



# Practical guide for seniors



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG  
Ministère de la Famille, de l'Intégration  
et à la Grande Région

## Important phone numbers

### Emergency 112

In the event of an accident: home, traffic, work, recreation, etc.

In the event of a fire or explosion

In the event a person is missing

This number enables you to obtain information about:

- Open hospitals
- Open pharmacies
- General practitioners on call
- Dentists on call
- Veterinarians on call
- Emergency lock repair services
- Repair services

### Emergency 113

The Grand Duchy Police emergency number is available 24/7. The police officers on duty at the National Emergency Centre are in constant contact with all units available and can respond to all requests for emergency assistance.

Calls are free.

**Only use this number in case of a real emergency.**

My family doctor:  .....

Contact:  .....

My municipality:  .....

Other:  .....

Dear Reader,

The people working today are tomorrow's retirees and the transition from professional life to retirement often creates significant concern. In addition, people who are already enjoying their retirement years are confronted with challenges and questions about the organisation of their life in society.



SIP/Yves Kortum

My employees and I support many initiatives and services which enable elderly people to have an active life and remain in good health.

The Ministry has revised this practical guide to provide you with a manual that takes into account the latest changes in assistance and healthcare services, training and recreation.

I'm sure that, thanks to its simple language and chapters which group together all practical information by topic, you will be able to quickly find the information you are looking for and services which can help you to obtain any additional information you may need.

Please enjoy reading this guide. I'm certain that it will be a very valuable tool for you. It will assist you throughout your life and help you successfully deal with the many adventures still ahead of you.

**Corinne Cahen**

*Minister of Family Affairs, Integration  
and the Greater Region*

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# 1. Public services for senior citizens

## 1.1. The Ministry of Family Affairs, Integration and the Greater Region

The measures implemented for the elderly include a significant part of the services provided by the Ministry of Family Affairs, Integration and the Greater Region. This chapter provides a summary of the services. Most of the topics covered are explained in more detail in the guide.



The actions taken on behalf of the elderly fall into five categories:

- 1. Planning and building of new facilities**
- 2. Inspection of existing services**
- 3. The skills policy**
- 4. The care policy**
- 5. Direct services to citizens.**

1. The Ministry can contribute to the cost of building integrated centres for the elderly (Centres Intégrés pour Personnes Âgées), nursing homes, psychogeriatric centres (day care centres) and Seniors' Clubs within the limits of available budgets, whenever there is a regional or national need.
2. Current legislation<sup>1</sup> requires that most services for the elderly comply with quality standards. This applies both to the facilities built and the staff employed. The Ministry's agents carry out on-site inspections on a regular basis to ensure that the services provided comply with legal requirements.
3. Since the end of the 1990s, the Ministry has emphasised the creation of services for people over the age of 50 in the areas of training, continuing education, sport and recreation, social participation and modern technologies. Examples include the RBS-Center fir Altersfroen and the Seniors' Clubs. The Department also periodically initiates events in this area itself.

1 The amended law of 8 September 1998 regulating the relationship between the State and the bodies operating in the social, family and therapeutic fields and the amended Grand Duchy regulation of 8 December 1999 on the approval granted to the managers of services for the elderly.

4. While long-term care insurance generally covers dependency situations, it is also true that certain people who do not yet meet insurance requirements require assistance and care. In order to enable everyone, independently of their financial situation, to have access to home care when required, the Ministry contributes to the cost of the services provided based on scales adjusted on an annual basis.

The Ministry provides financial support to a number of services which operate in specific situations. For example, they include the external assistance call service (Télé-Alarme) (☎ 26 32 66 and 26 70 26) and the “SOS Alzheimer” service (☎ 26 432 432).

In order to ensure consistently high-quality care, the Department organises information and training sessions for care staff on a regular basis, either alone or in cooperation with services providers.

5. The Ministry has provided the elderly and their circle of care with information, consultation and orientation services for many years. The Senioren-Telefon (☎ 247-86000) receives calls from Monday to Friday from 8.30am to 11.30am (see Chapter 3.2.1. The Senioren-Telefon). Information is broadcast on the [www.luxsenior.lu](http://www.luxsenior.lu) website.



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In addition, the Ministry has just created a website to provide information and raise awareness about dementia-related diseases ([www.demenz.lu](http://www.demenz.lu) or [www.demence.lu](http://www.demence.lu)).

The Department also publishes information and awareness-raising brochures<sup>2</sup> on a regular basis and invites people to seminars and conferences on topics related to the situation of elderly persons.

**INFORMATION:**

**The Ministry of Family Affairs,  
Integration and the Greater Region**

Elderly Persons Department

(Division Personnes Âgées)

12-14, avenue Emile Reuter

L-2919 Luxembourg

Senioren-Telefon: ☎ **247-86000**

☎ **247-86544**

Email: [senioren@fm.etat.lu](mailto:senioren@fm.etat.lu)

Internet: [www.mfi.public.lu](http://www.mfi.public.lu)

### 1.1.1. Supreme Council of the Elderly (Conseil supérieur des Personnes âgées)

The Supreme Council of the Elderly is a consultative government body responsible for reviewing all issues related to the elderly and for making proposals for improvements.

It provides its opinion and advises to the Ministry of Family Affairs, Integration and the Greater Region on issues related to the elderly.

The Council consists of 13 members delegated by organisations of elderly persons or by organisations acting on behalf of the elderly. In addition, some members are co-opted for their professional knowledge in the fields of law, medicine, healthcare, social work, human sciences and gerontology or their social commitment. Council members have a two-year mandate.

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2 See the attached list.

The Supreme Council reviews current issues in themed working groups including:

- Long-term care insurance reform
- The financial needs of retired persons
- The municipal policy for senior citizens.

**INFORMATION:**

**Secretariat of the Supreme Council of the Elderly  
(Secrétariat du Conseil supérieur des Personnes âgées)**

The Ministry of Family Affairs, Integration and the Greater Region  
12-14, avenue Emile Reuter  
L-2919 Luxembourg

☎ 247-86599

Email: [cspa@fm.etat.lu](mailto:cspa@fm.etat.lu)

### 1.1.2. National Solidarity Fund (Fonds national de solidarité) (FNS)

As part of its gerontology services, the Fund contributes to the cost of the pension paid by persons admitted to the integrated centres for the elderly (CIPA), nursing homes and assisted living facilities approved in compliance with the law of 8 September 1998.

For more information about FNS services, please see Chapters 6.1 on the Social Inclusion Income (REVIS) and 6.5 on gerontology services.

**INFORMATION:**

**Social Office of the Municipality of Residence  
(Office social de la commune de résidence)**

National Solidarity Fund (Fonds national de solidarité – FNS)  
8-10, rue de la Fonderie  
B.P. 2411  
L-1014 Luxembourg

☎ 49 10 81-1

Internet: [www.fns.lu](http://www.fns.lu)

## 1.2. The Ministry of Health (Ministère de la Santé)

The organisation of public health and of the healthcare system is the responsibility of the Ministries of Health and Social Security. The Ministry of Health defines major public health policies, monitors their implementation and the application of all related laws and rules, and supervises the institutions and departments actively involved in healthcare-related matters.



The Ministry and the Health Department are responsible for implementing the health policy.

The [www.sante.lu](http://www.sante.lu) website is dedicated to health issues and includes a special section for the elderly: [www.sante.lu/seniors](http://www.sante.lu/seniors).

The following departments specifically address the concerns of the elderly:

### 1.2.1. Preventive Medicine Department (Division de la Médecine préventive)

This department deals with all issues related to promoting health and preventing illnesses and infirmities.

#### **INFORMATION:**

#### **Preventive Medicine Department (Division de la Médecine préventive)**

Allée Marconi – Villa Louvigny  
L-2120 Luxembourg

☎ 247-85564

### 1.2.2. Curative Medicine and Quality of Health Department (Division de la Médecine curative et de la qualité en santé)

The purpose of this department is, among other things, to assess, promote and ensure national coordination of healthcare quality, including the prevention of healthcare-related risks.

It is also responsible for issues related to the elderly such as geriatrics and dementia-related illnesses.

#### **INFORMATION:**

#### **Curative Medicine and Quality of Health Department (Division de la Médecine curative et de la qualité en santé)**

Allée Marconi – Villa Louvigny  
L-2120 Luxembourg

☎ 247-85631 or ☎ 247-85636

Fax: 46 75 23 or 46 75 24

### 1.2.3. Department of Social Medicine, Addiction-Related Illnesses and Mental Health (Division de la médecine sociale, des maladies de la dépendance et de la santé mentale)

This department, formerly the AST (Service d'Action Socio-Thérapeutique), is responsible for all issues related to the planning, organisation, orientation and medico-social monitoring of addiction-related illnesses, particularly drug addiction, and to psychic and medico-psycho-social problems.

#### **INFORMATION:**

#### **Department of Social Medicine, Addiction-Related Illnesses and Mental Health (Division de la médecine sociale, des maladies de la dépendance et de la santé mentale)**

Allée Marconi – Villa Louvigny  
L-2120 Luxembourg

☎ 247-85622 or ☎ 247-85646

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### 1.2.4. Orthoptics Department (Service d'Orthoptie)

This department is, among other things, responsible for the following:

- Orthoptic therapy for persons with eye-focusing problems, with a doctor's referral.
- Examining requests for visual aids, at the request of the long-term care insurance provider.

**INFORMATION:**

**Service d'Orthoptie (Orthoptics Department)**

20, rue de Bitbourg / 3rd floor

L-1273 Luxembourg

☎ 247-75678 ☎ 247-75661 and ☎ 247-75676

Fax: 247-75679

Email: [sop@ms.etat.lu](mailto:sop@ms.etat.lu)

### 1.2.5. Audiophonological Department (Service Audiophonologique)

The purpose of the audiophonological department is to treat speech, language and hearing problems.

Adults who follow re-education therapy within the department are referred by general practitioners and specialists for treatment.

Hearing aid sessions are provided in different areas of the country.

**INFORMATION:**

**Audiophonological Department  
(Service Audiophonologique)**

20, rue de Bitbourg

L-1273 Luxembourg

☎ 247-75500

Fax: 247-95500

Email: [sap@ms.etat.lu](mailto:sap@ms.etat.lu)

### 1.2.6. National Healthcare Information and Mediation Department (Service national d'information et de médiation dans le domaine de la santé)

This department provides information, advice and mediation to both patients and healthcare professionals. The goal is to inform and prevent conflicts. In the event of difficulties, the department bring the parties together in order to find an extrajudicial solution to conflicts in a spirit of dialogue and mutual understanding.

The service is free. It is available to both patients and healthcare professionals.

**INFORMATION:**

**National Healthcare Information and Mediation Department  
(Service national d'information et de médiation  
dans le domaine de la santé)**

73, rue Adolphe Fischer (4th floor)  
L-1520 Luxembourg

☎ **247-75515**

**OPENING HOURS:**

Monday - Tuesday: 9.00am - 1.00pm

Wednesday: 1.00pm - 5.00pm

Thursday - Friday: 9.00am - 1.00pm

Email: [info@mediateursante.lu](mailto:info@mediateursante.lu)

Internet: [www.mediateursante.lu](http://www.mediateursante.lu)

## 1.3. Ministry of Social Security (Ministère de la Sécurité sociale)

The Ministry of Social Security coordinates all social security affairs. Social security includes health and maternity insurance, workplace accident and occupational illness insurance, old-age, disability and survivor's insurance and long-term care insurance.



This guide focuses primarily on long-term care insurance.

### 1.3.1. Long-term care insurance

The amended law of 19 June 1998 implementing long-term care insurance acknowledged dependency as a new social security risk equivalent to illness, workplace accidents, disability and old age.

Long-term care insurance was added to social security alongside health insurance and operates on the same principles: each person pays a mandatory contribution and when the insured becomes dependent, they are entitled to benefit from the services provided by the insurance. Long-term care insurance creates an unconditional right to services, that is, without review of the dependent person's resources.

Long-term care insurance is primarily intended to cover the assistance and care required by the dependent person living at home or in an assisted care facility by providing:

- Services in kind
- Assistive technology and housing adaptations.

Dependent persons who live at home can obtain cash benefits instead of benefits in kind.

For more information, see Chapter 6.3 on long-term care insurance.

**INFORMATION:**

**Administration d'évaluation et de contrôle (AEC) de l'assurance dépendance  
(Long-Term Care Insurance Assessment and Control Unit)**

125, route d'Esch L-2974 Luxembourg

Reception-Helpline

Monday to Friday from 9.00am to 11.00am and from 2.00pm to 4.00pm

☎ **247-86060**

Fax: 247-86061

Email: [secretariat@ad.etat.lu](mailto:secretariat@ad.etat.lu)

Internet: [www.mss.public.lu](http://www.mss.public.lu) ("Dependent" section)

### 1.3.2. War Injuries Department (Le Service des dommages de guerre corporels)

The department manages payment of the pensions allocated to war victims and reimbursement of medical, pharmaceutical and hospital expenses.

Accessory services, therapy, massages and home care are covered, as long as the victims do not have long-term care insurance.

**INFORMATION:**

**War Injuries Department  
(Service des dommages de guerre corporels)**

26, rue Zithe

L-2763 Luxembourg

☎ **247-86311**

Fax: 247-86328



## 1.4. The municipalities

The municipality is the first point of contact for citizens seeking information about the services and facilities provided to seniors locally. Information is normally available from the municipality secretariat.

