

★ Social services for elderly immigrants

France

CCAS Clermont Ferrand
Starting date : 01/06/2003

Context

The project was an idea that came in the same time of the rehabilitation of a district situated in the Centre of the city in the framework of an suburb contract which included various partners such as : the city, the OPAC (agency for housing), the services for youth and leisure, the liaison committee for migrants inter-services (Auvergne), the CCAS.

Many actions were organised and especially a project for an important elderly population, immigrating one with specific problems : administrative, housing, health, loneliness, more important due to problems to communicate.

Description

These specialised services were created to give an answer to the special needs of the elderly migrant population to whom common services were not sufficient or not adapted to their specific needs. Tutoring of the population, mostly Arabian speaking, and request more time for a personal and adapted tutoring. It consists in fact of taking care of the cultural differences coming from the language but also other aspects of their daily life and to have an appropriate communication.

The service includes:

- ♦ weekly duty period with a social worker and a social translator
- ♦ a friendly weekly event to share a cup of tea. Tea is belonging to a lot of culture and teatime recognize by everybody to interrupt loneliness and develop friendship relations. A mutual understanding and confidence can be established.
- ♦ some activities in the field of leisure (participation in the “blue week” (a special event dedicated to elderly persons in France, meetings with other retired persons and so on.), benefit directly to elderly by interrupting the loneliness and getting them outside their home.
- ♦ a tutoring in 3 main areas : help with the administrative procedures (retirement, medical cares, taxes, health insurance and so on.), health (tutoring in cares, making appointment with a doctor, reading of the doctor prescription and so on.)

The problems encountered by the population in terms of housing are specifically linked with their habits of life. This population is in majority composed with men, living alone in France and separated from their family that is still living in their native country. They usually live in a dormitory that is not specific to their needs (salubrity, space and so on.) when the age of retirement come. In the same time, they have not enough means to pay for a higher rent and they usually have other expenses in their native country. They are often living in immigrant’s workers hostels.

Such living conditions (in two countries) make it difficult to ensure a follow-up in the various procedures : persons are often missing.

Means

A social worker, a social adviser (translator) and an administrative assistant

Assessment

Even if this population has always work it still live on the fringe (language problems, two different life in France and in their native country and so on.), ageing emphasizes the problem of loneliness.

Due to the ageing of the population, the visits to the services increased each year (674 interviews in 1995 and 1126 IN 2002°;

Negative aspects: too many people during the welcome duty period

Positive aspects: the place is known by the population, the regular rhythm of the visits, and the presence of a translator that helps and encourages the communication. The solution to resolve the problems of housing usually improve the living conditions and resolve also other related problems (health, home cares and so on.)

The service is also an opportunity to observe the needs. The information collected during the interviews which permit the inventory of difficulties and a better knowledge of this discreet and not easily identified population.

CCAS evaluation

The increasing visit to the social service emphasizes the need of tutoring from this population. The common work of the social worker and the translator is an asset. The specific welcome and tutoring are adapted to the needs, and that gives better results. Because of this offer of services, the commune is enabling to have a better knowledge of its immigrant population.

Target group

Immigrants family
Elderly persons

CONTACT

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