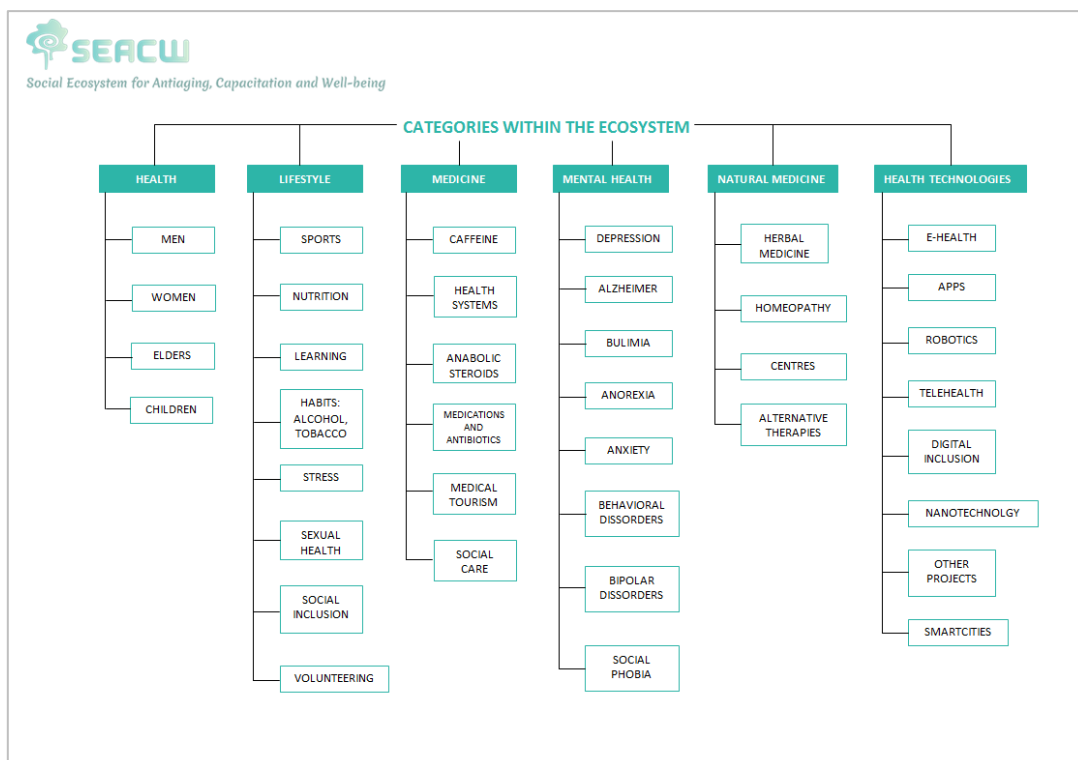
1. **Applications.** A set of 12 web and mobile applications have been developed to this point of the project. The applications, to be piloted (and therefore tested) among different type of users, depend on the creation of knowledge produced by the consortium with the support of its experts and its Advisory Council.

2. **SEACW resources.** Beyond training activities and applications, the Ecosystem has a wide range of features also depending on contents. News, events, tips, videos, interesting links and many other features have been developed in the following areas:

- ➔ Nutrition
- ➔ Physical Exercise
- ➔ Harmful habits
- ➔ Digital Inclusion
- ➔ Social Inclusion
- ➔ Life Long Learning
- ➔ Smart Cities
- ➔ Health Tourism
- ➔ Universities for elderly
- ➔ Elderly Volunteering
- ➔ Antiaging Medicine

The consortium developed the following chart for identifying and organizing the contents and the resources related with them:

Figure 1. Set of categories and subcategories within the Ecosystem



5 Additional material

In this section, we would like to highlight two kinds of support documents developed regarding the upcoming pilot phase: *Documents for the allied/collaborating entities* (or potential collaborating entities), and *Documents for the final users*.

SEACW Consortium has developed a dossier of information composed of several documents, each of them providing different information. The documents were and still shared in the consortium's Google Drive, so that every partner can reach it easily, and use it informing its own regional entities.

Table 2. Additional material for pilots

DOCUMENT	DESCRIPTION
SEACW_Brochure	<i>SEACW Ecosystem Description sheet</i>
SEACW_Introduction to the Pilot Phase	<i>Description of how, when and what are SEACW Pilots</i>
SEACW_Pilot_Description_Process	<i>Precise description of the pilot implementation steps</i>
SEACW_Invitation	<i>Draft of email for the entities to send to their users</i>
SEACW_Entities_Benefits	<i>List of benefits for the participating entities</i>
SEACW_User_Benefits	<i>List of benefits for the users of those participant entities</i>
SEACW_Platform_Guide	<i>Guide of how to get along with the e-Learning platform</i>
SEACW_Call_List	<i>Template for the entities to call their users for participating</i>
SEACW_Control_List	<i>Template for the entities to control their users assistance</i>
SEACW_Instructions_Platform	<i>Specification of the tutor's functions</i>
SEACW_Trainers_Quality_Survey	<i>Survey for the trainers to ensure quality processes</i>
SEACW_Welcome_email	<i>Draft of email for the entities for welcoming their users</i>
SEACW_Didactic_Guide	<i>Information for the users: training methodologies, modalities, evaluation, etc.</i>
SEACW_Didactic_material	<i>Presentation of the e-Learning courses and resources</i>
SEACW_Users_Final_Evaluation	<i>Example of course final test</i>
SEACW_Users_Quality_Survey	<i>Quality evaluation survey for the users</i>

As seen in the table above, some documents are particularly developed for Ecosystem users. To this end, SEACW Consortium provides different guides for simplifying the Ecosystem Experience for the users, as to solve general doubts. It shall be particularly useful for Level 2 users, regarding their position of responsible for the final users. As it has been explained in different documents, and as it is indicated in the Document of Work, there will be extra support for the pilot phase, such a Support Office with a phone number for solving further doubts or technical problems that may occur during the pilot execution. It is detailed in the next section. **All these documents have been already submitted in the deliverable 4.4.**

Thus, the entity participating in SEACW Pilots is free to use and resend to their users any of the documents listed above, so that the users get all the information needed for an adequate Ecosystem navigation.

6 Supporting actions

As specified in Annex, a description for each country is provided in order to explain how Allied Entities and users will reach our Local support offices in order to solve doubts or technical problems.

7 Annex I. Pilots in Spain

7.1 Work done in Spain by Áliad

7.1.1 Description of the work done during the first year of the project

As specified in the Deliverable 1.8, pilots are conceived under an online basis. Two types of sessions have been planned, one general session for levels 1 and 2 in order to get knowledge on all the Ecosystem features (these sessions will be done face to face if requested), and specific sessions for level 3, testing the courses, apps and resources of the Ecosystem.

As agreed in Deliverable 1.8, the calendar for pilots is the following:

Figure 2. Calendar for pilots according to Deliverable 1.8

		Jan	Feb	Mar	Abr	May	Jun	Jul	Ago	Sep	Oct
		12	13	14	15	16	17	18	19	20	21
Preparation	Level 0 groundwork										
	Allied entities definition of participation and commitment										
	Definition of sessions to be performed										
	Resources and information acquirement										
Execution	Level 0 to Level 1 training										
	Level 1 to Level 2 sessions										
	Level 2 to Level 3 sessions										
Measurement & control	Satisfaction surveys										
	Pilots feedback to SEACW development team										
	Report on the pilots execution										
	Pilot's continuous follow-up by Pilot Team										

During the next month of April, training levels sessions will begin until the month of August. Due to the importance of the pilots for the project, the Consortium will ask to the Commission to try to enlarge the pilots phase until October.