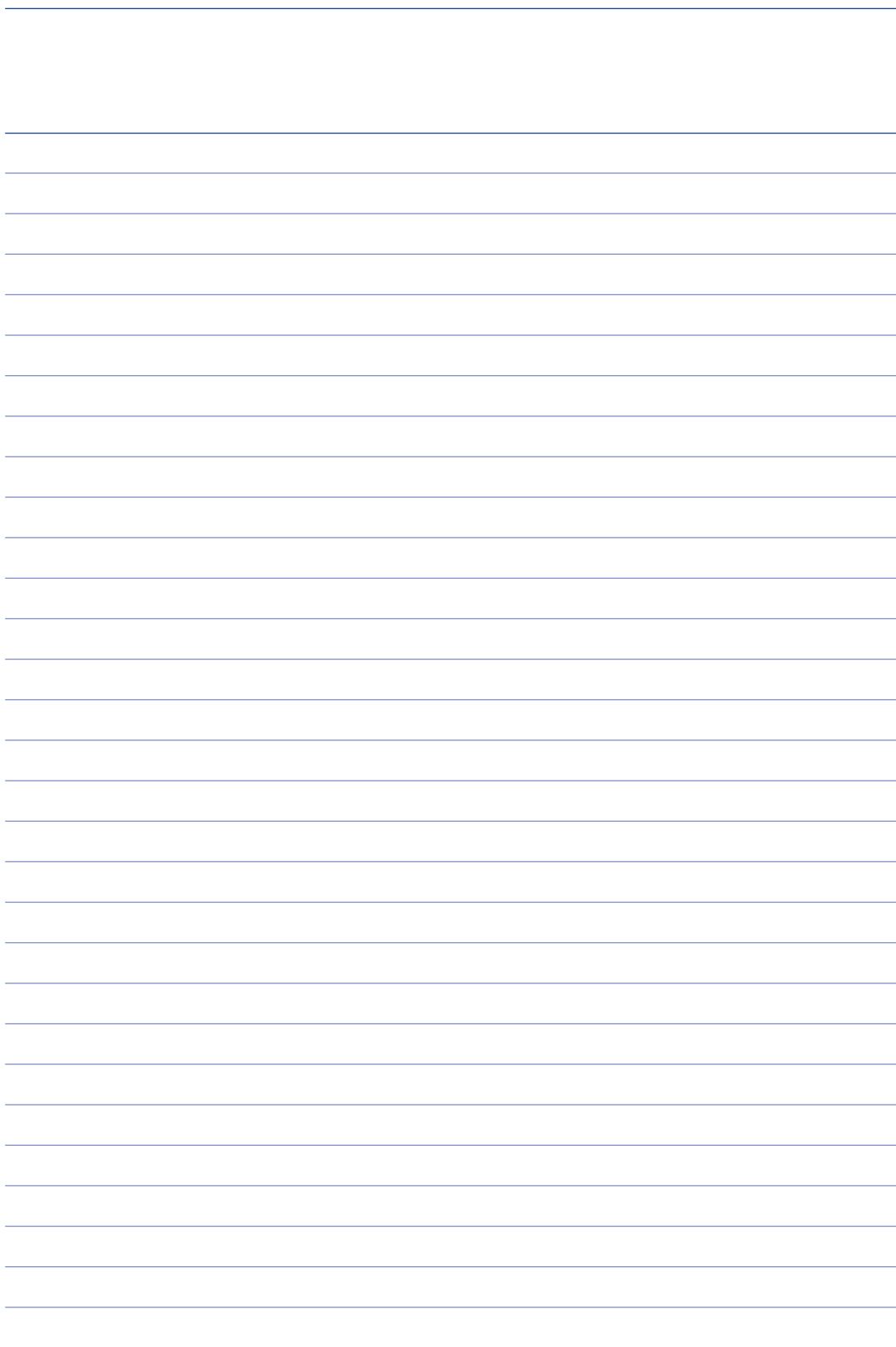
The municipalities are responsible for organising two services in particular: meals-on-wheels (see Chapter 4.2.1. Meals-on-wheels) and external assistance call services (see Chapter 4.2.2. Télé-alarme).

In addition, the municipality can provide information about the opening hours of its social services department or the competent social service office (see Chapter 6.2).

Many municipalities have signed cooperation agreements with local service providers to enable elderly citizens to benefit from services such as sidewalk clearing after snowfalls, minor repairs, etc. (see Chapter 4.1. Local services).

People interested in taking part in municipal life can join a consultative commission. The commissions deliberate and give their opinion to the municipal council, the college of aldermen and the mayor regarding matters referred to them, in line with their competences. Generally speaking, each municipality has a commission which focuses on issues related to the elderly in particular.







## 2. Information, orientation and consultation

## 2.1. Information, consultation, and support services

### 2.1.1. The Senioren- Telefon 247-86000

The Senioren-Telefon is a service of the Ministry of Family Affairs, Integration and the Greater Region, which informs and provides advice to the elderly, their circle of care and **any other person with questions about:**

- Institutions and services for senior citizens
- Ageing
- Social services
- Recreational activities for senior citizens
- Services and institutions for senior citizens.

The Senioren-Telefon also handles the grievances and complaints of callers about institutions and services for the elderly.

Ministry employees provide information and advice in Luxembourgish, German and French.

The service is available every working day from 8.30am to 11.30am. Messages can be left on voicemail outside of these hours.

Specific questions can also be sent to a Ministry of Family Affairs employee by email at [senioren@fm.etat.lu](mailto:senioren@fm.etat.lu).



## 2.1.2. Long-term care insurance helplines

### Helpline – General information

A hotline is available:

- Telephone number: ☎ **247-86060**
- Monday to Friday from 9.00am to 11.00am and from 2.00pm to 4.00pm
- Email: [secretariat@ad.etat.lu](mailto:secretariat@ad.etat.lu)
- Fax: 247-86061
- Mail: Administration d'évaluation et de contrôle (AEC) de l'assurance dépendance (Long-Term Care Insurance Assessment and Control Unit), 125, route d'Esch L-2974 Luxembourg.

### Helpline – Assistive technology and housing adaptations

For information about assistive technology and adaptations to housing or a vehicle, please contact the AEC's assistive technology" Helpline:

- Telephone number: ☎ **247-86040**
- Monday, Tuesday, Thursday and Friday from 8.30am to 11.30am
- Wednesday from 1.30pm to 5.00pm.

**Internet site:** [www.mss.public.lu](http://www.mss.public.lu)

The “Long-term care” section contains more information. The application for long-term care insurance services (form which you must fill in and the R20 medical report to be completed by the physician) is also available via this link.

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### 2.1.3. Assistance, Advice and Support Department (Berodungsdéngscht)

Several multidisciplinary services provide information and advice about issues related to long-term care for the elderly and their circle of care and, particularly, for informal caregivers.

#### **INFORMATION:**

##### **“Stéftung Hëllef Doheem” Foundation**

“Berodungsdéngscht”

26, rue John F. Kennedy

L-7327 Steinsel

☎ **40 20 80 7200**

Email: [activites.specialisees@shd.lu](mailto:activites.specialisees@shd.lu)

Internet: [www.shd.lu](http://www.shd.lu)

##### **Help**

11, place Dargent

L-1413 Luxembourg

☎ **26 70 26**

Email: [info@help.lu](mailto:info@help.lu)

Internet: [www.help.lu](http://www.help.lu)

See the complete list of all assistance and care networks in chapter 4.2.5.

### 2.1.4. Helpline SOS Alzheimer 26 432 432

Association Luxembourg Alzheimer (ala) is an organisation dedicated to improving the quality of life of persons suffering from dementia and Alzheimer's in particular.

The association emphasises information and counselling for the persons affected and their families.

The SOS Alzheimer Helpline is available 24/7. It provides practical advice in emergency situations and psychological and moral support.

**INFORMATION:**

**SOS Alzheimer Helpline**

☎ 26 432 432 (24/7)

Internet: [www.alzheimer.lu](http://www.alzheimer.lu)

### 2.1.5. Info-Zenter Demenz (IZD)

The creation of the Info-Zenter Demenz (IZD) was part of the national dementia action plan approved by the Council of Government on 13 March 2013.

#### Dealing with dementia. Understanding the disease.

The Info-Zenter Demenz provides free quality services for dementia from experienced providers as soon as the disease is suspected, and throughout the disease:

- Information
- Orientation
- Awareness-raising
- Support
- Empathy.

The Info-Zenter Demenz is available to all persons suffering from a dementia-related disease, their circle of care and all persons interested in the topic of dementia.

#### No one should have to face Alzheimer's disease or another form of dementia alone.

##### INFORMATION:

##### Info-Zenter Demenz

14a, rue des Bains  
L-1212 Luxembourg

☎ 26 47 00

Email: [mail@i-zd.lu](mailto:mail@i-zd.lu)

Internet: [www.i-zd.lu](http://www.i-zd.lu)

##### OPENING HOURS:

Monday	11.00am – 5.00pm and by appointment
Tuesday	1.00pm – 5.00pm and by appointment
Wednesday	11.00am – 5.00pm and by appointment
Thursday	1.00pm – 7.00pm and by appointment
Friday	7.30am – 11.30pm and by appointment
Saturday	10.00am – 4.00pm



## 2.1.6. Centre de médiation asbl (Mediation Centre)

### Mediation

Mediation is the process of amicable dispute resolution in which a third-party (the mediator) works with the parties to help them reach an agreement that satisfy all the parties.

The goals of mediation are to:

- Establish or re-establish communication between the parties in conflict
- Create new bonds
- Help the parties find a solution to their dispute themselves.

Mediators are neither judges nor arbitrators. They:

- Listen
- Facilitate discussion
- Let others speak
- Let others make a choice.

With respect to the elderly in particular, the centre is asked to re-establish relations between grandparents and children regarding the visiting rights of the grandparents.

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## Access to Rights – Psychological, legal and/or social information

The Access to Rights service (Accès aux Droits) works with children, young adults, parents and adults on legal, psychological or social questions.

The service provides a welcome and listening centre where the employees of the service take time to understand each person's specific situation. Together, they can decide on the most appropriate response to the issues in question: mediation, legal action, redirection to a government office or specialised service.

The "Access to Rights" service is also available to the professionals of the socio-educational sector for issues regarding the legal rights of young people, children and families and all other legal, psychological and social issues.

### INFORMATION:

#### **Centre de médiation asbl**

First floor – entrance in the inner court  
87, route de Thionville  
L-2611 Luxembourg

☎ 27 48 34

Internet: [www.mediation.lu](http://www.mediation.lu)

## 2.1.7. Ombudsman/Mediator

### Who is the Mediator?

The Ombudsman or Mediator analyses the complaints of citizens about government services (that is, a national government office, a municipal office or a public establishment reporting to the State or the municipalities), smooths out difficulties and submits recommendations to the Chamber of Deputies. The recommendations can include proposals intended to improve the department in question and/or changes to legislation and regulations they feel would be appropriate.

### What is his role?

If a citizen or private-law corporation (a non-profit or private company) contests a decision or a procedure implemented by the government or believes that they have been wronged by the behaviour of a civil servant, they can contact the Ombudsman. The latter will act as the mediator and seek to resolve the dispute between the citizen or private-law corporation and the government.

Complaints can be made in writing or verbally by appointment.

The brochure Ombudsman – *Le Médiateur au service des citoyens* (Ombudsman – A Mediator for Citizens) is available in four languages (German, English, French and Portuguese) from every municipality and the Ombudsman's office.

#### INFORMATION:

**Mrs Claudia Monti**  
**Ombudsman**

36, rue du Marché-aux-Herbes  
L-1728 Luxembourg

#### OFFICE HOURS:

8.00am to 12.00pm and 1.30pm to 4.00pm

☎ 26 27 01 01

Internet: [www.ombudsman.lu](http://www.ombudsman.lu)

### 2.1.8. Service national d'information et de médiation dans le domaine de la santé (National Healthcare Information and Mediation service)

This service provides information, advice and mediation to both patients and healthcare professionals. The goal is to inform, prevent conflict and, in the event of difficulties, bring the parties together to find an extrajudicial solution to conflicts in a spirit of dialogue and mutual understanding.

The service is free. It is available to both patients and healthcare professionals.

#### **Inform patients and service providers**

The department's primary mission is to inform both patients and service providers and to prevent and avoid potential conflicts through better information.

## Preventing and resolving conflicts

In order to avoid conflicts, the health mediator service first attempts to enable communication between the patient and the healthcare service provider via preventive measures.

In case of difficulty, the role of the health mediator and their employees is to listen to all parties to help them find a solution to the conflict themselves in a spirit of dialogue and mutual understanding.

As a third party in the dispute between the parties, the health mediator does not act as a judge. He contributes to re-establishing dialogue between the parties via a structured process.

The mediator helps the parties find an amicable solution. This presupposes a shared desire to reach an agreement.

The health mediator, their employees, and the parties involved in mediation are bound by secrecy. The confidentiality of the process is guaranteed by law.

### INFORMATION:

#### **Service national d'information et de médiation dans le domaine de la santé**

73, rue Adolphe Fischer (4th floor)  
L-1520 Luxembourg

☎ **247-75515**

#### **OPENING HOURS:**

Monday - Tuesday: 9.00am - 1.00pm

Wednesday: 1.00pm - 5.00pm

Thursday - Friday: 9.00am - 1.00pm

Email: [info@mediateursante.lu](mailto:info@mediateursante.lu)

Internet: [www.mediateursante.lu](http://www.mediateursante.lu)

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## 2.1.9. Patiente Verriedung asbl

The goals of the Patiente Verriedung non-profit association are to:

- Provide all interested citizens with information about:
  - Health and social security
  - The rights and duties of patients
  - The steps that can be taken in case of a dispute between a patient and a care provider.
- Provide people who contact the non-profit with advice to enable them to decide on the steps or actions they should take in the case that they are disputing services.

