

Human Rights Do Not Age: Embedding Human Rights in Long- Term Care for older People

<u>Organisation(s):</u>	Häuser zum Leben (Fonds Kuratorium Wiener Pensionisten-Wohnhäuser)	
<u>Country:</u>	Vienna, Austria	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☐ Community Care ☐ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☒ Quality Care	☐ Labour Market Inclusion ☒ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☐ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☒ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☒ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☒ 16. Health care ☒ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3</i>	<i>Human Rights Do Not Age</i> introduces a human rights-based approach across Vienna's largest care organisation for older adults — the <i>Häuser zum Leben</i> . The practice translates human rights of older adults into the daily care, management and cultural	

<i>sentences. This will be the disclaimer of your project on our website. Example here.</i>	environment. It aims to transform ageing and care through dignity, empowerment, information, participation, and inclusion.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	Older adults often experience discrimination, dependency, and limited participation in decisions that affect their lives. While human rights apply to all, older persons face specific risks of marginalisation, violence, and lack of autonomy, particularly in care settings. The Häuser zum Leben, as Vienna's key provider of residential care and community services for around 9,000 residents and 27,000 members of our senior clubs, recognised the need to explicitly embed human rights principles in all areas of care, governance, and everyday practice. Human rights are the foundation for strengthening agency, engagement, and inclusion for older adults. They ensure that older adults are empowered to participate meaningfully in all aspects of care and community life, with their rights and autonomy fully respected.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Strengthen the agency, self-determination, participation and inclusion of older adults in care and community settings. 2. Establish structures to embed and advance the principles of human rights for older adults across all organisational processes and care practices. 3. Promote awareness of human rights for older adults, particularly for those in need of support.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	In January 2024, the Strategic Board adopted a Human Rights Framework Paper outlining key principles and an implementation roadmap. <i>Häuser zum Leben</i> committed to launching a company-wide process to raise awareness and to operationalise human rights within its management and care services. This process is based on the European Charter of the Rights and Responsibilities of Older People in Need of Long-Term Care and Assistance, which provides the fundamental principles guiding our approach. Main actions include: • Workshops with residents and members of our senior clubs, raising awareness of human rights and exploring experiences of rights and responsibilities in older age. • Strategic collaboration and exchange with the Human Rights Office of the City of Vienna. • Media kick-off for Human Rights Day, including a press release, posters, and flyers. • Annual event on human rights for older adults, focusing on expertise, organisational change, and dialogue. • Implementation of a human rights e-learning program for all 5,000 employees, provided by the Human Rights Office of the City of Vienna. • Workshops across all organisational units to raise awareness of the rights of older adults and to integrate human rights principles into all service areas: care and nursing, construction, digitalisation, HR, gastronomy, and communications. • Programs and professional forums on human rights for older adults, coordinated by the Care and Nursing Department.

	• Establish a structure for human rights delegates within the organisation to provide ongoing information, continuous training, and opportunities for engagement. • Strengthen and further develop participatory structures (e.g., residents' councils) within the organisation. • Promote human rights at the local level across Vienna's neighbourhoods by developing activities together with our senior clubs.
Outcomes: <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	Workshops with residents and senior club members were analysed by thematic analysis: • It showed that older adults value a respectful environment among staff and peers, and emphasised the need for clearer, more accessible information on rights and responsibilities. Barriers to social and cultural participation were also identified, highlighting the need for improved accessibility and communication. ENNHRI (2017) highlighted that staff struggle to translate human rights into practice. Based on these insights, our approach focused on linking human rights directly to daily work, enabling staff to make these rights tangible: • We see a stronger contextualisation of human rights in daily live and work. We observe growing engagement among human rights delegates within the organization, who now connect various topics in their respective areas to human rights. This has also fostered increased exchange and collaboration between departments around the topic of human rights. Overall, feedback from residents and staff has been very positive, highlighting that it is an engaging topic that provides much food for thought and represents an ongoing learning process. Future evaluations will use feedback cycles and resident participation data to assess how human-rights-based practices affect aspects such as privacy and access to information; examine how enhanced information, and participatory structures strengthen residents' autonomy, inclusion, and active involvement in decision-making; explore the impact of a human-rights-based approach on the organisational environment among staff and peers.
Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☒ Other, please define: funded by the organisation
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	EU Charter of the rights and responsibilities of older people

<u>Comments and tips</u> <i>i.e. for people willing to implement your Practice in their service</i>	Knowledge is the Key: People can only exercise their rights if they know them. They need clear, accessible information about their rights and responsibilities. Participation Matters: Participation gives residents and staff a real voice, but it is only meaningful if outcomes influence practice. It is a staged, ongoing process that requires support on how to participate effectively, continuous learning on both sides, and transparency in communication and decision-making. Embed Rights in Daily Practice: Human rights should be fully integrated into everyday practice, linking staff working conditions with residents' rights. Policies, codes of conduct, and workflows must reflect these rights to strengthen care, and enable new ways of working.
---	--