7.1.2 Work done during the last semester

Despite no deliverables of WP7 was submitted during the second semester, Áliad has done an important effort reaching new Allied Entities and proposing new methodologies and processes for the pilot's execution; these methodologies will be given on 4th April within Deliverable 4.4. Concerning work done for pilots, hereinafter there is a summary of it:

7.1.3 Associação Portuguesa de Hospitais Privados

Áliad maintained an important meeting in Lisbon on January 9th with the President of the Portuguese Association of Private Hospitals to obtain 500 pilot users in Portugal.



Dr. Ossorio showed his interest in the project and his will to support it, for what he will disseminate it among his associates in order to get 500 users. Minutes of this meeting are provided to the Commission.

7.1.4 Instituto de Mayores y Servicios Sociales (IMSERSO)

After a first meeting with the Director of the Spanish IMSERSO (www.imserso.es), César Antón, and due to the interest shown by him with the project, an important presentation was done last 26th February, with the presence of the main Spanish local authorities of elderly associations. We consider this presentation as one of the main important events of the consortium until now, because of the complexity of involving the main Spanish Local Authorities in a single meeting. Concerning the attendants hereinafter is provided the full list:

Table 3. List of associations representatives of IMSERSO

NAME	POSITION	ORGANIZATION
Dña. Paca Tricio	Directora Gerente	Unión Democrática de Pensionistas y Jubilados de España (UDP)
D. José Luis Méler y de Ugarte	Presidente	Confederación Española de Organizaciones de Mayores (CEOMA)
Dña. Celia Moreno Garrido	Responsable de Comunicación e Imagen Institucional	Confederación Española de Organizaciones de Mayores (CEOMA)
D. Vicente Manuel Sanz Fernández	Presidente	Confederación Nacional de Jubilados y Pensionistas de España (CONJUPES)
D. Eduardo Rodríguez Rovira	Presidente	Fundación Edad y Vida
D. Albert Vergés y Millet	Director General	Fundación Edad y Vida
D. Juan Carlos Rodríguez Bernárdez	Vicepresidente	Confederación Española de Familias de Enfermos de Alzheimer y otras demencias (CEAFA)
D. Javier García Pérez	Director de Proyectos	Asociación Edad Dorada Mensajeros de la Paz
D. Juan José Manzaneque	Miembro de la Junta Directiva	Federación Unión para la Asistencia e Integración de la Tercera Edad (UNIATE)
D. José M ^a José Catalán	Vocal de la Junta de Gobierno	Consejo General de Colegios Oficiales de Psicólogos de España
Dña. Ana Vicente	Presidenta	Asociación Profesional Española de Terapeutas Ocupacionales (APETO)
D. Cesar Antón Beltrán	Director General	Instituto de Mayores y Servicios Sociales (IMSERSO)
Dña. Cristina Rodríguez Porrero	Directora	Centro de Referencia Estatal de Autonomía Personal y Ayudas Técnicas (CEAPAT)
D. Fernando Vicente Fuentes	Vocal Asesor	Instituto de Mayores y Servicios Sociales (IMSERSO)
D. José M ^a Alonso Seco	Consejero Técnico	Instituto de Mayores y Servicios Sociales (IMSERSO)

All the representatives of these Local Authorities showed their interest in the project and over 2000 elderly final users will be reached during the next days in order to try the Ecosystem. Next 9th April, Áliad will show the project to all the CONJUPES (<http://www.conjupes.org/>) members in order to get elderly users for pilots. In addition, several individual meetings have been established with the other members of IMSERSO meeting. Minutes of these presentations are provided.



7.1.5 Orden Hospitalaria San Juan De Dios

Áliad maintained last 5th March an important meeting with Dr. Antonio de Toro (Medical Director of the Order) for pilots. Despite the Order San Juan de Dios is already an Allied Entity, the international and national presence of the Order requires a close contact with its members. During this meeting, processes of work for the pilots were explained to Dr. de Toro, who showed great interest in the project and his commitment to involve the organizations of the Order in SEACW project providing a large number of users for pilots. Minutes of this meeting are provided.



7.1.6 Municipality of Jerez

The Mayor of the Municipality of Jerez, María José García-Pelayo Jurado, declared in a meeting with Áliad on 19th December 2013 her interest for promoting in Jerez a project on Active and Healthy Ageing involving citizens in the pilots.

7.1.7 SANYRES

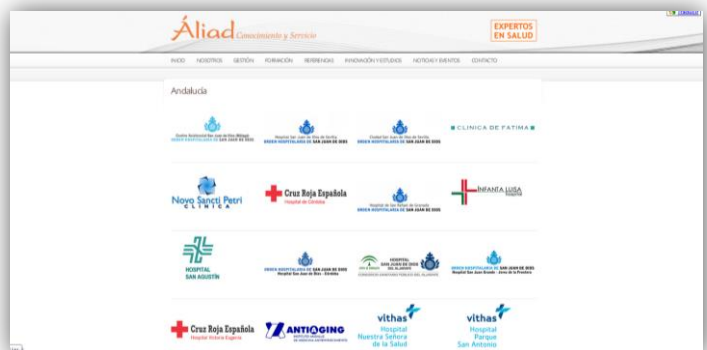
Áliad maintained an important meeting with Jorge Borrego Rutllant (Human Resources Manager) from Grupo Sanyres (<http://www.gruposanyres.es/>) in order to get their participation in pilots.



This organization is an important group of residences for elders in Spain.

7.1.8 Net of Áliad Client's

Áliad has already contacted all its clients for getting their involvement of final users in the pilots. Despite this contact has been done via email, confirmations in the pilots phase have been recorded and are available for reviewers and Commission if they ask them.



7.1.9 Aliad Database Unemployed Students

Aliad has a database of 6000 unemployed students who already have attended several training programmes of the company. They will receive the offer of participating in SEACW pilot's for enhancing their competences in the field of Active and Healthy Ageing and ICTs.

7.1.10 Description of the Local Office Support

ALIAD Local Support Office Description for Pilot in Project SEACW is:

Geographical Validity:

- ➔ Spain.

Location:

- ➔ ALIAD's office in C/ Arándiga 18C – 28023 Madrid (Spain).

Language:

- ➔ Spanish.
- ➔ English.

Topic Covered:

- ➔ Support on use of the Ecosystem. New requirements, registration, contents, apps, etc.
- ➔ Support on training contents and apps.

Communication Channels:

- ➔ Telephone: 900460171.
- ➔ Answering machine: availability 24/7.
- ➔ Fax: (+34) 91.141.34.67.
- ➔ E-Mail: formacion@aliad.es (it will be changed for the SEACW project).
- ➔ Ecosystem: www.seacw.es.
- ➔ Newsletter.
- ➔ User guide in Spanish.

Classroom Availability:

- ➔ Once a month during working days, 9:00 to 18:30 CEST.
- ➔ Up to 15 people.
- ➔ Reservation with one month notice (free of charge for SEACW pilots).

ALIAD's Personnel Availability for Training Sessions:

- ➔ Inside ALIAD's office: to be determined with allied entities.
- ➔ Outside ALIAD's office: to be determined with allied entities.

Duration of service:

- ➔ Unlimited.
- ➔ All services free of charge during SEACW project execution.
- ➔ Payment after termination of SEACW project (in compliance with Business Plan).