The members of the Patiente Verriedung are both effective members (non-profits/members) and contributing members (individual members). Anyone can become a contributing member of the association. They can then use the Patiente Verriedung's services free of charge.

The non-profit association publishes information brochures about patient rights and duties.

It also provides documentation services. Documents can either be viewed on site or taken out.

### **INFORMATION:**

#### **Patiente Verriedung asbl**

1b, rue Thomas Edison  
L-1445 Strassen

#### **A HOTLINE IS AVAILABLE:**

Tuesday to Thursday from 9.00am to 11.30am  
and from 2.00pm to 4.00pm.

#### **THE OFFICE IS OPEN TO THE PUBLIC**

by appointment only

☎ 49 14 57-1

Email: [infos@patienteverriedung.lu](mailto:infos@patienteverriedung.lu)

Internet: [www.patienteverriedung.lu](http://www.patienteverriedung.lu)

### 2.1.10. 45 45 45 SOS Détresse – mir hëllefen iwwer Telefon an online

The purpose of the SOS Détresse non-profit is to provide assistance by telephone or email to people in distress or acute crisis. Volunteers provide support to people who contact the service via empathetic listening, by helping them find solutions which meet their personal situation and by directing them to the appropriate services. Anonymity is guaranteed.

The SOS Détresse hotline is available **every day from 11.00am to 11.00pm** and Friday and Saturday nights until 03.00am.

Help via email is also anonymous, personalised and free. Access at [www.454545.lu](http://www.454545.lu) is secure and users cannot be identified. Anyone seeking direction, who needs support and is open to exploring new solutions can contact SOS Online Help. The service answers each new email within three working days.

**INFORMATION:**

**SOS Détresse**

☎ **45 45 45**

Internet: [www.454545.lu](http://www.454545.lu)

## 2.2. Specific health questions

The number of elderly people, and especially of very old people, will increase significantly over the coming years. This evolution will have a direct impact on the frequency of chronic illnesses and age-related disabilities.

This chapter, although not exhaustive, presents some of the diseases which are common in the elderly and provides information about self-help organisations and support groups.



### 2.2.1. Association Luxembourgeoise du Diabète asbl (ALD)

*Diabetes is a chronic disease which occurs when the body does not produce enough, or no longer produces, insulin or is unable to effectively use the insulin it produces. Without this hormone, the body is unable to process the energy from food that it needs*

*There are two main types of diabetes:*

- **Type I diabetes:** *insulin-dependent diabetes usually occurs in young people. The insulin secreting cells of the pancreas are destroyed and the illness appears suddenly and brutally.*
- **Type II diabetes:** *this type of diabetes occurs primarily in adults and is closely related to lifestyle. It appears when the body is unable to correctly use the insulin produced (insulin resistance) or is no longer able to produce enough of it. Type II diabetes comes on progressively and is therefore difficult to detect. It can be treated with regular exercise, a balanced diet and, if necessary, medicine or insulin.*

*The most common symptoms include:*

- *Frequent urination (polyuria)*
- *Abnormal thirst and dry mouth*
- *Extreme fatigue/lack of energy*
- *Sudden weight loss*
- *Blurred vision*
- *Recurring infections.*



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**In Luxembourg, the Association Luxembourgeoise du Diabète:**

- Provides information and education for diabetics and their circle of care
- Defends the social, economic and cultural interests of diabetics
- Promotes prevention and early detection of diabetes
- Provides medico-social assistance for people suffering from diabetes.

The ALD non-profit association founded the Maison du Diabète (Diabetes House) which is open to all diabetics and their circles of care, professionals, schools and all other people needing information about diabetes.

**INFORMATION:**

**Association Luxembourgeoise  
du Diabète – Maison du Diabète**

143, rue de Mühlenbach  
L-2168 Luxembourg

**OPENING HOURS:**

Monday, Wednesday and  
Friday from 9.00am to 4.00pm

☎ 48 53 61

**Maison du Diabète  
branch in Ettelbruck:**

Office Social  
40, avenue Salentiny  
L-9080 Ettelbruck

**BY APPOINTMENT ONLY,**

every Thursday  
from 8.30am to 11.30am.

Email: [diabete@pt.lu](mailto:diabete@pt.lu)

Internet: [www.ald.lu](http://www.ald.lu)

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## 2.2.2. Association Luxembourg Alzheimer asbl (ala)

*Alzheimer's disease is a non-reversible degenerative disease of the brain that involves a decrease in the number cells and results in brain atrophy. It is the most frequent type of dementia.*

*The most common symptoms include:*

- Gradual memory loss
- Loss of the sense of time and direction
- Loss of concentration
- Language problems (aphasia)
- Recognition problems (agnosia).

Association Luxembourg Alzheimer was founded in 1987 to assist people suffering from dementia and their families.

**The ala provides many services:**

- Information and advice
- Awareness-raising campaigns for the general public
- Advice, support and training for families
- Creation of help and advice groups which provide support to the families of people suffering from the disease
- Telephone help: Helpline SOS Alzheimer: ☎ 26 432 432, available 24/7 (practical advice, psychological and moral support, etc.)
- Alzheimer Café: exchanges and consultations in an informal setting every first Wednesday of the month at Restaurant "Um Schëff" at the Belle Etoile in Bertrange (no appointment or registration required). Please contact Mrs Sonia Marzona for information at ☎ 26 007-462, Email: [sonia.marzona@alzheimer.lu](mailto:sonia.marzona@alzheimer.lu)
- Documentation centre open Wednesday from 2.00pm to 5.00pm and by appointment (☎ 26 007-235).

In addition, the ala manages several psychogeriatric centres (day care) and a nursing home (see chapters 4.2.6. and 5.3.).

**INFORMATION:**

**Association Luxembourg Alzheimer asbl**

45, rue Nicolas Hein  
L-1721 Luxembourg  
B.P. 5021 L-1050 Luxembourg

☎ 26 007-1

Fax: 26 007-205

**OPENING HOURS:**

working days from 8.00am to 6.00pm.

Email: [info@alzheimer.lu](mailto:info@alzheimer.lu)

Internet: [www.alzheimer.lu](http://www.alzheimer.lu)

**Info-Zenter Demenz**

14a, rue des Bains  
L-1212 Luxembourg

☎ 26 47 00

Email: [mail@i-zd.lu](mailto:mail@i-zd.lu)

Internet: [www.i-zd.lu](http://www.i-zd.lu)

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### 2.2.3. Fondation Cancer

#### **Cancer**

*Cancer is caused by a profound and complex disruption of certain cells which multiply uncontrollably and haphazardly. The cells eventually invade the organ in which they are located and create a malignant tumour. Other cancerous cells migrate from the tumour to other organs resulting in metastasis.*

*While the incidence of cancer (the number of new cases appearing in a year) has increased, the mortality rate associated with the disease has been decreasing thanks to early diagnostics and constantly improving treatment. There are 1,200 new cases of cancer every year in Luxembourg. The most common types are prostate cancer in men and breast cancer in women.*

#### **The Fondation Cancer has three main goals: Information – Assistance – Research**

The foundation believes that a better informed public can reduce the number of cases of the disease. Education can prevent cancer by raising awareness about preventable risks, for example, through information on healthy lifestyles and ensure early detection of cancers to improve the prognosis. It helps people deal with cancer, because no one is ready for the diagnosis which inevitably creates fear and anxiety: professional psychological and psychotherapeutic help can provide relief and new outlooks. The Cancer Foundation provides financial support for cancer research projects to improve treatment and to decrease the number of deaths from cancer.

### The Fondation Cancer provides many services:

- Publication of the free magazines Info Cancer and den Insider, publication of brochures for patients, electronic newsletters and a presence on the Internet (websites, social networks)
- Psychological support for patients and their families, social and practical help, financial support, classes and groups for patients, training for volunteers who work with patients
- Financial support for research and ongoing oncology training
- Organisation of the Relais pour la Vie, a major solidarity event for cancer patients.

#### **INFORMATION:**

##### **Fondation Cancer**

209, route d'Arlon  
L-1150 Luxembourg

☎ 45 30 33-1

##### **OPENING HOURS:**

working days from 8.00am to 5.00pm.

Email: [fondation@cancer.lu](mailto:fondation@cancer.lu)

Internet: [www.cancer.lu](http://www.cancer.lu)

Note that the Fondation Luxembourgeoise contre le Cancer (Luxembourg Cancer Foundation) is just one of the several organisations working with people suffering from cancer.

## 2.2.4. Association Parkinson Luxembourg asbl – PL

*Parkinson's disease is a progressive neurodegenerative disease characterised by motor and non-motor symptoms which impact all aspects of daily life and the way the person with the disorder functions in society. The progression of Parkinson's disease varies from one person to another.*

*The cause of the illness is unknown. However, we know that the motor symptoms are due to the destruction of nerve cells which produce the neurotransmitter dopamine in the pars compacta of the substantia nigra (**nucleus of the nervous system**) of the brain. Due to the gradual loss of dopamine, messages from the brain are no longer transmitted correctly to the muscles. This results in coordination problems.*

Parkinson Luxembourg asbl is a support group for persons suffering from Parkinson's disease and their circle of care. Its main goal is to fight the disease and its repercussions.

The La Tulipe Centre de Rencontre Parkinson (Parkinson's Meeting Centre), a service provided by Parkinson Luxembourg asbl, opened on 1 March 2013.

It provides services for people of all ages suffering from Parkinson's disease, their informal caretakers and their circle of care.

**The autonomy, independence, well-being, integration and active participation of all people affected is targeted via:**

- Workshops to help patients and their informal caretakers to better understand the disease
- Activities workshops for different stages of the disease (balance, mobility)
- Workshops on using computers (to fight social isolation)
- Creative workshops, art and parlour games (to fight social isolation)
- Singing, music and dance workshops (voice, fine motor skills, motor skills)
- Logopaedics and ergotherapy workshops.

### **INFORMATION:**

#### **Parkinson Luxembourg asbl**

16, rue des Champs L-3348 Leudelange

☎ 23 69 84 51

Email: [info@parkinsonlux.lu](mailto:info@parkinsonlux.lu)

Internet: [www.parkinsonlux.lu](http://www.parkinsonlux.lu)

## 2.2.5. Ligue luxembourgeoise de la Sclérose en Plaques asbl (Luxembourg League for Multiple Sclerosis)

The annual incidence of multiple sclerosis (MS) is four to six per 100,000. This is a serious chronic, often progressive, but unpredictable disease which attacks the myelin of the central nervous system via a still poorly understood mechanism. Starting on average at age 30 (20-40), and primarily in women, it is the leading non-traumatic cause of severe disabilities in young people.

The clinical symptoms and signs include:

- Motor skill problems which increase in frequency the later the age of initial onset
- Lesions which attack the optic nerve in 20% to 50% of cases
- Genito-sphincter dysfunctions
- Very frequently, fatigue, first during flare-ups, then chronic
- Facial and other pain (trigeminal neuralgia)
- Frequently, anxiety and depressive syndrome
- Cognitive impairment (memory, concentration) which can appear early on.

### INFORMATION:

#### **Ligue luxembourgeoise de la Sclérose en Plaques asbl**

MS Day Center – Maison 1  
L-7425 Bill

#### **OPENING HOURS (by appointment):**

Monday - Thursday 9.00am - 5.00pm  
Friday 9.00am - 12.00am

☎ **26 61 05 56**

Email: [mflux@pt.lu](mailto:mflux@pt.lu)

Internet: [www.msweb.lu](http://www.msweb.lu)

## 2.2.6. Association Polyarthrite Luxembourg asbl (Luxembourg Rheumatoid Arthritis)

*Rheumatoid arthritis is an autoimmune disorder characterised by the simultaneous inflammation of several joints which often become painful, swollen, stiff and, in severe cases, permanently deformed.*

The Association Polyarthrite Luxembourg is an assistance and support non-profit association with the following goals:

- Facilitate the lives of people suffering from rheumatoid arthritis or a related disease by contributing to improving their quality of life
- Create a support network for people with the disease and their circle of care
- Collaborate with doctors and therapists as well as social partners and the public authorities
- Implement information campaigns for health professionals and the general public
- Work with similar groups, both nationally and internationally.

Information evenings and meetings are held on a regular basis. All members and people interested can attend to share their personal experiences and discuss problems related to the disease.

### **INFORMATION:**

#### **Association Polyarthrite Luxembourg asbl**

Postal address:

2, an de Klengen Gaarden

L-6315 Beaufort

☎ **691 976 222**

Email: [info@polyarthrite.lu](mailto:info@polyarthrite.lu)

Internet: [www.polyarthrite.lu](http://www.polyarthrite.lu)



## 2.2.7. Fondation Lëtzebuurger Blannevereenegung

*People are considered to be blind when they have less than 5% vision. The term “visually impaired” designates anyone who has less than 30% vision.*

The goals of the Lëtzebuurger Blannevereenegung foundation are to:

- Improve the lives of the blind and visually impaired in the Grand Duchy of Luxembourg
- Support all public and private initiatives with similar goals
- Provide a range of specific services
- Raise the awareness of the general public.

