

### **Prepare plans for local pilot works with culture guides services**

According to the initial training program and potential cultural guides feedback (including on the meetings in October) we decided to organise pilot course with following themes:

#### Social skills 4 hours

- how to approach people?
- how to listen and to express?
- how to motivate?
- group processes and group management skills

#### Self management skills 2 hours

- knowing myself: personal strong and weak points for working with elderly people
- how to deal with stress, low motivation?
- how to set goals and reach them?

#### Computer skills 4 hours

- how to find information about different events, workshops, arts and heritage institutions in internet?
- how to communicate in skype

#### Seminar: How to implement culture guide offerings? 4 hours

- Different art and heritage activities where elderly people could be involved as consumer, as active participant.
- Different channels how to reach elderly people.

### **Stakeholder networking**

Communication (including meetings with contact persons) from different unions (special needs union, Mikkelson centre etc, day-care centres)

### **Implementing training for potential culture guides**

Training took take place in March and April.

#### Summary of the seminar 26<sup>th</sup> of March

Introduction of the program, explanation of the project aims and activities

Introduction round of participants. Everybody had experience with older people, who need help. Mostly participants have helped with practical issues, but some of them have invited them to join in cultural

events. Some participants are active organisers in associations dealing with elderly people or people with special needs. Apparently the most acute are practical problems (like banking, going to the doctor etc), we found that first helping with these issues creates trust and then there is more hope that they accept culture guides proposals to visit cultural places, events, to do something new for them. Also it would be good first to do some activities together what they have used to do themselves, like walking in the park, drinking coffee at home, after some meetings they are ready maybe to do something new for them.

### **Locate end-users**

Elderly people and people with special needs.

First approach people whom we know, try to involve their acquaintances. We could try to search through social department, family doctors etc.

### **Activities**

- Common and active activities are good because sometimes those people have not much to talk about except complaining. In conversations encourage to talk about positive things, about good happenings in life.
- Encourage to write down memories, offer help to do it.
- Organising common events together with many cultural guides "clients".
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- Visiting exhibitions, museums, botanic garden, eco-house, library (reading newspapers, using computer etc.
- Participation in aged people university (University of Tartu)
- Storytelling and writing down stories (special workshop in Tartu Folk High School)
- Arts, handicraft workshops, study circles and cultural evenings (in Tartu Folk High school, day care centres, cultural houses), also lead by cultural guides themselves (if they have some special skills).
- Information in web about free events, centres where elderly people can participate
- Plan activities in daytime, not evening
- Good examples of mentors in other towns

Feedback to the training was very positive. The training could have been longer. The highest ratings were given to social skills training.