7.1.11 Table of levels 1 and 2

Table 4. SEACW Level-0 personnel in Spain for ALIAD

N	Professional Name	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Ana M ^a R. de Viguri	ALIAD	Chemist	President	Level-1
2	Julio González Bedia	ALIAD	Doctor Engineer	General Manager	Level-1

Table 5. SEACW Level-1 personnel in Spain for ALIAD

N	Professional Name	Region	Additional Region	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Jorge Alarcón	Madrid	Andalucía	ALIAD	Sociologist	Employed	Orden San Juan de Dios + IMSERSO
2	Raúl Velasco	Madrid	Andalucía	ALIAD	Sociologist	Employed	Orden San Juan de Dios + IMSERSO
3	Vicente González	Madrid		ALIAD	Sociologist	Employed	Unemployed Training Department
4	Ana Belén Martín	Madrid		ALIAD	Psychologist	Employed	Unemployed Training Department
5	Bibiana Navarro	Cataluña	Andalucía	ALIAD	Chemist	Employed	Andalusian Hospitals + XHUP (Hospitals network from Catalonia)
6	Virginia Nuñez	Madrid		ALIAD	Environmental science	Employed	Madrid Hospitals
7	Jaime García	Cataluña	Andalucía	ALIAD	Economist	Employed	Andalusian Hospitals + XHUP (Hospitals network from Catalonia)
8	Luis Ariza	Madrid		ALIAD	Law Degree	Employed	Madrid Hospitals
9	Rosa López	Madrid		ALIAD	Chemist	Employed	Madrid Hospitals
10	Sergio Sánchez	Andalucía		ALIAD	Environmental science	Employed	Andalusian Hospitals
11	Cristina Blázquez	Cataluña	Madrid	ALIAD	Environmental science	Employed	XHUP (Hospitals network from Catalonia)

Table 6. SEACW Level-2 personnel in Spain for ALIAD

N	Region	Professional Name	Role	Affiliation	Type of users	Note
1	National	César Antón	National authority	IMSERSO	SIAs + Elderly	Allied Entity
3	National	Rafael Fernández de Mesa	Human Resources Manager	Vithas Group (13 hospitals)	SIAs + Citizens	Allied Entity
4	National	Dr. Jesús Gómez Montoya	President	Centro La Asunción + 12 elderly centers	SIAs + Elderly	Allied Entity
5	National	Aliad pupils database	--	Unemployed	SIAs + Citizens	Allied Entity
6	Andalusia	Antonio de Toro	Medical Director	Hospital San Juan Grande (Jerez)	SIAs + Elderly + Citizens	Allied Entity
7				OSJ de Dios Aljarafe		
8				Centro asistencial San Juan de Dios (Málaga)		
9				Centro de educación especial. Clínica San Rafael		
10				Hospital San Juan de Dios (Córdoba)		
11				Ciudad de San Juan de Dios		
12				Hospital de San Juan de Dios + Curia (102 + 74)		
13				Centro especial de empleo La Paz		
14				Residencia San Juan de Dios (Sevilla)		
15				Residencia San Juan de Dios (Granada)		
16				Centro de Acogida San Juan de Dios (Málaga)		
17	Andalusia	Mercedes Menchón	Care coordinator	Cruz Roja Sevilla – Victoria Eugenia	SIAs + Citizens	Allied Entity
18	Andalusia	Obdulio R. Armijo	Manager	Hospital Infanta Luisa	SIAs + Citizens	Allied Entity
19	Andalusia	Diego Cobos	Manager	Residencia Cruz Roja (San Fernando)	SIAs + Elderly	Allied Entity
20	Andalusia	Fernando Veloso	Manager	Hospital Cruz Roja de Córdoba	SIAs + Citizens	Allied Entity

21	Andalusia	Joaquín Domínguez	Medical Director	Hospital San Agustín	SIAAs + Citizens	Allied Entity
22	Andalusia	Miguel Alcántara	Manager	Clínica Novo Sancti Petri	SIAAs + Citizens	Allied Entity
23	Andalusia	José Antonio Méndez	Manager	Clínica de Fátima	SIAAs + Citizens	Allied Entity
24	Andalusia	Jordi de Soto Prat	Manager	CER Espartinas	SIAAs + Elderly	Allied Entity
25	Andalusia	Antonio Montero	President	ANEASP/AESPAA	SIAAs + Elderly + Citizens	Allied Entity
26	Madrid	Antonio de Toro	Medical Director	Centro San Juan de Dios	SIAAs + Citizens	Allied Entity
27				Residencia Psiquiátrica Nuestra Señora de La Paz	SIAAs + Citizens	Allied Entity
28	Madrid	Carlos de la Orden	Medical Director	SEAR	SIAAs + Elderly + Citizens	Allied Entity
29	Madrid	Eliseo Junquera	Medical Director	Udiacrise	SIAAs + Elderly	Allied Entity
30	Madrid	M ^a José Marco	Manager	Vallés	SIAAs + Elderly + Citizens	Allied Entity
31	Madrid	Rosario López	Manager	Lescer	SIAAs + Elderly + Citizens	Allied Entity
32	Madrid	David Hernán	Nursing Director	Fundación Renal Íñigo Álvarez de Toledo (Luis)	SIAAs + Citizens	Allied Entity
33	Madrid	Valentín Ballesteros	Manager	La Paloma	SIAAs + Citizens	Allied Entity
34	Madrid	Miguel Ortegón	Manager	Santa Elena	SIAAs + Citizens	Allied Entity
35	Madrid	Dr. Doderó	Medical Director	ICDSalud - HURJC (Móstoles)	SIAAs + Citizens	Allied Entity
33	Madrid			ICDSalud - HUIE (Valdemoro)	SIAAs + Citizens	Allied Entity
34	Madrid			ICDSalud - Fundación Jiménez Díaz	SIAAs + Citizens	Allied Entity
35	Catalonia	Jordi Riera	Manager	Clínica Corachán	SIAAs + Citizens	Allied Entity
36	Catalonia	Fernando Álava	Head of the Patient Safety department	Catalonia Health Department – XHUP (Public Health network in Catalonia) hospitals (69) + XHUP	SIAAs + Elderly + Citizens	Allied Entity

8 Annex II. Work done in France

8.1 Work done by E-Seniors

E-Seniors is very committed into achieving SEACW objectives.

This is why, in order to fulfil, all requirements, E-Seniors is working closely with 2 consultants; one of them is taking care of Aquitaine region and the other, of Ile de France region. (See details below).

Regarding Aquitaine region, **Dr. Gaestel (coordinator of Aquitaine SEACW pilots region)**, has already contacted several allied entities:

Table 7. Entities contacted in Aquitaine Region

ORGANIZATION	CHARACTERISTICS
Alzheimer Aidants 33 (AA33)	Non-profit organization taking care of every person involved in Alzheimer disease (patients, carers, professionals). 100 users (elders) aimed + 10 general population
Centre mémoire Bagatelle	Medical and social activities among medical care, surgery and medicine, rehabilitation services and geriatric homes. 500 elders + 20 social inclusion agents
Senior Compagnies	based in Bordeaux: company of services to individuals 25 elders + 25 general population

They offered to open their network like directors of Retirements and geriatrics homes to reach more users

Regarding Ile de France region, **Mrs Legras-Bojakowski (coordinator of Ile de France SEACW pilots region)**, has already contacted several allied entities:

Table 8. Entities contacted in Ile de France Region

ORGANIZATION	CHARACTERISTICS
Foyer logement Cité Floréal	Residence for valid and autonomous seniors 15 users (elders, carers and staff) They offer to open their network like other residences
Maison des Jeunes et de la Culture	Organisation of several trainings during the year 15 users (elders) + 2 staff
Résidence Martignon	Private residences for Elders