The foundation provides the following services:

- Management of CIPA Blannenheem, an integrated centre for the elderly in Berschbach
- Berodung, Betreuung a Fräizäit: counselling, home care, participation in social life, recreational, sport and cultural activities
- Mobilitéitstrainer: a person responsible for helping the blind and visually impaired orientate themselves and increase their mobility
- Audio library: books and magazines on CD provided free to members on working days from 8.00am to 5.00pm
- Sales of equipment and aids specifically designed for the visually impaired.

### INFORMATION:

#### **Fondation Lëtzebuurger Blannevereenegung**

47, rue de Luxembourg  
L-7540 Rollingen/Mersch

☎ **32 90 31 300**

Email: [info@flb.lu](mailto:info@flb.lu)

Internet: [www.flb.lu](http://www.flb.lu)

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### 2.2.8. The Solidarität mit Hörgeschädigten non-profit's Hörgeschädigten Beratung consultation centre for the hearing impaired

The Solidarität mit Hörgeschädigten non-profit is a platform which brings together several organisations of, and for, the hearing impaired and deaf.

The member organisations are:

- Daaflex asbl
- Effata: Pastoralstelle der Erzdiözese
- LACI: Lëtzebuerger Associatioun vun den Cochlear Implantéierten
- VGSL: Verein der Gehörlosen und Schwerhörigen Luxemburg

The goals of the organisation are to:

- Improve conditions for the deaf and hearing impaired in society
- Inform, assist and counsel people suffering from hearing deficiencies (the deaf, hearing impaired, people losing their hearing), their families, friends and employers
- Raise the awareness of the general public.

The services provided include:

- Support/counselling about hearing deficiencies (assistive technology, communication, etc.)
- Individual assistance with all issues related to hearing impairment
- Training
- Help finding employment and integrating the workplace
- Individual follow-up on social issues
- Support for administrative procedures
- Assistance from a German sign language interpreter or a transcriber for issues related to health, career, administrative procedures, etc.
- Awareness-raising for the general public
- Information for all people affected.

**INFORMATION:**

**Hörgeschädigten Beratung SmH**

72, rue des Prés  
L-7333 Steinsel

☎ 26 52 14 60

Fax: 26 52 14 62

Email: [info@hoergeschaedigt.lu](mailto:info@hoergeschaedigt.lu)

Internet: [www.hoergeschaedigt.lu](http://www.hoergeschaedigt.lu)

[www.daaflux.lu](http://www.daaflux.lu)

[www.laci.lu](http://www.laci.lu)

The organisations also provide personalised services for their members.



### 3. Active ageing

## 3.1. The Seniors' Clubs

The Seniors' Clubs are meeting centres for people 50 and older offering a wide selection of activities in a range of fields. The goal is to help older people fight social isolation.

The Seniors' Clubs provide a relaxed and open atmosphere to anyone who wants to:

- Get involved in an occupation
- Maintain and develop their physical and mental abilities
- Take an active part in social and cultural life
- Take on responsibility
- Meet and exchange with others
- Share leisure activities with others
- Continue lifelong learning.



There are currently 19 Seniors' Clubs across the country offering an extensive programme of activities in the areas of:

- Training and lifelong learning (seminars on health and disease prevention, classes to learn new technologies, cooking, philosophy, art, languages, memory training and other classes)
- Counselling and guidance (listening, individual meetings, information about the services available to the elderly in Luxembourg, orientation)
- Leisure and sport (yoga, zumba, gymnastics, swimming, hiking cycling, etc.), and cultural activities (visits to museums, exhibitions, concerts, excursions in Luxembourg and other countries)
- Social and multicultural projects which encourage volunteering and citizen solidarity
- Convivial meetings (cafeteria, shared meals, parlour games, music and singing groups, etc.).

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### Contact information for the Clubs:

- **Beidweiler** – An der Loupescht Senior Club, ☎ 2755-3395
- **Berchem** – Eist Heem Senior Club, ☎ 36 55 73
- **Bereldange** – Club Haus Am Becheler Senior Club, ☎ 33 40 10-1
- **Capellen** – Club Haus am Brill Senior Club, ☎ 30 00 01
- **Contern** – Syrdall Senior Club, ☎ 26 35 25 45
- **Differdange** – Prënzebiërg Senior Club, ☎ 26 58 06 60
- **Dudelange** – Schwarze Wee Senior Club, ☎ 26 51 55-1
- **Esch-sur-Alzette** – Mosaïque Club Senior Club, ☎ 2755-3390
- **Ettelbruck** – Nordstad Senior Club, ☎ 26 81 37 43
- **Hupperdange** – Club Haus op der Heed Senior Club, ☎ 99 82 36
- **Kehlen** – Kielen Senior Club, ☎ 26 10 36 60
- **Lorentzweiler** – Uelzechtdall Senior Club, ☎ 26 33 64-1
- **Mondercange** – A Bosselesch Senior Club, ☎ 26 55 36 30
- **Redange-sur-Attert** – Atertdall Senior Club, ☎ 2755-3370
- **Remich** – St Joseph Senior Club, ☎ 23 687
- **Rumelange** – Club Haus an de Sauerwisen Senior Club, ☎ 56 40 40-1
- **Schifflange** – Club Haus Beim Kiosk Senior Club, ☎ 26 54 04 92
- **Strassen** – Stroossen Senior Club, ☎ 31 02 62-407
- **Wasserbillig** – Muselheem Senior Club, ☎ 74 87 87

**GENERAL INFORMATION:****Ministry of Family Affairs and Integration**

Division Personnes Âgées  
12-14 avenue Emile Reuter  
L-2919 Luxembourg

☎ 247-86544

**Service RBS – Center fir Altersfroen asbl  
Seniorenakademie**

20, rue de Contern  
L-5955 Itzig

☎ 36 04 78-27

☎ 36 04 78-28

Email: [akademie@rbs.lu](mailto:akademie@rbs.lu) and [fortbildung@rbs.lu](mailto:fortbildung@rbs.lu)

Internet: [www.rbs.lu](http://www.rbs.lu)

The activities programmes of the Seniors' Clubs can be viewed on the Ministry of Family Affairs and Integration's website for seniors at [www.luxsenior.lu](http://www.luxsenior.lu) and in the magazine *Aktiv am Liewen*, published by the Service RBS.

## 3.2. RBS – Center fir Altersfroen

RBS – Center fir Altersfroen is a non-profit association created in 1989 which defines itself as an information and support service for senior citizens and assistance and care professionals.

The activities of the RBS – Center fir Altersfroen consist primarily of four areas:



### 1. A training institute for professionals

The continuing education institute covers issues involving management, care and relationships with the elderly which managers and employees of services providing assistance to the elderly are confronted with. The institute offers courses and training both in-house and on site.

### 2. Académie Senior

This service is intended for people 50 and over. The Académie Senior offers activities which enable participants to increase their knowledge, acquire new skills, build new social contacts and deal with all age-related issues. It promotes lifelong learning, intergenerational and intercultural dialogue, participation in social life and good health. It organises courses and events on a regular basis which are listed in the magazine Aktiv am Liewen, published four times a year and distributed free to Aktiv60+ card members.

### 3. A Research Unit

The RBS – Center fir Altersfroen set up a research unit in 2014. The objective of this new service is to facilitate dialogue between research and practice, such as the study and discussion, of the challenges of the population ageing phenomenon.



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#### 4. A publishing and publications service

In addition to its special publications, the RBS – Center fir Altersfroen has a biography group consisting of volunteer senior citizens and in-house employees. This group was created to develop tools to maintain working memory, including games and books in Luxembourgish about historical events reported from a personal viewpoint. The website [www.memories.lu](http://www.memories.lu) was designed to enable everyone to share their memories.

##### INFORMATION:

##### **RBS – Center fir Altersfroen asbl**

20, rue de Contern

L-5955 Itzig

☎ **36 04 78-1**

Email: [akademie@rbs.lu](mailto:akademie@rbs.lu) and [fortbildung@rbs.lu](mailto:fortbildung@rbs.lu)

Internet: [www.rbs.lu](http://www.rbs.lu)

### 3.3. Learning at every age

A full range of further education classes is also available in addition to the Service RBS asbl Seniorenakademie's activities and the training organised by the Seniors' Clubs. This guide presents a few of them:



1. **The Service de la Formation des Adultes du ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse (Adult Education Department of the Ministry of National Education, Children and Youth)** organises general education courses and social advancement classes either directly or via the intermediary of the municipalities or non-profits.
2. Anyone, regardless if they have a degree or not, can take courses at the **University of Luxembourg**, on condition that they audit the classes and have received approval from the academic director and the training secretariat. No registration fees are required.
3. **The Institut national des langues (National Language Institute)** offers classes for adults who want to acquire or perfect their oral and written communication skills in German, Chinese, French, Luxembourgish, English, Spanish, Italian or Portuguese.
4. **The Lifelong Learning Centre of the Chambre des Salariés exists since over 40 years.** Its evening classes are always well attended. Thanks to the support from the European Social Fund, it is able to provide courses at a reasonable price.
5. **Landakademie**  
The Landakademie provides a summary of the training available in rural Luxembourg. It has built a network of trainers to ensure better access to regional classes. The Landakademie plays the role of initiator for regional training development.

**INFORMATION:****Lifelong learning:**

Internet: [www.lifelong-learning.lu](http://www.lifelong-learning.lu)

**Ministère de l'Education nationale, de l'Enfance et de la Jeunesse  
Service de la Formation des Adultes**

☎ **247-85100**

The complete brochure *Cours pour adultes* (Classes for Adults) can be downloaded.

Internet: [www.men.public.lu](http://www.men.public.lu)

**University of Luxembourg  
Service des Etudes et de la Vie Etudiante – SEVE  
(Studies and Student Life Department)**

☎ **46 66 44-6312** Secretariat: ☎ **46 66 44-6611 and -6706**

Internet: [www.uni.lu](http://www.uni.lu)

**Institut national des langues****INL Luxembourg**

15, rue Léon Hengen  
L-1745 Luxembourg

☎ **26 44 30-1**

Email: [info@inll.lu](mailto:info@inll.lu)  
[secretariat@inll.lu](mailto:secretariat@inll.lu)

Internet: [www.inll.lu](http://www.inll.lu)

**INL Centre de Mersch**

57, rue Grande-Duchesse Charlotte  
L-7520 Mersch

☎ **26 32 45-1**

Email: [info.mersch@inll.lu](mailto:info.mersch@inll.lu)

**INL Belval**

Maison du savoir  
2, avenue de l'Université  
L-4665 Esch-sur-Alzette

**Luxembourg Lifelong Learning Center**

13 rue de Bragance  
L-1255 Luxembourg

☎ **27 49 46 00**

Fax: 27 49 46 50

Email: [formation@lllc.lu](mailto:formation@lllc.lu)

Internet: [www.lllc.lu](http://www.lllc.lu)

**Landakademie**

2, am Fournicherwee  
L-9151 Eschdorf

☎ **89 95 68-28**

Fax: 89 95 68-40

Internet: [www.landakademie.lu](http://www.landakademie.lu)

## 3.4. Other associations for senior citizens

### 3.4.1. Amiperas asbl

Amiperas – Amicale des personnes retraitées, âgées et solitaires (Association of Retired, Elderly and Solitary Persons) was founded in 1963 by Jean-Pierre Thoma.



The goals of the association are to:

- Bring together people, whether they are retired, elderly or alone
- Provide counselling and support and help members socially and culturally
- Defend the interests of the elderly and establish a permanent dialogue with all public and private institutions.

The non-profit association has representation in the following:

- Supreme Council of the Elderly (Conseil supérieur des Personnes âgées)
- Omega 90 asbl
- Association luxembourgeoise de gérontologie/gériatrie – ALGG (Luxembourg Association of Gerontology/Geriatrics)
- Conseil supérieur du Bénévolat (Higher Council for Volunteer Work)
- Entente des Gestionnaires des Centres d'Accueil (Alliance of Welcome Centre Managers)
- ULESS (Union luxembourgeoise de l'économie sociale et solidaire – Luxembourg Association of social and solidarity Economy)
- Aktioun Öffentlechen Transport
- EURAG (European Federation of Older Persons)
- Periodicals.

Amiperas has a national secretariat and is organised in local offices which provide a wide range of activities to their members.

The contact information for local offices is available from the national secretariat of Amiperas and from the municipalities.

#### INFORMATION:

##### **Amiperas asbl**

B.P. 2234 – L-1022 Luxembourg

☎ 40 22 22

Fax: 40 20 47

Email: [amiperas@pt.lu](mailto:amiperas@pt.lu)

Internet: [www.amiperas.lu](http://www.amiperas.lu)

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### 3.4.2. Lëtzebuenger Rentner- an Invalideverband asbl (LRIV)

The LRIV, founded in 1917, is a solidarity organisation for the retired and disabled. It defends the interests of its members in matters of income and pensions. The LRIV is organised in local offices.

The LRIV holds regular meetings for its members, including open houses at its local offices, the “Fête des Rentiers”, Easter Monday, the “Fête des Grands-Mères” and the Christmas party.

The LRIV publishes the Rentnerstëmm information magazine four times a year. It is distributed free to members.

#### **INFORMATION:**

#### **Lëtzebuenger Rentner- an Invalideverband asbl**

Head office

B.P. 421

L-4005 Esch-sur-Alzette

☎ 59 27 20 and ☎ 26 53 12 58

Email: [info@lrv.info](mailto:info@lrv.info)

Internet: [www.lrv.info](http://www.lrv.info)

### 3.4.3. Municipal services for senior citizens

Many municipalities have a senior citizens' commission which is consulted on topics related to the elderly. In addition, many municipalities provide activities for seniors such as computer classes and sport activities.

