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Nümayəndəliyi



Permanent Mission of the
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The Permanent Mission of the Republic of Azerbaijan to the United Nations presents its compliments to the Office of the High Commissioner for Human Rights and with reference to the latter's note verbal dated 31 March 2015 has the honour to convey "Information regarding the implementation of the Madrid International Action Plan on Ageing."

The Permanent Mission of the Republic of Azerbaijan to the United Nations avails itself of this opportunity to renew to the Office of the High Commissioner for Human Rights the assurances of its highest consideration.

Enclosure: 4 pages



New York, 03 August 2015

The Office of the High Commissioner for Human Rights
New York

The Information of the Ministry of Labor and Social Protection of Population of the Republic of Azerbaijan in response to the UN Independent Expert's Inquiry on the Implementation of the Madrid International Action Plan on Aging

Question 1.

Empowering of population in terms of social provision rights of citizens, as well as, the improvement of social protection of older people in the Republic of Azerbaijan has recently become a priority issue. We should mention here that based on the principles of the UN General Assembly Resolution of 1992 on Protection of Older People, the October 1st every year is announced a Day of Older People. This issue is in the focus of attention in our country and thus the October 1st of every year is a Day of Older Persons in our country since 1993. At the eve of that day, local executive authorities, social service entities and NGOs in every city and regions of the republic explore for the needs of older persons and undertake social activities targeting them. According to the Law of the Republic of Azerbaijan on "Social Services", dated December 30, 2011, a person older than 70 years is considered to be old. Activities on social service entities and home care, organization of catering, medical, social, psychological, legal and other kinds of assistance, regardless of type of ownership and legal-organizational form, is covered by this Law. According to the Law, older persons have rights to apply for social services, to obtain information on eligibility for social services, rules and conditions of their provision, their types and forms, as well as own rights and responsibilities, to participate in identification of needs in social services and their assessment, to choose an entity providing social services given the peculiarities of needs in social services, express consent for the provision of or refuse to get social services, to demand to be treated by social service subjects with honor, dignity and humanism, as well as, to launch an administrative complaint and/or to apply to court for actions or inactions of such organizations, to claim the conditions in the social service entities compliant with sanitary and hygiene requirements, to provide with allocated space for religious ritual under condition of non-violation of internal disciplinary requirements of the social service entity, to be provided with access to mass media, to claim the confidentiality of personal data.

Question 2.

Important activities are being implemented in the field of improvement of social protection system, improvement of social well-being of persons in need of special care, including older persons, improvement of legislation covering the social

and legal protection of such persons to international standards, including the principles of Madrid International Action Plan on Aging, Recommendations of the Regional Strategy on its implementation, and principles of the Vienna Conference of Ministers on Aging Problem.

The Law of the Republic of Azerbaijan on “Social Services” was adopted in December 30, 2001 to cover legal, economic and organizational aspects of provision of social services to people living in difficult living conditions, including older persons, as well as to regulate relations emerging in this regard. The Cabinet of Ministers of the Republic of Azerbaijan had approved by its relevant decisions the “Rules on Identification of Persons Not Being Able To Take Care of Themselves for the Reason of Disease, Disablement or Age and Not Having Any Relatives to Help Them”, “Rules of Provision of Social Services at Home (Mobile)”, “List of Documents Proving the Person (Family) living In Difficult Conditions on the Basis of Grounds for Being Considered Living in Difficult Conditions”, “Rules on Placing People Living in Difficult Conditions in to State Social Service Facilities”, “Amount of Guaranteed Social Services To Be Provided to Persons (Families) Living in Difficult Conditions At the Account of State Budget to ensure the execution of the Law. For the purpose of implementation of the paragraph 7.3 of the “Azerbaijan 2020: Future Vision” Development Concept, approved by the Decree 800 of the President of the Republic of Azerbaijan, dated December 29, 2012, as well as in accordance with the Madrid International Action Plan on Aging, as well as, to further improve the attention of the state and the society to older persons, making them enjoy human rights and equal opportunities and strengthen their social integration, applying new approaches through benefiting from the advances international practices the “State Program on Strengthening the Social Protection of Older Persons (2015-2020)” was drafted.

Question 3.

It is envisaged to undertake information dissemination activities in the form of awareness raising actions, round table discussions, interview and dialogue to inform public on the execution of actions to implement the state policy included in the “State Program on Strengthening the Social Protection of Older Persons (2015-2020)”.

Regular surveys are being conducted in Baku city, other cities and towns of the country, as well as regions, to identify problems among and needs of older persons as an important tool for future development of the state policy on older persons.

Question 4.

A social service entity is operating to provide social services to lonely older persons regardless of ethnicity and religious affiliations, language, gender, public origin not being able to care for themselves or not having any relatives to help them or legal representatives. The main objectives of the entity are to provide service and care to older persons in accordance with the defined regime, undertake public and cultural activities, provide rational, including dietary food to older persons with taking into account age peculiarities and health status, primary health care, organization of consultations of qualified medical professionals, as well as admission to medical facilities, if required, and protection of rights and interests of persons admitted to such facilities. The entity is under the custody of medical facilities, older persons are being provided with medical care by them, different highly qualified medical professionals perform regular check-ups, and it is provided with sufficient quantity and amount required equipment and medications. Older persons in need of constant medical care are under the supervision of physicians, if treatment on site is not possible they are referred to relevant medical facilities. The in-patient social service entity is fully provided with the medical staff in accordance with the staffing list. In order to provide quality medical care to those staying in such boarding houses and assisted living facilities, medical staff undergoes regular in-service training.

Lonely older persons are also getting services at home. Such older persons, besides catering, shopping and utility services also enjoy legal services. The existing programs of in-service training programs had been improved to train specialist providing social-domestic, medical and other services to older persons. According to the information by the Ministry of Labor and Social Protection of Population of the Republic of Azerbaijan, Population Social Protection Centers had provided social services to 12853 lonely older persons as of June 1, 2015.

Activities to ensure the protection of health of older persons with disabilities and their medical rehabilitation were undertaken, as well as assistance was provided for them to get treatment both in the country and abroad. A lump-sum targeted assistance was allocated to resolve social and domestic problems of such persons, a lump-sum financial assistance was allocated to older persons with disabilities living in the regions of the country on the occasion of holidays and other memorable dates, including annual celebration of victory over fascism.

Question 5.

Over 2011-2012, capital repair works were performed at the entity providing social services to lonely older persons, with new WC and heating system installed.

Living conditions, as well as food, cloth and medical services had been substantially improved. Given the working peculiarities of the entity, its structures had been adapted to modern international standards, new draft charter had been developed based on the experience of advanced world countries in the field of social services, activities had been made to ensure the compliance of staffing units to the legislation and international standards.

It is envisaged to undertake activities to improve the mechanisms of social services provided to lonely older persons or those with disabilities as indicated in the "State Program on Strengthening the Social Protection of Older Persons (2015-2020)" and to bring them up to international standards, to analyze the aging process in the country and its impact on the social and economic development, to further develop the cooperation with international organizations in the field of resolving problems of older persons with special needs, to develop, given the annual growth of population in boarding houses and assisted living facilities, alternative care services' mechanisms in order to prevent such process in future (day-time care centers, small group houses) as well as to do awareness raising and promotion in this field.