ORGANIZATION	CHARACTERISTICS
	15 users (elders)
Résidence de la Vallée	private residences for autonomous elders Number of users to be defined later on
Centre Communal d'Action Sociale (CCAS)	based in Noisy Le Sec: thanks to the CCAS, we will be able to reach other structures like "Avenir residence" Number of users to be defined later on
Club Seniors	Providing IT trainings 200 seniors + 5 staff
Foyer Logement Camille Saint-Saëns	Residence for valid/autonomous seniors managed by local authority 15 elders users
Centre culturel François Villon	managed by the mayor house They offered to linked us with the "Point Seniors" of the city Number of users to be defined later on
Cyber Base	Providing IT trainings, managed by local authority Number of users to be defined later on
Foyer Logement Charlotte Monfort	Residence for valid/autonomous seniors, managed by local authority
Foyer Logement Le Parc	Private residence for valid/autonomous. 15 users (possibly more)
Foyer Logement Les Fermettes	Private residence for valid/autonomous seniors. Number of users to be defined
Foyer Logement Les Touleuses	Residence for valid/autonomous seniors. 15 elder users + 5 staff
Relais amical Malakoff Médéric 1	private organization 15 elder users + 1 or 2 staff
Foyer Logement Pablo Neruda	Public residence funded by local authority. 10 users (elders + carers)
Relais amical Malakoff Médéric 2	providing IT activities. = 60 users (elders) + 4 staff
Association Sillage	Supported by the town of Saint-Denis, non-profit

ORGANIZATION	CHARACTERISTICS
	organization. The association will contact the Conseil Général of Seine Saint-Denis department. Some dozens of users and more if the Department is interested in the project
Chateney-Malabry City	Providing IT trainings for seniors. 70 users (elders) + 5 staff
Créteil City	Providing IT trainings. 60 users (elders) +2 staff
Clichy City	Providing it trainings. 20 or 25 users (elders)+3 staff
Club 102	A non-profit organization managed by the City (CCAS) of Puteaux, providing IT trainings. 45 users (elders) + 1 staff
Foyer-Logement Rosa Bonheur	Residence managed by the City of Fontainebleau (CCAS) with 2 cyber spaces 15 or 20 users (elders)
Espace multimedia	Providing IT trainings Number of users to be defined later on

8.1.1 Description of the work to be done with AE before June

Now that we have a catalogue presenting what SEACW can provide, we will be able to reach more allied entities and to offer them some concrete services. Before June, we will contact more allied entities and it will be easier to convince them to be a part of our project since we have a tangible product. We will collect their formal consent and start to organize pilots in both regions we are in charge of.

8.1.2 Description of the Local Office Support

Three people employed by e-seniors are working on SEACW since the beginning of the project. End of January, e-Seniors hired a new person to work half-time on SEACW project. These four persons constitute the level 0 of the SEACW team regarding pilots in Ile-de-France and Aquitaine Region.

8.1.3 Table of levels 1 and 2

Level 1 is composed by two consultants that have been hired by E-Seniors to take contacts with allied entities in the requested region (Ile-de-France and Aquitaine):

As stated previously, Mme Nina Legras-Bojakowski is in charge of Ile-de-France and Dr Yann Gaestel is in charge of Aquitaine. These two persons have been selected because of their important network (Health area, elder care system, social area...) in these regions. Therefore, their task is to identify and contact various structures which can commit as allied entities.

Level 2 is constituted by allied entities who committed formally toward SEACW project. For now, we don't have any formal consent. Our allied entities preferred to wait until they got a concrete product.

This consent should not be a problem anymore. In fact, as the final version of the catalogue will be ready very soon and sent to the different partners of the SEACW project, the allied entities could have access to this catalogue and have a more concrete overview of the SEACW project. Besides, as the video explaining the features of the Ecosystem will be available in few days, the allied entities could also watch it and appreciate visually the aim of the project. These two materials are essential for a better understanding of the SEACW project from allied entities.

8.1.4 Subcontracting for pilots (if any)

For now E-Seniors has not planned to subcontract other persons for pilots but it may change depending of the activities of the pilots.

8.2 Work done by GIP

8.2.1 Description of the work done during the first year of the project

The work done by UTT for the pilot setting up during the first year of the project was:

- ➔ Definition of the Support office
- ➔ Organization of Work in France:
 - GIP EFTLV and UTT (Champagne-Ardenne region) have worked with ESE (Ile de France and Aquitaine regions) to determine the right strategy to apply the defined pilot methodology in France. We were then able to ensure homogeneity of tactics in the three regions (Ile de France, Aquitaine, Champagne-Ardenne) in France and to exchange best practices among us. It was done through several Skype meetings and two face-to-face meetings in ESE offices.
 - For the Champagne-Ardenne area, GIP EFTLV has worked in collaboration with UTT for organizing the pilot and then to define which allied entities could be approached by GIP EFTLV or UTT. A bi-monthly phone call meeting among the local office was established and some face to face meetings were organized.
- ➔ Hiring and training Level-1 personnel
 - 1 person
- ➔ Writing of presentation material
 - Brochure and presentation in French
- ➔ Meetings with Allied Entities
 - Several Allied Entities engaged and committed to involve 500 users in the Champagne-Ardenne area.
 - No informed consent was signed already, but a trustful relationship has been established.
- ➔ Strategic contacts
 - Alliance with “Domomedecine” consortium in Champagne Ardenne and all the partners involved.
 - Contacts with Reims Champagne-Ardenne University, Regional Council...

8.2.2 Description of the work to be done with AE before June

- ➔ Based on the services that are presented in the catalog, our level 1-personnel will contact more entities. April and May will be dedicated to the achievement of our goal in terms of number of potentials end-users. We are confident that this goal will be achieved.
- ➔ The agreements with Allied entities can be signed.
- ➔ With the help of the Education department of the GIP EFTLV (réseau des GRETA), training sessions will be organized together with the tests for the pilots to be able to fill in the defined indicators and measure the acceptability of the platform, based on its usability and perceived utility).

8.2.3 Description of the Local Office Support

GIP EFTLV Local Support Office description for Pilots is:

- ➔ Geographical validity:
 - Champagne-Ardenne region, North-East of France
- ➔ Location
 - GIP EFTLV – 17, Bd de la Paix - CS 50033 – 51722 REIMS CEDEX – FRANCE
- ➔ Language: French
- ➔ Level 0 personnel
 - Isabelle MOLINA, Training consultant, GIP EFTLV.
- ➔ Level 1 personnel: GIP EFTLV has hired a PhD to achieve its goal, especially regarding the pilot in the Champagne-Ardenne region and the implementation of the online courses that will be tested during the pilot. This person was trained to be able to follow the pilot methodology defined in the project.
 - Véronique DUPUIS
- ➔ Topics covered
 - Direct functional and technical support: registration, usability and user guide, needed configurations.
 - Direct and indirect support on the contents of the online courses: direct support for the training courses provided by GIP EFTLV, and indirect support for training courses provided by other partners.
- ➔ Communication channel
 - Telephone line (for level 0 and level 1 personnel)
 - Email address: seacw@moodgreta.eu

8.2.4 Table of levels 1 and 2

SEACW Level-0 personnel in France Champagne-Ardenne area) for GIP EFTLV:

N.	Professional Name	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Isabelle Molina	GIP EFTLV	Training consultance	employed	Level-1

SEACW Level-1 personnel in France (Champagne-Ardenne area) for GIP EFTLV :

N	Professional Name	Affiliation	Education and skills	Type of contract	Gives support to the Allied Entity:
1	Véronique Dupuis	GIP EFTLV	Master in Education Sciences, Scientific (PhD in electronic), has been involved in "State of Art" for deliverable 1.3 and "Final document of skills and competences for elderly people and social inclusion agents" for deliverable 2.3	Employed (for the project)	All

SEACW Level-2 personnel in France (Champagne Ardenne area) for UTT:

N	Professional Name	Role	Affiliation	Type of users	Planned number of end-users
1	Patrick DEBAERE	Project Manager	MGEN Champagne Ardenne	Elderly, Prof. caregivers	50
2	Emmanuelle BAUDRILLART	Health manager	REGECA	Elderly, Prof. caregivers	30
3	Valérie PRUVOT-DEMICHELIS	Project manager	CARSAT	Elderly, Prof. caregivers	10
4	David LEMAIRE	Director	ARADOPA	Elderly, Prof. caregivers	20
5	Déborah ARNETON	Director	MARPA Les Sources	Elderly, Prof. caregivers	10
6	Annie FAURIE	Director	Lycée Europe	Prof. Caregivers, General Public	50
7	Jean-Denis MEGE	Development Director	Foyer Rémois	Elderly, Prof. caregivers	10
8	Dominique KOHLER	Coordinator doctor	EHPAD "résidence d'automne"	General Public	40
9	Michel HERBIN	Professor	URCA	General Public	10

10	Cedric ROSANT	Health Department	Carinna (Regional Agency for Innovation)	General Public, Prof. caregivers	20
11	Philippe HANNECART	President	ADEVA (local association for the development of a local territory)	General Public, Prof. caregivers, Elderly	20
12	Pascale BELAIR	Director	IFSI d'Eprenay	General Public, Prof. caregivers	60
13	Daniele ANGER	Director	Foyer logement	General Public, Prof. caregivers, Elderly	50
14	Isabelle PERRIN	Manager	Médiathèque	General Public, Prof. caregivers, Elderly	10
15	Pierre CLOUET	Consultant	MJC	General Public, Prof. caregivers, Elderly	10
16	Alain SALVADORI	Director	Association les Aïnés Ruraux	General Public, Prof. caregivers, Elderly	10
17	Catherine DANET	Project manager	URAF	General Public, Prof. caregivers, Elderly	20
18	Anna REOLON	Training consultant	Greta	General Public, Prof. caregivers, Elderly	50
19	Geneviève ROBIN	Director	CCAS (Centre communal d'Action Sociale)	General Public, Prof. caregivers, Elderly	10
20	Silvia LE BOEUF	Director	CLIC	General Public, Prof. caregivers, Elderly	10
				TOTAL	500

8.2.5 Subcontracting for pilots (if any)

No subcontracting was planned in the budget.

8.3 Work done by UTT

8.3.1 Description of the work done during the first year of the project

The work done by UTT for the pilot setting up during the first year of the project was:

- ➔ Definition of the Support office
- ➔ Organization of Work in France:
 1. UTT and GIP EFTLV (Champagne Ardenne region) have worked with ESE (Ile de France and Aquitaine regions) to determine the right strategy to apply the defined pilot methodology in France. We were then able to ensure homogeneity of tactics in the three regions (Ile de France, Aquitaine, Champagne Ardenne) in France and to exchange best practices among us. It was done through several Skype meetings and two face-to-face meetings in ESE offices.
 2. For the Champagne Ardenne area, UTT has worked in collaboration with GIP EFTLV for organizing the pilot and then to define which allied entities could be approached by UTT or GIP EFTLV. A bi-monthly phone call meeting among the local office was established and some face to face meetings were organized.
- ➔ Hiring and training Level-1 personnel
 - 2 persons
- ➔ Writing of presentation material
 - Brochure and presentation in French
- ➔ Meetings with Allied Entities
 1. 9 Allied Entities engaged and committed to involve 500 users in the Champagne Ardenne area.
 2. No informed consent was signed already, but a trustful relationship has been established. In fact, this trust building was partly established by the fact that our level 1 people preferred to wait for the catalog of services to be ready to get the informed consents signed.
- ➔ Strategic contacts
 - Cross fertilization with “The Pass It On Network”
 - Alliance with “Domomedecine” consortium in Champagne Ardenne.

8.3.2 Description of the work to be done with AE before June

Based on the services that are presented in the catalog, our 2 level 1-personnel will contact more entities. April and May will be dedicated to the achievement of our goal in terms of number of potentials end-users. We are confident that this goal will be achieved.

The agreements with all Allied entities will be signed.

With the help of the ActiveAgeing Living Lab and the Education department of the UTT, training sessions will be organized together with the tests for the pilots to be able to fill in the defined indicators and measure the acceptability of the platform, based on its usability and perceived utility).

8.3.3 Description of the Local Office Support

UTT Local Support Office description for Pilots is:

- ➔ Geographical validity:
 - Champagne Ardenne region, North-East of France
- ➔ Location
 - Troyes University of Technology, 12 Rue Marie Curie - CS 42060 - 10004 TROYES CEDEX – FRANCE
- ➔ Language: French
- ➔ Level 0 personnel
 - Myriam Lewkowicz, full professor, UTT.
- ➔ Level 1 personnel: UTT has hired two PhD to achieve its goal, especially regarding the pilot in the Champagne Ardenne region and the definition and implementation of the online courses that will be tested during the pilot. These two persons were trained to be able to follow the pilot methodology defined in the project.
 - Karine Lan
 - Malek Alaoui
- ➔ Topics covered
 - Direct functional and technical support: registration, usability and user guide, needed configurations.
 - Direct and indirect support on the contents of the online courses: direct support for the training courses provided by UTT, and indirect support for training courses provided by other partners.
- ➔ Communication channel
 - Telephone line (for level 0 and level 1 personnel)
 - Email address: seacw@utt.fr (already ready but will be “opened” in the next months when the pilots will start).
 - Newsletter

8.3.4 Table of levels 1 and 2

SEACW Level-0 personnel in France (Champagne Ardenne area) for UTT:

N.	Professional Name	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Myriam Lewkowicz	UTT	scientific	employed	Level-1

SEACW Level-1 personnel in France (Champagne Ardenne area) for UTT:

N	Professional Name	Affiliation	Education and skills	Type of contract	Gives support to the Allied Entity:
1	Karine Lan	UTT	Scientific (PhD in sociology) Experienced in evaluating technologies for and with elderly people. Very good communication and organization skills	Employed (for the project)	All
2	Malek Alaoui	UTT	Scientific (PhD in Computer Science) Experienced in participatory design involving end users. Very good communication and organization skills.	Employed (for the project)	All

SEACW Level-2 personnel in France (Champagne Ardenne area) for UTT:

N	Professional Name	Role	Affiliation	Type of users	Planned number of end-users
1	Philippe Dejardin	President, Doctor	Les Arcades (prevention center)	Elderly, Prof. caregivers	50
2	Alain Faye	President	MADoPA (expert center for health technologies)	Elderly, Prof. caregivers	10
3	Franck Bonichon	Director	La Mutualité Française Champagne Ardenne	Elderly, Prof. caregivers	100
4	Fabienne Bon	Coordinator	REGEMA (healthcare network)	Elderly, Prof. caregivers	10
5	Didier Cloos	Director	E-maison médicale	Elderly, Prof. caregivers	10
6	Marlène Puibello	Director	La Roseraie (EHPAD)	Elderly, Prof. caregivers	20
7	Timothee Toury	Head of Teaching	Troyes University of Technology	General Public	150
8	Cedric Rosant	Health Department	Carinna (Regional Agency for Innovation)	General Public, Prof. caregivers	50
9	Philippe Hannecart	President	ADEVA (local association for the development of a local territory)	General Public, Prof. caregivers, Elderly	100
TOTAL					500

8.3.5 Subcontracting for pilots (if any)

No subcontracting was planned in the budget.