Lëtzebuenger Rentner – an Invalideverband and Amiperas also have offices in many municipalities. Activities similar to those offered by the local offices of these organisations are also provided in other municipalities by local non-profits associations and clubs.

Municipal governments can provide complete information on the activities available in each municipality.

## 3.5. Senior citizen volunteering

### 3.5.1. Agence du bénévolat (Volunteering Agency)

The Agence du bénévolat is managed by the Association du Bénévolat Luxembourg asbl (Luxembourg Volunteering non-profit association) and promotes volunteering initiatives.



Its main missions are to:

- Act as a consultation, information and exchange centre for volunteer work
- Help volunteers find suitable projects/activities
- Co-operate with the non-profit and private and public sectors
- Hold orientation meetings and training sessions for volunteers
- Promote the value of volunteer work and ensure that it is recognised
- Support companies making a socially responsible commitment
- Manage the Volunteering Portal.

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## Services provided by the Agence du bénévolat

### Services for volunteer candidates:

- Personalised orientation and help selecting the right non-profit based on abilities, preferences and availability
- A periodically updated directory of volunteering offers from non-profits looking for candidates
- Information about volunteer work via the Volunteering Portal.

### Services for non-profits:

- Volunteer searches based on the criteria provided by each non-profit
- Advice and information about taking on volunteers and all other volunteering-related questions
- Invitations to all events and training sessions provided by the Agence du bénévolat and, particularly, to meetings for non-profits (welcome, monitoring, volunteer recruiting)
- Information about volunteer work in Luxembourg via the Internet portal [www.benevolat.lu](http://www.benevolat.lu)
- Supervision groups for volunteer managers and volunteers
- Legal information: a service for non-profits working in all fields to help/ support them with their administrative and legal questions free of charge.

#### INFORMATION:

##### **Agence du bénévolat asbl**

103, route d'Arlon  
L-8009 Strassen

☎ **26 12 10-1**

Fax: 26 12 10-20

Email: [info@benevolat.public.lu](mailto:info@benevolat.public.lu)  
[info@agence-benevolat.lu](mailto:info@agence-benevolat.lu)

Internet: [www.benevolat.public.lu](http://www.benevolat.public.lu)

### 3.5.2. Omega 90 asbl

Omega 90 is a Luxembourg non-profit association for the promotion of palliative care and support during mourning.

Omega 90's missions are to:

- Promote a culture of palliative care and support during mourning
- Raise awareness and provide information on serious illnesses and end-of-life issues
- Provide support to people suffering from serious illnesses or at the end of their life, to their circle of care and to people in mourning
- Manage Haus Omega, a palliative care centre for people at the end of their life
- Provide palliative care training for physicians and nursing teams
- Train and supervise volunteers to provide support to people at the end of their life.

Omega 90 provides training to volunteers who want to assist people suffering from a serious illness or who are at the end of their life. Depending on the situation and the preferences of the people involved, volunteers work in clinics, nursing homes or in the home of the sick person.

Volunteer training is free. It consists of 140 hours of training over a year.

Volunteers agree to regular supervision and ongoing training.

Their work is provided free.

Also see chapters 4.3 on the right to palliative care and 5.4 on Haus Omega, a hospice for people at the end of their life.

#### INFORMATION:

##### **Omega 90 asbl**

138, rue Adolphe Fischer  
L-1521 Luxembourg

☎ 29 77 89-1

Email: [info@omega90.lu](mailto:info@omega90.lu)

Internet: [www.omega90.lu](http://www.omega90.lu)



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### 3.5.3. Luxembourg Senior Consultants asbl

Luxembourg Senior Consultants is a non-profit association created in 1998. Its membership consists of about a hundred former company heads and retired executives who are all specialists in scientific fields and company management. Their goal is to provide their services to the national and international economy. These expert senior citizens provide their extensive professional experience, skills and know-how free to young entrepreneurs.

**INFORMATION:****Luxembourg Senior Consultants asbl**

52 am Duerf  
L-8289 Kehlen

☎ 621 222 174

Email: [lscinfos@gmail.com](mailto:lscinfos@gmail.com)

Internet: [www.luxsc.net](http://www.luxsc.net)

### 3.5.4. SenioreSécherheetsBeroder

The motto of the SenioreSécherheetsBeroder non-profit association is “the elderly committed to the elderly”. Together with the Grand Duchy police, it has organised “senior citizen security counsellor” training for many years. Topics including road safety, pickpocketing, peddling, cash and credit card handling, protection against robbery and Internet security are covered at public conferences.

The goal of this volunteer group is to help older people learn to better protect themselves and increase their sense of safety. This is very important to ensure active participation by senior citizens in social life and to consolidate their quality of life.

**INFORMATION:****SeniorenSécherheetsberoder asbl**

Clubhaus Beim Kiosk  
11-15, rue Caspard Mathias Spoo  
L-3876 Schiffflange

☎ **26 54 04 92**

Email: [beimkiosk@clubhaus.lu](mailto:beimkiosk@clubhaus.lu)  
[assbamicale@gmail.com](mailto:assbamicale@gmail.com)

Internet: [www.assb.biz](http://www.assb.biz)

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### 3.5.5. Silver Surfers

A new collaboration between the SenioreSécherheetsBeroder non-profit association and BEE-SECURE was born in 2014.

Senior citizen relays took a special training course in Internet security given by BEE-SECURE. This will enable them to share their knowledge and advice with other older people, for example, at Seniors' Club conferences and at events for seniors.

Note that BEE-SECURE has published a guide for seniors on the topic. It is entitled Silver Surfer – Sicher im Netz and can be ordered and/or downloaded at [www.bee-secure.lu](http://www.bee-secure.lu) and from the new website [www.silversurfer.lu](http://www.silversurfer.lu).

#### **INFORMATION:**

#### **BEE-SECURE**

138, boulevard de la Pétrusse  
L-2330 Luxembourg

☎ **Helpline 8002 1234**

Email: [info@silversurfer.lu](mailto:info@silversurfer.lu)

Internet: [www.silversurfer.lu](http://www.silversurfer.lu)

## 3.6. Mobility at every age

### 3.6.1. Private vehicles

The training course La mobilité à tout âge (Mobility at every age) has been offered jointly since 2004 by the Centre de Formation pour Conducteurs (driver training centre) of Colmar-Berg and Service RBS – Center fir Altersfroen asbl.



The training sessions provide participants with the opportunity to test new automotive industry technology and manage difficult situations behind the wheel of their vehicle. Seniors learn to better understand the behaviour of their vehicle under critical driving situations and gain confidence.

The training centre gives regular classes in French.

#### INFORMATION:

#### **Centre de Formation pour Conducteurs S.A.**

Rue François Krack

B.P. 4

L-7701 Colmar-Berg

☎ 85 82 85-1

Email: [contact@cfc.lu](mailto:contact@cfc.lu)

Internet: [www.cfc.lu](http://www.cfc.lu)

### 3.6.2. Public transport

An annual pass is available for people aged 60 and more.  
The “Seniorekaart” is issued to everyone 60 or older.

The “Seniorekaart” is issued on presentation of a request made on a **special form**, an identity card and a recent identity picture. The “Seniorekaart” is issued by the Centrale de Mobilité (Mobility Centre) and at CFL, AVL and TICE counters.

The annual pass for the elderly is valid without route restrictions from the day shown on the pass until the same day of the following year.  
The annual pass for the elderly is only valid for travel in second class.

It cannot be used from or to a border point.

#### **INFORMATION:**

##### **Mobilitéitszentral**

Call centre

 **24 65 24 65**

##### **OPENING HOURS:**

Monday - Friday 7.00am to 7.00pm Saturday,  
Sunday and holidays 8.00am to 7.00pm

This service provides information and advice about public transport services and alternative travel methods other than private vehicles.

The call centre also handles suggestions, complaints and questions.

##### **Mobilitéitszentral counters, Luxembourg train station:**

##### **OPENING HOURS:**

Monday - Friday 7.00am to 8.00pm  
Saturday - Sunday and holidays 8.00am to 8.00pm

##### **Mobilitéitszentral Belval counters:**

##### **OPENING HOURS:**

Monday - Friday 7.00am to 7.00pm

Internet: [www.mobiliteit.lu](http://www.mobiliteit.lu)

### 3.6.3. Adapto

**Adapto** provides **specialised, occasional transport services for the disabled**, suitable for persons with **reduced mobility** who cannot move about independently, by their own means or using the public transport system. The service is provided for occasional travel only.

It **rounds out** public transport services with specially equipped **minibuses**'.

The following are entitled to use Adapto services:

- **People suffering from reduced mobility** who use a wheelchair, rollator or walker
- **The blind** or extremely **vision impaired**
- People suffering from **respiratory failure** who need an oxygen supply at all times or at home
- **Amputees who have lost their lower limbs**
- People suffering from **dementia** or a **mental or intellectual disability** such that they cannot move about without the help of another person.

To use Adapto's services, potential users must make a **request to the Department of Transport by post**. A **medical certificate**, valid for **three months** as of the issue date, must be attached.

A **one-way trip** costs **€ 5** per person and a **round trip** (on the same day) costs **€ 8**.

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Transportation can be **ordered individually** from a **transport company approved** by the Department of Transport. Users must order the service **with sufficient advance** notice (at least **one working day**).

If required, the driver **can assist travellers getting on or off the vehicle**. Users can also get **additional help** and **be assisted** by a person who will be charged the **same fare**.

**INFORMATION AND REQUEST FORMS:**

**Ministère du Développement durable et des Infrastructures  
Département des transports**

Transports publics

4, place de l'Europe

Bâtiment Alcide de Gasperi "Héichhaus"

L-1499 Luxembourg

Postal address: L-2938 Luxembourg

☎ **247-84400**

Fax: 24 18 16

Email: [info@mt.public.lu](mailto:info@mt.public.lu)

[info@adapto.lu](mailto:info@adapto.lu)

Internet: [www.adapto.lu](http://www.adapto.lu)

### 3.7. Sport at every age

The Ministry of Sport publishes *Le calendrier du sport-loisir* (sport and recreation calendar) each year. It provides information about the classes offered by the municipalities.

Forty municipalities currently offer sport classes for the elderly.

Sport classes are also provided by the Seniors' Clubs and the Seniorena Akademie of the Service RBS – Center fir Altersfroen asbl.



#### INFORMATION:

##### **Département ministériel des Sports**

66, rue de Trèves  
L-2630 Luxembourg

☎ **247-83400**

The *Le calendrier du sport-loisir* directory can be downloaded.  
Internet: [www.sport.public.lu](http://www.sport.public.lu) (the Sport Portal)

Municipal governments can provide complete information on the activities available in each municipality.





## 4. Living at home

## 4.1. Local services

Local and citizen services for the elderly provide help at home in the form of small jobs around the house.

A range of services is available including:

- Gardening: mowing, trimming hedges and fruit trees, cutting brush
- Plumbing: unplugging pipes, repairing leaky faucets
- DIY jobs: repairing shutter pulleys, changing locks, changing lightbulbs
- Small renovation work: painting, carpeting
- Seasonal work: snow removal, raking leaves
- Miscellaneous work such as maintaining the family gravesite.



All services are provided at a reasonable price. A number of non-profits work in this field. In addition, many municipalities have signed collaboration agreements with local service providers. It is recommended that you contact the municipality directly for more information.

### INFORMATION:

#### **ProActif asbl**

20, rue des Peupliers  
L-2328 Luxembourg

☎ 27 33 44-1

Fax: 27 33 44-554

Internet: [www.proactif.lu](http://www.proactif.lu)

#### **Forum pour l'emploi asbl**

B.P. 183, L-9202 Diekirch

☎ 80 48 85-1

Fax: 80 75 23

Email: [info@fpe.lu](mailto:info@fpe.lu)

Internet: [www.fpe.lu](http://www.fpe.lu)

#### **Nouvelles perspectives d'emploi s.à r.l.**

54, Op Zaemer  
L-4959 Bascharage

☎ 26 65 61-1

Fax: 26 65 61-65

Email: [info@npe.lu](mailto:info@npe.lu)

Internet: [www.npe.lu](http://www.npe.lu)

## 4.2. Assistance for the elderly

### 4.2.1. Meals-on-wheels

The municipalities organise and coordinate the wheels-on-meals service alone or with other protagonists.

The purpose of the service is to provide a hot, balanced lunch at home for people who, for different reasons, are unable to cook or clean dishes themselves.

The meals are prepared by professionals and normally consist of an appetiser, a main course and a dessert delivered to the person's home.

Meals-on-wheels is a paid service.

Given that the service operates and is priced differently from one municipality to the other, it is recommended that potential users contact their municipality for more information.



### 4.2.2. Télé-Alarme – external assistance call service

Télé-Alarme is an assistance and emergency hotline available 24/7 every day of the year.

The service provides its clients with an alarm device available in different formats. For example, pressing a button or pulling a cord sets off an alarm which is then transmitted via the client's telephone to a switchboard. The switchboard is manned at all times to answer requests for help. The person on call will take the necessary steps: for example, call a doctor, an assistance and care staff network, a neighbour or a family member.

Some municipalities have a local external assistance call service. Sécher Doheem and Help24 are two services available throughout Luxembourg.

Anyone wishing to use the paid service can contact their municipality or a service company directly.