9 Annex II. Work done in Malta

9.1 Work done by EXOR

The Maltese entities working in the area of elderly and active aging are primarily divided in three areas

- a. Government – owned fully by the Government and/or Governmental organisation;
- b. Private – owned by private entities – major player is the Vassallo Group;
- c. Church – fully owned by the Church authorities in Malta;

Meetings have been held with the Government and Vassallo Group who provide care for more than 80% of the elderly in elderly homes. For the Government Dr. Charmaine Gauci attended the meeting. Dr. Gauci is the Director of the Health Promotion Unit and support for such projects and their promotion within the Government entities fall within her duties. For the Vassallo Group, Mr. Nazzareno Vassallo, the owner of the group, attended the meeting.

The meeting with Dr. Gauci was held on the 12th of July 2013 and lasted about one and a half hours. During the meeting, the project was introduced by Mr. Dimech, the managing director of EXOR Group Ltd. The meeting also covered ideas about the platform and the apps that will be developed. Dr. Gauci has stated that such project would help the community to better understand certain problems by accessing information that will be made available through the platform and shown commitment to possibly support the promotion of the tools in due time.

The meeting with Mr. Vassallo was held on the 19th of February 2014 and lasted about an hour. A similar introduction to the one given to Dr. Gauci was presented in which the idea of the platform and the apps being developed was given. Mr. Vassallo stated that their group is all the time trying to get involved in active aging and is something that they constantly promote with their elderly and therefore he could notice some synergy between the group and the project. He is interested in supporting the project and other similar activities through his entities.

9.1.1 Introductions in the UK

During the days between the 24 of July and the 31st of July 2013, a number of meetings were held in Liverpool UK to solicit interest in the project. The following are a list of entities that have shown interest in the project and/or willing to provide with introductions

- ➔ Mr. Mark Featherstone Witty – the founding principal and chief executive of the Liverpool Institute of Performing Arts and has a wide array of contacts including those to the Liverpool's Major office;
- ➔ Person Shaped Support (PSS) [www.psspeople.com] Liverpool – met with a number of their staff and shown interest in the project as they are actively involved with the care of elderly. Apart from Liverpool which acts as their head office, PSS has office in Scotland, Wales, Midlands, Cheshire, Yorkshire, St. Helens and Sefton.

9.1.2 Future work

From meetings and discussions held with the above mentioned entities, EXOR Group is considering the following actions:

Promotional campaign in collaboration with the Government Health Promotion Unit and Vassallo Group;

Press release upon platform availability in collaboration with the Government Health Promotion Unit and/or Vassallo Group;

Training to support staff within the Government Health Promotion Unit and Vassallo Group;

Introductory meetings to elderly in collaboration with the Government Health Promotion Unit and Vassallo Group;

10 Annex III. Work done in Bulgaria

10.1 Setting-up of Local Support Office:

IBN and Association Generations (subcontracted for implementation of activities included in WP7) set up a local support office in Sofia. This team will give guidance and lead the pilot's implementation, design the planning and the deployment of the pilots and remain active supervising and monitoring during the pilots period.

Geographical area: Bulgaria.

Location: Office Association Generations, 1, Panayot Volov Str. , 1504 Sofia

Local Office Staff:

- ➔ Nadejda Bocheva (general pilot support)
- ➔ Simeon Stefanov (technical support)
- ➔ Miroslava Stefanova (pilot support)
- ➔ Bilyana Genova (pilot support)
- ➔ Simona Hristova (pilot support)
- ➔ Tanya Gebova (pilot support)

Language: Bulgarian

Support trainers: External expert recruitment and contracting, organization of training sessions, agendas, training content development and adaptation of training materials, development of evaluation and feedback forms, announcements, invitation templates etc.

Technical support about registration, user guidance, applications and tools usability, service guide

Communication Channels:

- ➔ Telephone line.
- ➔ E-Mail: (seacwsupport@abv.bg)
- ➔ Downloadable user guide in Bulgarian

Response Time:

Telephone: person answering in Bulgarian will be available two working days per week on Tuesday and Thursday 9:00 to 13:00 CEST, 14:00 to 18:00 CEST during the Pilot timeframe.

e-Mail: Problem resolution will be supplied in 5 working days, depending on complexity.

Consultations: Once a month during working days, 9:00 to 18:00 CEST.

- ➔ Local Office staff Availability for Training and Consultancy Sessions:
- ➔ One training session organized as a blended learning.
- ➔ Consultancy : availability during the working days

10.2 SEACW Level-0 pilot staff in Bulgaria for NIB

N.	Professional Name	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Nadejda Bocheva	NIB	scientific	employed	Level-1
2	Simeon Stefanov	NIB	scientific	employed	Level-1
3	Miroslava Stefanova	NIB	scientific	employed	Level-1
4	Bilyana Genova	NIB	scientific	employed	Level-1

10.3 Level-1 Prototype participants

10 people involved (external experts with part time service agreements)

SEACW Level-1 personnel in Bulgaria :

N	Professional Name	Region	Affiliation	Education	Type of contract GEN – NIB Nr	Gives support to e Allied Entity:
1	Simona Hristova	Sofia	GEN	Project manager	hired on project basis	(all)
2	Tanya Gebova	Sofia	GEN	Training manager	hired on project basis	(all)
3	Bozhidar Vasilev	Sofia	NBU	scientific	hired on project basis	NBU
4	Nadejda Savova	Sofia	Communication experts	trainer	hired on project basis	VII Polyclinic Sofia; University Hospital; Regional Hospice Pernik; Lora Clinic;
5	Valya Dankova	Sofia	BIMEC	trainer	hired on project basis	Social and community centers, pensioner clubs
6	Nikolay Konstantinov	Sofia	BIT computers	ICT	hired on project basis	Regional Chamber of Skill Crafts; National Association of Stenographers, Typists and Computer operators

7	Ivan Tanev	Sofia	FASTGRUPA	ICT	hired on project basis	Consultancy body, Ministry of Transport and Information Technology and communications, International Department National Chamber of Commerce, EMC
8	Boriana Alexandrova	Sofia	GEN	scientific	hired on project basis	Regional Hospital Betkovitza; Hospital "Pirogov"
9	Vyara Gancheva	Sofia	Foundation FOKUS	scientific	hired on project basis	Hospices, APOZ and Friends, homes for elderly
10	Nikolina Kovacheva	Sofia	volunteer	economist	hired on project basis	(all)

10.4 Level-2 participants from allied entities

SEACW Level-2 personnel in Bulgaria:

N	Region	Professional Name	Role	Affiliation	Type of users	Note
1	Montana	Maria Ivanova	Secretary general	Social and community centre	Elderly / citizens	Allied Entity
2	Montana	Ivan Parvanov	President	Pensioner club	Elderly	Allied Entity
3	Pleven	Ekaterina Tsanova	Secretary general	Social and community centre	Elderly / citizens	Allied Entity
4	Sofia	Tsveta Andreeva	Director	Social and community centre	Citizens	Allied Entity
5	Sofia	Rubinka Mileva	Secretary	Social and community centre	Citizens	Allied Entity
6	Sofia	Hrista Georgieva	Volunteer	-	Elderly/Citizens	Volunteers GEN
7	Vratza	Desislava Tzocheva	Project manager	Local Action Group Yablanitza	Elderly/Citizens	Allied Entity
8	Vratza	Lyuba Dotcheva	Director	Local Action Group Yablanitza	Elderly/Citizens	Allied Entity
9	Burgas	Maya Stoyanova	Managing director	Regional Chamber of Skill Crafts	Elderly / Citizens	Allied Entity