**INFORMATION:****The municipality of residence**

or

**Service Télé-Alarme Sécher Doheem**

26, rue J.F. Kennedy

L-7327 Steinsel

☎ **26 32 66**

Email: [secherdoheem@shd.lu](mailto:secherdoheem@shd.lu)

Internet: [www.secherdoheem.lu](http://www.secherdoheem.lu)

**Help 24**

11, place Dargent

L-1413 Luxembourg

☎ **26 70 26**

Email: [info@help.lu](mailto:info@help.lu)

Internet: [www.help24.lu](http://www.help24.lu)

**City of Luxembourg – Seniors**

9, boulevard Roosevelt (1<sup>st</sup> floor)

L-2090 Luxembourg

☎ **45 75 75** and ☎ **4796-2757**

Fax: 22 17 21

Email: [servsenior@vdl.lu](mailto:servsenior@vdl.lu)

Internet: [www.vdl.lu](http://www.vdl.lu)

### 4.2.3. Assistive technology

Long-term care insurance also provides assistive technology to disabled persons. Examples of assistive technology include special beds, wheelchairs, lifts, walkers, etc.

Assistive technology is provided free of charge to people who need it. In most cases, the assistive technology is provided to the person for as long as needed. When no longer required, the assistive technology is recovered for reuse. It can then be provided to another person. Some types of assistive technology provided are not recovered, notably for hygiene reasons.

It is not necessary to demonstrate a significant need for assistance with the requirements of daily life (three and a half hours a week) to be eligible for assistive technology.

However, the need for assistive technology must be justified. The Assessment and Control Unit (AEC) carries out an assessment to see if providing assistive technology is justified and which technology is best suited to the person's needs.

**Note:** You must not under any circumstances purchase assistive technology (e.g. wheelchair, hospital bed, walker) or have your vehicle adapted. You must wait for AEC approval. The law does not provide for retroactive payments.

#### INFORMATION:

##### **Long-Term Care Insurance Assessment and Control Unit (AEC) helpline**

☎ **247-86040**

Monday, Tuesday, Thursday and Friday from 8.30am to 11.30am

Wednesday from 1.30pm to 5.00pm

##### **Service Moyens Accessoires**

20-22, rue Geespelt

L-3378 Livange

☎ **40 57 33 1**

Email: [contact@sma.lu](mailto:contact@sma.lu)

Internet: [www.sma.lu](http://www.sma.lu)

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## 4.2.4. Housing adaptations

Long-term care insurance can contribute to **housing adaptations** for dependent persons to enable them to remain longer in their own home. As is the case for assistive technology, the 3.5 hour threshold does not have to be reached to benefit from housing adaptations.

Examples of housing adaptations are the installation of a walk-in shower and widening doors for a wheelchair.

The Assessment and Control Unit (AEC) is responsible for identifying the adaptation best suited for the dependent person.

**Note:** You must not under any circumstances begin adaptation work on your home. You must wait for AEC approval. The law does not provide for retroactive payments.

### INFORMATION:

#### Long-Term Care Insurance Assessment and Control Unit (AEC) helpline

☎ 247-86040

Monday, Tuesday, Thursday and Friday from 8.30am to 11.30am  
Wednesday from 1.30pm to 5.00pm

### ADVICE ON HOME ADAPTATION:

#### ADAPTH asbl

36, route de Longwy  
L-8080 Bertrange

☎ 43 95 58 1

Internet: [www.adapth.lu](http://www.adapth.lu)

Adapth asbl works with long-term care insurance on a regular basis to assess the adaptation needs of homes.

### 4.2.5. Assistance and care networks

Assistance and care networks are professional organisations that provide a number of in-home services, particularly all types of assistance and care covered by the long-term care insurance of the person in question.

Assistance at home includes the following services:

- **assistance and care for essential everyday activities** (assistance with personal hygiene, elimination of bodily waste, nutrition, dressing, undressing and mobility)
- **other activities** such as specific individual or group activities, individual home care, group care in a day care centre, overnight care, training for care staff, training in the use of assistive technology and for assistance with household work.

Home care means nursing care including injections, taking blood, drips, dressing wounds, bandaging, installing sensors, checking blood pressure, giving medicines and checking blood sugar levels.

Twelve networks currently provide in-home care in Luxembourg.

If a person is found to be dependent as meant under long-term care insurance, the cost of assistance and care services is covered by the CNS. Other services are also covered by medical insurance. Any assistance and care not covered by long-term care insurance or health insurance are at the client's expense. In any event, clients can request the application of social pricing (see chapter 6.4.) .

## Procedure

Any person requiring assistance and/or care at home can contact one of the networks listed at the bottom of the page.

A professional will go to the person's home to assess the actual assistance and care needs of the person.

If the person is already covered by long-term care insurance, the network will provide all of the assistance and care approved for the beneficiary. If this is not the case, the network can help the person submit a request to the Long-Term Care Insurance Assessment and Control Unit (AEC).

Depending on the severity of the person's disability and their socio-economic situation, the network can provide services up to six times a day. The services are provided seven days a week all year long.

Professional services fees are covered by the CNS for the beneficiaries of long-term care insurance.

In all other cases, the person receiving assistance and care must pay the price of the services provided based on household income. In any event, the client can request the application of social pricing (see chapter 6.4. on social pricing).

In addition to the services available with long-term care insurance, providers can also offer specific services such as end-of-life home care.

Some assistance and care networks offer services for informal caretakers, such as handling and assistive technology courses.

For more information about assistance and care at home, the person in question and their circle of care can request information directly from the assistance and care networks.



**INFORMATION:****Fondation Stéftung Hëllef Doheem**

48a, avenue Gaston Diderich  
L-1420 Luxembourg

☎ 40 20 80

Email: [info@shd.lu](mailto:info@shd.lu)

Internet: [www.shd.lu](http://www.shd.lu)

**HELP – Doheem versuergt**

11, place Dargent  
L-1413 Luxembourg

☎ 26 70 26

Email: [info@help.lu](mailto:info@help.lu)

Internet: [www.help.lu](http://www.help.lu)

**HELP – Muselheem**

12, rue Saint Martin  
L-6635 Wasserbillig

☎ 74 87 87

Email: [info@muselheem.lu](mailto:info@muselheem.lu)

Internet: [www.muselheem.lu](http://www.muselheem.lu)

**HELP – Syrdall Heem**

6, Routscheid  
L-6939 Niederanven

☎ 34 86 72

Email: [info@syrdallheem.lu](mailto:info@syrdallheem.lu)

Internet: [www.syrdallheem.lu](http://www.syrdallheem.lu)

**Camille**

19, rue Léon Laval  
L-3372 Leudelange

☎ 26 54 48

Email: [info@camille.lu](mailto:info@camille.lu)

Internet: [www.camille.lu](http://www.camille.lu)

**Päiperléck**

18, rue Stohlbour  
L-6181 Gonderange

☎ 26 65 86

Email: [info@paiperleck.lu](mailto:info@paiperleck.lu)

Internet: [www.paiperleck.lu](http://www.paiperleck.lu)

**Verbandskëscht**

2, rue de Roeser  
L-5865 Alzingen

☎ 26 36 26 02

Email: [info@vbk.lu](mailto:info@vbk.lu)

Internet: [www.vbk.lu](http://www.vbk.lu)

**COVIVA**

14, rue de l'Ecole  
L-8352 Dahlem

☎ 20 21 02 02

Email: [information@coviva.lu](mailto:information@coviva.lu)

Internet: [www.coviva.lu](http://www.coviva.lu)

**Paramedicus**

4, rue John Lennon  
L-4371 Belvaux

☎ 55 55 92

Email: [info@paramedicus.lu](mailto:info@paramedicus.lu)

Internet: [www.paramedicus.lu](http://www.paramedicus.lu)

**Alive**

70, rue de Belval  
L-4024 Esch-sur-Alzette

☎ 24 55 95 44

Email: [contact@alive.lu](mailto:contact@alive.lu)

Internet: [www.alive.lu](http://www.alive.lu)

**Gesondheets-Service-Lëtzebuerg**

12, rue Hiehl  
L-6131 Junglinster

☎ **26 78 00 40**

Email: [info@gesond.lu](mailto:info@gesond.lu)

Internet: [www.gesond.lu](http://www.gesond.lu)

**Home Care**

1, rue de la Colline  
L-3911 Mondercange

☎ **26 55 20 73**

Fax: 24 55 97 81

Email: [info@home-care.lu](mailto:info@home-care.lu)

Internet: [www.home-care.lu](http://www.home-care.lu)

**ZithaMobil**

13, rue Michel Rodange  
L-2430 Luxembourg

☎ **401 44-2280**

Fax: 401 44-2281

GSM: 691 228 081

Email: [zithamobil@zitha.lu](mailto:zithamobil@zitha.lu)

Internet: [www.zithamobil.lu](http://www.zithamobil.lu)

**ALApplus**

145, route de Thionville  
L-2611 Luxembourg

☎ **26007-420**

Email: [info@alzheimer.lu](mailto:info@alzheimer.lu)

Internet: [www.alzheimer.lu](http://www.alzheimer.lu)

Some assistance and care networks offer services for informal caretakers<sup>3</sup>, such as handling and assistive technology courses.

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3 People in the circle of care (usually a family member or friend) who provide assistance and care to the dependent person at home.

#### 4.2.6. Psychogeriatric centres (specialised day care centres for the elderly)

A psychogeriatric centre is a day care institution for elderly persons who need care but can continue to live at home.

The goal of these centres is threefold:

- To provide a professional framework to the dependent person by implementing services that enable them to maintain their residual abilities as long as possible.
- To provide families with the assurance that the elderly person requiring care is getting quality care so that they can have free time to manage requirements outside of the home and ensure that they have time to rest and get a break.
- To ensure that the person does not become socially isolated by providing them with group activities.

Many types of services are provided by this type of organisation:

- Assistance and care services
- Shared meals
- Recreational activities
- Personal hygiene
- Individual and group activities
- Therapy, etc.

The services are tailored to the specific needs of each person.

Daily transportation by equipped minibus is provided between the person's home and the centre.

If the person is the beneficiary of long-term care insurance, the cost of the assistance and of the care services is covered by the CNS.

However, each person must contribute € 26.24 (1 January 2018) per full day at the centre for meals, snacks, etc.

The majority of psychogeriatric centres are open Monday through Friday and some are also open on Saturday.

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Contact information for psychogeriatric centres:

- **Bascharage** – Foyer “Liewensfreed”, ☎ 26 54 48
- **Beaufort** – Foyer de jour “Petite Suisse”, ☎ 26 65 86-300
- **Bettembourg** – Centre psycho-gériatrique “Rousegärtchen”, ☎ 40 20 80-2540
- **Bettembourg** – Foyer Edengreen, ☎ 26 65 86
- **Dudelange** – Centre de jour Dudelange, ☎ 27 55 33 20
- **Esch/Alzette** – Résidence Bel Age, ☎ 26 65 86-550
- **Ettelbruck** – Centre Pontalize, Foyer de Jour “A Stackels”, ☎ 26 82-7000
- **Grevenmacher** – Foyer “St François”, ☎ 75 85 41-1
- **Howald** – Centre psycho-gériatrique “Hesper-Kopp”, ☎ 26 84 46 01
- **Holzthum** – Centre psycho-gériatrique “Um Aale Gaart”, ☎ 92 95 90
- **Hupperdange** – Centre psycho-gériatrique “Op der Heed”, ☎ 99 86 03-400
- **Larochette** – Centre psycho-gériatrique “Elise de Roebe”, ☎ 26 87 18-1
- **Lorentzweiler** – Foyer de jour “Uelzechtall”, ☎ 2755-3310
- **Luxemburg** – Centre de jour “Chomé”, ☎ 2755-3110
- **Luxemburg** – Centre psycho-gériatrique “Foyer Bourbon”, ☎ 40 144-2070
- **Luxemburg** – Centre psycho-gériatrique “Siwebueren”, ☎ 44 93 39-1
- **Mamer** – Foyer “am Brill”, ☎ 26 11 95 10
- **Mersch** – Foyer “St Joseph”, ☎ 26 32 91
- **Mondorf-les-Bains** – Centre psycho-gériatrique “Aalbach”, ☎ 26 67 68-1
- **Mondorf-les-Bains** – Centre de Jour Mondorf, ☎ 27 55 31 15
- **Niederanven** – Foyer de jour “Syrdall Heem”, ☎ 34 86 72
- **Pétange** – Centre psycho-gériatrique “Bei der Kor”, ☎ 40 20 80-2040
- **Pétange** – Foyer op der Maartplaz, ☎ 50 90 81-1
- **Redange/Attert** – Foyer “St François”, ☎ 23 64 31
- **Rodange** – Résidence du “Parc Ronnwiss”, ☎ 26 65 86-450
- **Sandweiler** – Centre de jour Sandweiler, ☎ 26 35 23 20
- **Schifflange** – Foyer “Beim Buer”, ☎ 54 44 46-1
- **Steinfort** – Hôpital Intercommunal, Centre psycho-gériatrique, ☎ 39 94 91-1
- **Troisvierges** – Centre psycho-gériatrique “Op Massen”, ☎ 26 95 84-1
- **Wasserbillig** – Foyer de jour “Muselheem”, ☎ 74 87 87
- **Wiltz** – Foyer de jour “Foyer Am Gäertchen”, ☎ 95 83 33-1

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### Centres de l'Association Luxembourg Alzheimer asbl:

- **Dahl** – Centre psycho-gériatrique “Gënzegold”, ☎ 26007-320
- **Dudelange** – Foyer de jour “Villa Reebou”, ☎ 26007-360
- **Esch/Alzette** – Centre psycho-gériatrique “Espérance”, ☎ 26007-380
- **Luxemburg** – Centre psycho-gériatrique “Bonnevoie”, ☎ 26007-300
- **Luxemburg** - Dommeldange – Centre psycho-gériatrique “Dominique Marth”, ☎ 26007-340
- **Rumelange** – Centre psycho-gériatrique “Minettsheem”, ☎ 26 007-400

The centres provide special care for persons suffering from dementia, and from Alzheimer's in particular.