10	Sofia	Tanya Stoyanova	Member	National Association of Stenographers, Typists and Computer operators	Elderly / Citizens	Allied Entity
11	Sofia	Albena Mitikova	Volunteer	-	Elderly	Volunteers GEN
12	Sofia	Yordanka Deyanova	Member	Pensioner club Samokov	Elderly	Allied Entity
13	Sofia	Evgeniya Adarska	Patients consultant	APOZ and Friends, Chairwoman	Cancer patients/professional caregivers	Allied Entity
14	Sofia	Vesela Draganova	Psychologist	Ministry of Transport and Information Technology and communications	Specific staff, working elderly	Allied Entity
15	Sofia	Prof. Nikola Ivanov	Medical Consultant	volunteer	Elderly / Caregivers	Allied Entity
16	Sofia	Dr. Katya Kraveva	Doctor	VII Polyclinic Sofia	Elderly / citizens / caregivers	Authority
17	Sofia	Rd. Nadejda Popova	Doctor	University Hospital	Elderly / citizens / caregivers	Authority
18	Pernik	Dr. Georgi Gebov	Director	Regional Hospice Pernik	Elderly/ citizens / Caregivers	Allied Entity
19	Sofia	Dr. Mariana Ognyanova	Director	Lora Clinic	Elderly/citizens / Caregivers	Allied Entity
20	Montana	Kana Donova	Nurse	Regional Hospital Betkovitza	Elderly + Caregivers	Allied Entity
21	Montana	Hristina Manova	Nurse	Regional Hospital Betkovitza	Elderly + Caregivers	Allied Entity
22	Sofia	Yordanka Naydenova	Journalist	Magazin "Cafe Pausa"	Elderly / Citizens	Allied Entity
23	Tchiprovtzi	Anyuta Borin	Manager	Elderly Group for Authentic Folklore, Tchiprovtzi	Elderly	Allied Entity
24	Sofia	Dr. Margarita Kuteva	Doctor	Hospital "Pirogov"	Caregivers	Allied Entity
25	Varna	Yana Simeonova	Caregiver	Self employed	Elderly	Allied Entity
26	Varna	Dafinka Naneva	Volunteer	-	Elderly	Volunteers GEN
27	Varna	Vesela Marinova	Volunteer	-	Working elderly	Volunteers GEN

28	Sofia	Dr. Veselin Kolchakov	Director	Hospice "Golyamata kusta"	Caregivers / Elderly	Allied Entity
29	Sofis	Diana Hadjieva	Public relations manager	EMC	Citizens / elderly working	Allied Entity
30	Sofia	Detelina Isheva	Managing director	EMC	Citizens / elderly working	Allied Entity
31	Sofia	Maria Petkova	Director	Tulip Foundation	Elderly / social agents	Allied Entity
32	Sofia	Zoya Crutilin	President	Hospice "Paprikova"	Elderly / Caregivers	Allied Entity
33	Sofia	Marianna Stefanova	Director	Consultancy body	Elderly / Citizens	Allied Entity
34	Sofia	Beata Papazova	Director	Head of International Department National Chamber of Commerce	Citizens	Allied Entity
35	Varna	Ivan Simeonov	Journalist	Newspaper "Tscherno more	Citizens	Allied Entity
36	Sofia	Assya Mandadjieva	PR manager	Food Industry	Citizens	Allied Entity
37	Pernik	Snejana Ivanova	President	Nurse Association Pernik	Professional caregivers	Allied Entity
38	Montana	Penka Sholeva	Nurse	Elderly home Berkovitzza	Professional givers / Elderly	Allied Entity
39	Sofia	Valentina Runeva	Director	Daily Center for Elderly and people with disabilities	Professional caregivers / elderly	Allied Entity
40	Sofia	Mladenka Strahilova	Director	Municipality Hospice Sofia	Professional caregivers / Elderly	Allied Entity
41	Sofia	Yordanka Temelkova	Director	Home for elderly "Zona B5"	Caregivers / Elderly	Allied Entity
42	Sofia	Ivan Dakov	Director	Home for elderly, Gorna Banya	Caregivers / Elderly	Allied Entity
43	Sofia	Rumen Mladenov	Director	Home for elderly for people with Dementia	Professional caregivers / Elderly	Allied Entity
44	Sofia	Zoya Markova	Director	Home for elderly, Sofia	Caregivers / Elderly	Allied Entity
45	Varna	Philip Sterev	Director	Home for Elderly "Gergana"	Caregivers / Elderly	Allied Entity

10.5 Past activities (1st project year)

1. Meetings with Allied Entities:

- ➔ 4 meetings between NIB and NGO Generations;
- ➔ local support meetings ensured by the network of the NGO
- ➔ 5 letter of support

2. **Strategic** contacts and alliances:

- ➔ Delphi survey in Bulgarian for Bulgarian experts;
- ➔ Creation of Advisory Council for Bulgaria

3. **Rewarding system**: still undecided

10.6 Further activities to be done with AE before June 2014

The plan for the next months of work with the Allied Entities:

- Finishing Allied Entities agreements (rewarding, etc.);
- Training to Level-1 and Level-2 personals;
- Pilot training sessions;
- Support to end-users;
- Further effort for reaching additional users

10.7 Subcontracting for pilots (if any)

Subcontracting with Association Generations (contract signed on March 26, 2014).

11 Annex IV. Work done in Italy

11.1 Description of the work done during the first year of the project

The work done by SIGLA with its allied entities during the first year of the project was:

➔ **Support Office** definition and set-up:

- See section 3 below in this document

➔ **Level-1 personnel** involvement and set-up:

- 9 people involved (4 of which with external job contracts)
- See list in section 4 below in this document

➔ **Meetings** with Allied Entities:

- 10 Allied Entities engaged and committed to involve 3845 users in 4 regions
- 35 Level-2 people met (See section 4 below in this document)
- 20 meetings with minutes (See section 6 below in this document)
- 8 questionnaires (see attached minutes)
- 5 letter of support (see attached minutes)

➔ **Material** for Allied Entities' sessions organization:

- Brochure and PPT presentation in Italian
- Catalogue of courses and apps
- Survey for querying A.E. on preferences and translation

➔ **Strategic** contacts and alliances:

- Delphi survey in Italian for Italian experts;
- Creation of Advisory Council for Italy
- Cross-fertilization with European project Senior Capital
- Alliance with Regional Authority Councillorship (see attached minutes)
- Press conference and press release with Regional Authority.

➔ **Rewarding** system:

- Studied the options for ONLUS and cooperatives.

11.2 Description of the work to be done with AE before June

The plan for the next months of work with the Allied Entities of SIGLA is:

- ➔ Finishing Allied Entities agreements (contents translations, rewarding, etc.);
- ➔ Training to Level-1 and Level-2 personals;
- ➔ Pilot training sessions (Spring phase);
- ➔ Support to end-users;
- ➔ Further effort for reaching additional users (agreements in progress).

11.3 Description of the Local Office Support

SIGLA Local Support Office Description for Pilot in Project SEACW is:

➔ Geographical Validity:

- All Italy

➔ Location:

- Gruppo SIGLA's office in Via Finocchiaro Aprile 31/5 - 16129 Genova, Italy

➔ Internal Personnel (Level-1 to Level-2 and Level-3):

- Alessandro Mazzetti (general pilot support)
- Cristiana Degano (general technical support)
- Ilaria Mainenti (technical support on Web)
- Massimiliano Azzolini (technical support on Apps)
- Marco Costacurta (support on registrations)

➔ External Personnel (Level-1 to Level-2 only):

- Carla Costanzi
- Paola Gianelli
- Monica Ruffa
- Nike Zivny

➔ Language:

- Italian
- English

➔ Topic Covered:

- Any technical issue about ICT: connection, registration, usability, configurations, requirements, community, tools, mobile apps, faults, services availability, user guide.
- Indirect support about contents on specific domain knowledge (e.g. courses, tests, evaluations, pedagogical issues, training material, etc.): these issues will be redirected to the SEACW partner having responsibility on the topic.
- No support about health (e.g. therapies, diseases, drugs, etc.).
- No support about jobs (e.g. opportunities, employability, certifications, etc.).
- No support about regulations (e.g. social security service, retirement funds, etc.).