### 4.2.7. Holiday beds

Most nursing homes and integrated centres for the elderly have a small number of holiday rooms which can accommodate people temporarily.

#### The service is primarily intended for three types of situations:

- To enable families caring for a dependent person to take a holiday or a break
- To provide temporary accommodation to people who are not yet ready to return home following hospitalisation and re-education/convalescence
- To provide dependent persons with time to get accustomed to life in an institution.

Holiday room users are entitled to all of the establishment's services including meals and other hospitality services, recreational activities, excursion, etc.

Given that the holiday beds are in high demand during school vacation periods, it is recommended that enquiries about availability be made far in advance.

The institutions should be contacted directly to obtain additional information and for bookings (see chapter 5.2. on integrated centres of the elderly (CIPA) and 5.3. on nursing homes).

#### 4.2.8. Geriatric re-education

The purpose of geriatric re-education is to implement a set of therapeutic, assistance and care measures. It is recommended when a person has lost their physical abilities due to an accident or surgery and is having difficulty returning to their former routine.

Support includes physical, psychological and social rehabilitation measures. Re-education is based on a medical diagnosis and tailored to the lifestyle of each individual in order to restore or improve their former and/or current abilities.

The patient's living environment is evaluated at the end of geriatric re-education and, if required, readjusted to the needs and abilities of the patient (see chapter 4.2.3. on assistive technology and 4.2.4. on housing adaptations). The rehabilitation is managed by a multidisciplinary team of doctors, physiotherapists, occupational therapists, nurses, etc.

Geriatric re-education is provided at several centres in Luxembourg.

Additional information can be obtained from specialist doctors at the hospital when the elderly person is hospitalised, or from their generalist at all other times.

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**THE ORGANISATIONS PROVIDING RE-EDUCATION SERVICES IN LUXEMBOURG ARE:**

**Rehazenter**

1, rue André Vésale  
L-2674 Luxembourg-Kirchberg

☎ 26 98-1

Internet: [www.rehazenter.lu](http://www.rehazenter.lu)

**Hôpital Intercommunal Steinfort**

1, rue de l'Hôpital  
L-8423 Steinfort

☎ 39 94 91-1

Internet: [www.his.lu](http://www.his.lu)

**Centre de réhabilitation du  
Château de Colpach**

1, rue d'Ell  
L-8526 Colpach-Bas

☎ 2755-4300

Internet: [www.rehabilitation.lu](http://www.rehabilitation.lu)

**Centre Hospitalier du Nord**

120, avenue Salentyng  
L-9080 Ettelbruck

☎ 81 66-1

Internet: [www.chdn.lu](http://www.chdn.lu)

**Centre Hospitalier Emile Mayrisch**

Rue de l'Hôpital  
L-3488 Dudelange

☎ 5711-32004 or ☎ 5711-32005

Internet: [www.chem.lu](http://www.chem.lu)

**Zitha Klinik**

36, rue Sainte Zithe  
L-2763 Luxembourg

☎ 28 88-1

Internet: [www.zithaklinik.lu](http://www.zithaklinik.lu)

### 4.3. Right to palliative care

The law of 16 March 2009 on palliative care, patient advance directives (e.g. living wills) and assistance in dying implemented the right to palliative care for all persons in an advanced or terminal stage of a serious or incurable disease.



According to the law “palliative care is active, continuous and coordinated, provided by a multidisciplinary team which respects the dignity of the person being cared for. It is intended to cover the physical, psychological and spiritual needs of the person cared for and to support their circle of care. It includes treatment for pain and psychological suffering”.

People at the end of their life can choose between different living environments where palliative care can be provided: home, hospital, long-term care home or a hospice such as Haus Omega.

**In addition to these provisions, the law has established several other principles:**

- The right of the person to refuse or accept the treatment and care offered and the option to state their end-of-life wishes in a document called an “advance directive”
- The right of the doctor to refuse examinations and treatments which are no longer suitable and provide no benefits to the sick person (“unreasonable obstinacy”)
- The medical obligation to relieve suffering
- The right to medical as well as psychological, social and spiritual support.

The law introduced a leave to enable employees who have a parent, spouse or partner in the terminal stage of a serious illness to accompany them. The leave is for five working days maximum per case per year.

The law of 16 March 2009 on palliative care, patient advance directives (e.g. living wills) and assistance in dying should not be confused with the law of 16 March 2009 on euthanasia and assisted suicide. There is a substantial difference between an “advance directive” and “end-of-life wishes”.



### 4.3.1. The advance directive

People suffering from an incurable disease can express their wishes with respect to the end of their life. For example, they can request that treatment be stopped or refuse further examinations in an advance directive, which is part of the law on palliative care. The directive comes into effect when the person can no longer express their wishes.

The **advance directive** also enables persons at the end of their life to designate a person of trust to represent them when they are no longer able to express their wishes. The advance directive can be given to the treating physician and becomes part of the medical file.

If, due to their personal beliefs, the treating physician cannot meet the patient's wishes, they must transfer the patient to a colleague who can.

### 4.3.2. End-of-life wishes

When a person is suffering from an incurable disease or is in an irreversible condition as a result of an accident, they can request euthanasia or assisted suicide. The law of 16 March 2009 on euthanasia and assisted suicide defines the framework for this type of request.

The request can also be formulated in advance in **end-of-life wishes** for cases when the person is no longer able to express their will. The request must be filed with the Commission Nationale de Contrôle et d'Évaluation (National Control and Assessment Commission) which is required to ask the patient every five years if they want to change their wishes.

#### INFORMATION:

##### Brochures

*Guide des soins palliatifs* (palliative care guide) available from the Ministry of Family Affairs and Integration, the Ministry of Health and the Ministry of Social Security

*L'euthanasie et l'assistance au suicide* (euthanasia and assisted suicide) available from the Ministry of Family Affairs and Integration, the Ministry of Health and the Ministry of Social Security

Internet: Health portal [www.sante.public.lu](http://www.sante.public.lu)



## 5. Living in an institution

## Chapitre 5: Living in an institution

People can reach a point in their lives when they are no longer able to take care of themselves at home.

Based on the type and amount of assistance required, they can contact one of the following facilities:

- Assisted living facilities for the elderly
- Integrated centres for the elderly
- Nursing homes.

Institutions that care for the elderly during the day and/or night for a fee must be approved by the government. The authorisation, called an “approval”, is granted by the Ministry of Family Affairs, Integration and the Greater Region if, and only if, the institution meets quality requirements for its staff, facilities and the services provided as defined in Grand Duchy regulations<sup>4</sup>. The Ministry of Family Affairs conducts inspections of the organisations listed above.

The facilities are required to post a copy of the approval at the entrance to the institution.

The three types of institutions listed meet different assistance needs. In addition, they can differ from each another in that they implement specific concepts of care and provide care, recreation, retiree participation in the life of the institution, etc. in different ways.

The rooms of integrated centres for the elderly/nursing homes are in high demand and actual decisions regarding emergency situations can come down to availability.

It is therefore recommended that the facilities, services provided and prices be understood well in advance and that the person be added to the waiting list(s) of their preferred facility or facilities.

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4 Grand Duchy regulation of 8 December 1999 on the approval of management services for the elderly.

## 5.1. Assisted living facilities for the elderly

There are currently many different types of housing for senior citizens that combine the terms “housing” and “elderly” in their name. This type of housing is either rented or sold on the market. All of these residences include a wide range of adaptations to the buildings and a large and diverse selection of associated services.



Assisted living is legally defined as a group of homes provided via sale, rental or another means, together with a range of assistance and/or care services.

The facilities must be suited to the specific needs of the elderly.

In addition, in order to obtain State approval, the facilities must meet the following conditions:

- A person must be present at least eight hours a day, five days a week to assist retirees if required
- The elderly must be attended to by either the staff of the institution or by the staff of a care network during service hours
- Residents must have access to an assistance hotline (Télé-Alarme) outside of the hours of service.

When the health of a resident deteriorates and they require permanent care (more than 12 hours of care a week), the person must leave the assisted living facility and move to an integrated centre for the elderly (see 5.2.), or a nursing home (see 5.3.).

Most assisted living facilities have signed cooperation agreements with the management of integrated centres for the elderly or nursing homes for this purpose.

In the event that a person does not have the financial resources required to pay the price of the services provided by a given facility, they can submit a request to the Fonds national de solidarité (National Solidarity Fund) to obtain assistance for the cost of the facility.

Application forms are available from the secretariat of the institution, social services and the Fonds national de solidarité (see Chapter 6.5.).

#### List of approved assisted living facilities:

- [Beaufort](#) – Seniorenresidenz “Petite Suisse”, ☎ 26 65 86-300
- [Bertrange](#) – Résidences du Domaine Schwall, ☎ 31 65 76
- [Kayl](#) – Résidence du Val de Kayl, ☎ 27 55 32 90
- [Luxembourg](#) – Fondation Félix Chomé, ☎ 43 60 01-1
- [Luxembourg](#) – Fondation Roer Katz, Résidence Belle Vallée, ☎ 44 25 31
- [Luxembourg](#) – Résidence Grande-Duchesse  
Joséphine-Charlotte, ☎ 25 06 50-1
- [Rollingen](#) – Blannenheem “Wäisst Schleeschen”, ☎ 32 90 31-8
- [Schengen](#) – Résidence Les Jardins de Schengen, ☎ 26 65 86-100
- [Strassen](#) – Centre résidentiel et d’accueil  
pour personnes âgées Riedgen, ☎ 26 31 55-1
- [Troisvierges](#) – Résidence Seniors Liewensbam, ☎ 26 90 68-1
- [Wasserbillig](#) – Muselheem, ☎ 74 87 87  
☎ 26 74 06 60

## 5.2. Integrated centres for the elderly (CIPA)

The integrated centres for the elderly, which replaced retirement homes, provide services for the elderly day and night.

Anyone moving to a CIPA-type facility can live there until the end of their days.



CIPAs provide several types of services for the elderly who live there:

- Services provided under long-term care insurance<sup>5</sup>
- Nursing care, physical therapy and other care prescribed by a doctor
- Gerontology services<sup>6</sup>.

Gerontology services include the following:

- Hospitality (meals, housing)
- Safety and health
- Assistance with daily living
- Institutional and socio-family guidance
- Socio-cultural events
- Promotion of individual skills
- Social integration and participation
- High-quality care.

5 Amended law of 19 June 1998 introducing long-term care insurance.

6 Law of 30 April 2004 authorising the Fonds national de solidarité to contribute to the cost of services provided to persons admitted to an integrated centre for the elderly, a nursing home or another medico-social facility providing day and overnight care.

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In addition to the compulsory services listed in Grand Duchy regulations on gerontology care<sup>7</sup>, aspects of care and services may vary in form and in content from one residence to the next.

Each CIPA has an orientation plan, which sets out the institution's guidelines and determines the specificities of the care provided by the facility.

Some CIPAs have specialised units, notably for persons suffering from disorientation or dementia.

It is, therefore, recommended that interested persons contact the different facilities to understand the specificities of the institution in question, such as the size of the rooms, the equipment in the rooms and the type of care provided.

### **The cost of room and board**

Facility managers decide and set the price of room and board for their facilities. The prices take into account the size of the rooms and the staff in place to provide the gerontology services. The price of room and board is intended to cover the services defined in the Grand Duchy regulation on gerontology services<sup>8</sup>.

As of 1. January 2019, the minimum monthly rates are:

- Double room: € 1,750.96/person
- Single room: € 2,023.62.

### **State assistance**

When a retiree does not have the financial resources necessary to pay for their room and board, they can submit a request to the Fonds national de solidarité for financial aid. Forms are available from the CIPA secretariat, the social assistant and from the Fonds national de solidarité (see chapter 6.5).

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7 Grand Duchy regulation of 27 September 2004 implementing the law of 30 April 2004 authorising the Fonds national de solidarité to contribute to the cost of services provided to persons admitted to an integrated centre for the elderly, a nursing home or another medico-social facility providing day and overnight care.

8 ditto.