➔ Communication Channels:

- Telephone line.
- Answering machine: availability 24/7.
- Fax: +39-010-5531.889.
- E-Mail: (to be created by WP3, e.g. supporto@seacw.it).
- Web-Forum: to be created (by WP3) for Italian users on www.seacw.it.
- Newsletter: to be created (by WP3) with specific list of Italian users.
- Downloadable user guide in Italian (to be translated by WP3).

➔ Response Time:

- Telephone:

- immediate person answering in Italian will be available two working days per week on Tuesday and Thursday 9:00 to 13:00 CEST, 14:00 to 18:00 CEST during the Pilot timeframe.
- Answering machine / Fax / e-Mail / Web-Form / Web-Forum:
 - First reply will be given in 2 working days (in Italian or English).
- Problem resolution will be supplied in 5 working days, depending on complexity.
- ➔ Newsletter frequency:
 - Sent in Italian to Italian users when necessary during WP7 execution.
- ➔ Classroom Availability:
 - Once a month during working days, 9:00 to 18:00 CEST.
 - Up to 15 people.
 - Reservation with one month notice (free of charge for SEACW pilots).
- ➔ SIGLA's Personnel Availability for Training Sessions:
 - Inside SIGLA's office: once a month.
 - Outside SIGLA's office: once a month (without travel expenses during WP7 duration).
- ➔ Duration of service:
 - Unlimited.
 - All services free of charge during SEACW project execution.
 - Payment after termination of SEACW project (in compliance with Business Plan).

11.4 Table of levels 1 and 2

SEACW Level-0 personnel in Italy for SIGLA:

N.	Professional Name	Affiliation	Education	Type of contract	Gives support to the Allied Entity:
1	Cristiana Degano	SIGLA	scientific	employed	Level-1

SEACW Level-1 personnel in Italy for SIGLA:

N	Professional Name	Region	Additional Region	Affiliation	Education	Type of contract	Gives support to the Allied Entity:	Reward
1	Alessandro Mazzetti	Liguria	Lombardia	SIGLA	scientific	employed	(all)	
2	Paola Gianelli	Liguria		professional	sociologist	hired on project basis	Ahimsa + FamSerena + ValoriCult	€ 6.000,00
3	Carla Costanzi	Liguria	Lombardia	professional	sociologist	hired on project basis	AUSER+DISFOR + coordination of other Level-1 personnel	€ 4.000,00

4	Umberto Massa	Piemonte		SIGLA	engineer	employed	OPERA	
5	Paolo Loiaconi	Piemonte		SIGLA	ICT	employed	InfoSolidale	
6	Nike Zivny	Piemonte	Lombardia	professional	sociologist	hired on project basis	OPERA + GruppoSegesta + InfoSolidale	€ 4.000,00
7	Daniela Costabel	Lazio		SIGLA	scientific	employed	ANASTE	
8	Roberto Versace	Lazio		SIGLA	engineer	employed	ISF	
9	Monica Ruffa	Lazio		professional	sociologist	hired on project basis	ANASTE	€ 6.000,00

SEACW Level-2 personnel in Italy for SIGLA:

N	Region	Professional Name	Role	Affiliation	Type of users	Note
1	Lazio	Prof. Alberto De Santis	President	ANASTE: National Assoc. Third Age Structures ECHO: European Confederation of Care Homes	Professional Caregivers	Allied Entity
2	Lazio	Averardo Orta	Certifier, vice president	Association ANASTE	Professional Caregivers	Allied Entity
3	Lazio	Pier Paolo Gasbarri	Web Master	Association ANASTE	Professional Caregivers	Allied Entity
4	Lazio	Irene Bruno	Director	Elderly Home	Elderly + Citizens	Allied Entity
5	Liguria	Alessandra Percivale	Public Relations Manager	Association AHIMSA	Citizens	Allied Entity
6	Liguria	Luca Pallavicini	President	Association ANASTE Liguria	Elderly + Citizens	Allied Entity
7	Liguria	Elena Ricci	Teacher, responsible for ICT courses	Association UniAuser	Elderly + Volunteer Caregivers	Allied Entity
8	Liguria	Umberto Marciasini	President	Association UniAuser	Elderly + Volunteer Caregivers	Allied Entity
9	Liguria	Chiara Franceschi	Member	Association Valori & Cultura	Working Elders	Allied Entity
10	Liguria	Daniela Boccadoro Ameri	President and Editing Director	Association Valori & Cultura	Working Elders	Allied Entity

11	Liguria	Prof. Mauro Palumbo	Professor of Sociology	DISFOR	Citizens	Allied Entity
12	Liguria	Daniela Salbego	CEO	Famiglia Serena S.c.s.	Professional Caregivers	Allied Entity
13	Liguria	Prof. Antonella Madeo	President	Famiglia Serena S.c.s.	Professional Caregivers	Allied Entity
14	Liguria	Prof. Ernesto Palummeri	Director	Gerontology department, Galliera Hospital	Professional Caregivers	Member of SEACW Advisory Council
15	Liguria	Daniele Pallavicini	Consultant	Quality Manager at care home Villa Basilea	Professional Caregivers	Allied Entity
16	Liguria	Carrea Alessandra	Officers	Regione Liguria	Authority	Authority
17	Liguria	Mortello Daniela	Officers	Regione Liguria	Authority	Authority
18	Lombardia	Andrea Rudelli	Executive Board Secretary	Assoc. Informatici Senza Frontiere	Elderly + Volunteer Caregivers	Allied Entity
19	Lombardia	Lodovico Grompo	Board Advisor	Assoc. Informatici Senza Frontiere	Elderly + Volunteer Caregivers	Allied Entity
20	Lombardia	Sandro Conti	Board Advisor	Assoc. Informatici Senza Frontiere	Elderly + Volunteer Caregivers	Allied Entity
21	Lombardia	Alfio Guazzoni	Project Manager	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
22	Lombardia	Claudio Tancini	President	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
23	Lombardia	Giovanni Piazza	Board Member	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
24	Lombardia	Giuseppe Scinica	Board Member	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
25	Lombardia	Orestina Laurini	Teacher and Board Member	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
26	Lombardia	Piero Manfredi	Board Member	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity

27	Lombardia	Sandro Piras	Board Member	Association Informatica Solidale	Elderly + Volunteer Caregivers	Allied Entity
28	Lombardia	Antonella Ferioli	Marketing Manager	Gruppo Segesta S.p.A.	Professional Caregivers	Allied Entity
29	Lombardia	Gigliola Avisani	Corporate Director	Gruppo Segesta S.p.A.	Professional Caregivers	Allied Entity
30	Lombardia	Tania Romio	ICT Chief	Gruppo Segesta S.p.A.	Professional Caregivers	Allied Entity
31	Piemonte	Enrico Moschietto	Director of Elderly Home	OPERA S.c.s.	Professional Caregivers	Allied Entity
32	Piemonte	Loredana Quazzo	Director of Elderly Home	OPERA S.c.s.	Professional Caregivers	Allied Entity
33	Piemonte	Marianna Mida	Marketing Manager	OPERA S.c.s.	Professional Caregivers	Allied Entity
34	Piemonte	Matteo Grasso	Training Manager	OPERA S.c.s.	Professional Caregivers	Allied Entity
35	Piemonte	Stefano Origlia	CEO & President	OPERA S.c.s.	Professional Caregivers	Allied Entity

11.5 Subcontracting for pilots (if any)

No subcontracting is foreseen for SIGLA.