### CIPA contact information:

- [Belvaux](#) – Résidence op der Waassertrap, 59 49 40-1
- [Berbourg](#) – Haaptmann’s Schlass, 71 08 31-1
- [Bettembourg](#) – Foyer Ste Elisabeth, 51 16 06-1
- [Bofferdange](#) – SERVIOR Am Park, 33 17 17-1
- [Clervaux](#) – Résidence des Ardennes, 92 07 11-1
- [Dudelange](#) – SERVIOR Grand-Duc Jean, 51 87 87-1
- [Echternach](#) – SERVIOR Belle Vue, 72 83 11-1
- [Echternach](#) – Hospice civil Echternach, 72 04 54-1
- [Esch/Alzette](#) – SERVIOR Op der Léier, 55 65 72-1
- [Esch/Alzette](#) – Résidence Bel Age, 26 65 86-550
- [Grevenmacher](#) – Home pour personnes âgées St François, 75 85 41-1
- [Heisdorf](#) – CIPA Maredoc, 33 01 01-1
- [Howald](#) – SERVIOR Beim Klouschter, 26 84 48 44
- [Junglinster](#) – Centre Grande-Duchesse Joséphine Charlotte, 27 55 41 00
- [Kehlen](#) – CIPA “Poetschebiirchen”, 26 54 48
- [Luxembourg](#) – SERVIOR Op der Rhum, 47 20 21-1
- [Luxembourg](#) – Sainte Elisabeth am Park, 27 45-9000
- [Luxembourg](#) – Fondation J.P. Pescatore, 47 72-1
- [Luxembourg](#) – Hospice Civil du Pfaffenthal, 47 76 76-6
- [Luxembourg](#) – Home pour personnes âgées Sacré Cœur, 47 76 25-1
- [Mamer](#) – Home pour personnes âgées Mamer, 26 115-1
- [Mersch](#) – Home pour personnes âgées St Joseph, 26 329-1
- [Mondorf](#) – les-Bains – Résidence Monplaisir, 23 66 05 33
- [Niederanven](#) – CIPA Gréngewald, 34 72 70-1
- [Niedercorn](#) – SERVIOR Um Lauterbann, 58 36 21-1
- [Redange/Attert](#) – Home pour personnes âgées St François, 23 643-1
- [Remich](#) – Jousefshaus, 23 687
- [Rollingen](#) – Blannenheem, 32 90 31-8
- [Rodange](#) – Résidence du Parc Ronnwiss, 26 65 86-450
- [Rumelange](#) – SERVIOR Roude Fiels, 56 48 01-1



## 5.3. Nursing homes

Nursing homes are primarily intended for people suffering from serious disabilities. Other than in exceptional cases, they must require more than 12 hours of assistance and care a week to be admitted to a nursing home.

In addition to the care provided, each nursing home also provides special gerontology services.



The services provided cover the same categories as the CIPAs (see chapter 5.2.).

Each nursing home has an orientation plan, which sets out the institution's guidelines and determines the specificities of the care provided by the facility.

Given that, in general, the people accepted in nursing homes suffer from more serious disabilities than the retirees living in CIPAs, the gerontology services provided may be more specific depending on the needs of the retirees.

The majority of nursing homes provide special care for people suffering from dementia.

See chapter 5.2. on CIPAs for information on the cost of room and board and State aid.

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### Nursing home contact information:

- [Bertrange](#) – Maison de soins “Les Parcs du Troisième Age”, ☎ 31 68 31-1
- [Bettembourg](#) – Maison de soins “An de Wisen”, ☎ 51 77 11-1
- [Clervaux](#) – Home pour personnes âgées “St François”, ☎ 92 08 31-1
- [Consdorf](#) – Seniorie “St Joseph”, ☎ 79 00 44-1
- [Contern](#) – Seniorie “Sainte Zithe”, ☎ 27 90-1
- [Crauthem](#) – “Les Jardins d’Alysea”, ☎ 27 12 93-1
- [Diekirch](#) – SERVIOR Maison de soins “Bei der Sauer”, ☎ 24 51 1
- [Diekirch](#) – Maison de soins Sacré-Cœur Diekirch, ☎ 80 33 55-1
- [Differdange](#) – SERVIOR “Thillebierg”, ☎ 58 47 58-1
- [Echternach](#) – SERVIOR “Schleeschen”, ☎ 72 64 26-1
- [Erpeldange](#) – Maison de soins “Beim Goldknapp”, ☎ 26 007-1
- [Ettelbruck](#) – Centre Pontalize, ☎ 26 82-7000
- [Luxembourg](#) – “Elysis”, ☎ 26 43 81-1
- [Luxembourg](#) – Hospice de Hamm, ☎ 43 60 86-1
- [Luxembourg](#) – Seniorie St Jean de la Croix, ☎ 40 144-1
- [Pétange](#) – Seniorie St Joseph, ☎ 50 90 81-1
- [Schifflange](#) – Maison de soins “Am Schmëttbësch”, ☎ 54 44 46-1
- [Steinfort](#) – Hôpital Intercommunal Steinfort, ☎ 39 94 91-1
- [Vianden](#) – SERVIOR Maison de soins “Sanatorium”, ☎ 83 44 84-1
- [Vianden](#) – SERVIOR “Schlassbréck”, ☎ 26 872
- [Wasserbillig](#) – Maison de soins “Op Lamp”, ☎ 74 99 74-1
- [Wiltz](#) – SERVIOR “Geenzebléi”, ☎ 95 83 33-1

## 5.4. Haus Omega hospice

### Palliative care

Palliative care is a specific form of care which encompasses medical, psychological, social and spiritual needs. It begins soon after the diagnosis of an illness threatening or limiting life. As long as curative therapy is possible, palliative care is complementary to provide relief, support the patient and lessen their symptoms, for example, pain. Palliative care becomes all important for people at the end of their life.



### Haus Omega palliative care centre

Haus Omega is a palliative care centre which welcomes people who are severely ill and at the end of their life. The centre has 15 individual rooms.

It is a residence for people for whom acute hospital care is no longer necessary given the evolution of their serious, incurable disease and who cannot be taken care of at home.

Haus Omega provides personalised treatment in a reassuring setting given by a multidisciplinary team which meets the needs and wishes of patients and welcomes their families and friends. Expenses are covered by the CNS, like those of a hospital.

#### INFORMATION:

##### **Omega 90 asbl**

138, rue Adolphe Fischer  
L-1521 Luxembourg

☎ 29 77 89-1

Email: [info@omega90.lu](mailto:info@omega90.lu)

Internet: [www.omega90.lu](http://www.omega90.lu)

##### **Haus Omega**

80, rue de Hamm  
L-1713 Luxembourg

☎ 26 00 37-1

Email: [info@hausomega.lu](mailto:info@hausomega.lu)

Internet: [www.omega90.lu](http://www.omega90.lu)

## 5.5. Right to palliative care

For more information about the right to palliative care, see Chapter 4.3. on the right to palliative care.





## 6. Services

## 6.1. Social Inclusion Income (REVIS)

The Social Inclusion Income (REVIS) Act of 28 July 2018 provides basic livelihoods to people whose pension or other means of livelihood are insufficient.

To be entitled to the social inclusion income, the beneficiary must, among others:

- Hold a residence permit, be domiciled and actually reside in the Grand Duchy of Luxembourg
- Be at least 25 years old
- Have resources below the threshold fixed by law
- Be a national of a Member State of the European Union or of the European Economic Area and be domiciled in Luxembourg for at least 3 months; a person who is not a national of a Member State of the European Union or of the European Economic Area must have been domiciled in Luxembourg for at least 5 years during the last 20 years
- Be looking for a job while being and remaining registered as a job seeker at the Employment Development Agency
- Agree to exhaust all unused possibilities provided under Luxembourg or foreign law to improve his/her situation.

The REVIS has two components:

- **An inclusion allowance:** which for a single adult is currently fixed at € 1453.22<sup>9</sup>.
- **An activation allowance:** this is a salary benefit for a person who participates in an activation measure.

The amount may vary according to situation. For further information, interested persons may contact the National Solidarity Fund (FNS – see address below).



### Special provisions for the elderly:

- Cash allowances paid within the framework of long-term care insurance are not taken into account while determining the requestor's resources with respect to the financial aid that will be granted
- An elderly person or couple living in the domestic community of their adult descendants (e.g. children) may, on certain conditions, be entitled to a reduced REVIS, i.e. the basic flat-rate component per adult
- If one member of a couple is admitted in a residential institution for the elderly, duly approved in accordance with the amended law of 8 September 1998 (so-called ASFT), the National Solidarity Fund assesses the personal resources of the spouse admitted in the residential institution in such a way that the other spouse receives at least the same benefits as the REVIS beneficiary.

### Special provisions for caretakers:

A caretaker of a person in need of constant help from a third party is exempt from registering with the Employment Development Agency as a job seeker. However, he/she falls within the competence of ONIS and may be exempted from professional integration measures and can, therefore, continue to take care of the dependent person.

### Required steps:

Applications must be sent to the National Solidarity Fund.

The application form can be downloaded from the website [www.fns.lu](http://www.fns.lu).

#### INFORMATION:

**Office social de la commune de résidence**  
**(Social Office of the Municipality of Residence) (see chapter 6.2.)**

#### **Fonds national de solidarité**

8-10, rue de la Fonderie

B.P. 2411

L-1014 Luxembourg

☎ **49 10 81-1**

Internet: [www.fns.lu](http://www.fns.lu)

## 6.2. Municipal social office services

In addition to the rights resulting from the REVIS, social assistance in Luxembourg is also governed by the law of 18 December 2009. This legislation creates a right to social assistance.

Social assistance ensures that any person in need will have access to goods and services suited to their specific situation.



The purpose of the social office is to:

- Provide advice and information about social measures and the financial aid to which every person is entitled
- Carry out all steps required to obtain social services or financial aid for people in need
- Promote access to communication resources and socio-cultural activities
- Provide guidance to manage difficult situations
- Provide material assistance
- Accept, insofar as possible, the supervision imposed by the guardianship judge
- Provide emergency lodging
- Cover the risk of illness, disability and senescence in the uninsured.



Please contact the secretariat of your municipality or see the list below for the contact information of the social office of your municipality of residence

Social office	Municipalities	
<b>Beaufort</b>	Beaufort, Bech, Berdorf, Consdorf and Reisdorf	☎ 26 87 60 54
<b>Bettembourg</b>	Bettembourg, Frisange and Roeser	☎ 26 51 66-51 to 54
<b>Contern</b>	Contern, Sandweiler, Schuttrange and Weiler-la-Tour	☎ 27 69 29-1
<b>Differdange</b>	Differdange	☎ 58 77 11 550
<b>Dudelange</b>	Dudelange	☎ 51 61 21-1
<b>Echternach</b>	Echternach, Rosport	☎ 26 72 00 91
<b>Esch/Alzette</b>	Esch/Alzette	☎ 54 73 83-222 & 223
<b>Ettelbruck (Nordstad)</b>	Bettendorf, Bourscheid, Colmar-Berg, Diekirch, Erpeldange, Ettelbruck, Feulen, Mertzig and Schieren	☎ 26 81 91-380
<b>Grevenmacher</b>	Biwer, Flaxweiler, Grevenmacher, Manternach, Mertert, Mompach and Wormeldange	☎ 26 70 50
<b>Hesperange</b>	Hesperange	☎ 26 36 18 58
<b>Hosingen (Resonord)</b>	Clervaux, Eschweiler, Kiischpelt, Parc Hosingen, Putscheid, Tandel, Troisvierges, Vianden, Weiswampach and Wintrange	☎ 27 80 27
<b>Junglinster (Centrest)</b>	Betzdorf, Junglinster and Niederanven	☎ 77 03 45-1
<b>Käerjeng</b>	Käerjeng	☎ 50 05 52 383
<b>Kayl</b>	Kayl, Rumelange	☎ 56 66 66 276
<b>Larochette</b>	Aernzdallgemeng, Fischbach, Heffingen, Larochette, Nommern and Waldbillig	☎ 26 87 00-23
<b>Luxembourg</b>	Luxembourg	☎ 4796-23 58

<b>Mamer</b>	Bertrange, Dippach, Kehlen, Kopstal, Leudelange, Mamer and Reckange-Mess	☎ 26 11 37-1
<b>Mersch</b>	Bissen, Boevange/Attert, Lintgen, Mersch and Tuntange	☎ 26 32 58-1
<b>Mondercange</b>	Mondercange	☎ 55 05 74-85 & -86
<b>Mondorf</b>	Dalheim Mondorf-les-Bains	☎ 23 60 55 62
<b>Pétange</b>	Pétange	☎ 26 50 83-20 to 24
<b>Rédange (Oscare)</b>	Beckerich, Ell, Grosbous, Préizerdaul, Rambrouch, Rédange, Saeul, Useldange, Vichten and Wahl	☎ 26 62 10 55-1
<b>Remich</b>	Bous, Lenningen, Remich, Schengen, Stadtbredimus, Waldbredimus	☎ 26 66 00 37
<b>Sanem</b>	Sanem	☎ 59 30 75 896
<b>Schifflange</b>	Schifflange	☎ 26 54 52 423
<b>Steinfort</b>	Garnich, Hobscheid, Koerich, Septfontaines and Steinfort	☎ 26 30 56 38
<b>Steinsel (Osstelo)</b>	Lorentzweiler and Steinsel	☎ 33 21 39-1 (Steinsel) ☎ 33 72 68-1 (Lorentzweiler)
<b>Strassen</b>	Strassen	☎ 31 02 62 477
<b>Walferdange</b>	Walferdange	☎ 33 01 44 224 or ☎ 33 01 44 279 or ☎ 33 01 44 230
<b>Wiltz</b>	Boulaide, Esch-sur-Sûre, Goesdorf, Lac de la Haute-Sûre, Wiltz and Winseler	☎ 26 95 21

## 6.3. Long-term care insurance

### When should you submit a request for services?

You can apply as long as you have a significant and ongoing need for help from a third person (a professional, family member or private helper) to carry out essential everyday activities following a physical, mental or psychic illness or a related deficiency.



Essential everyday activities (AEV) consist of assistance and care for the following:

- **Hygiene:** assistance with bodily and oral hygiene, shaving and facial hair removal, menstrual hygiene
- **Elimination** of bodily waste assistance when going to the toilet, to change ostomy bags or to empty urine drainage bags
- **Nutrition:** assistance eating and drinking, assistance with enteral feeding
- **Dressing:** help with dressing and undressing and installing and removing correction and compensation equipment
- **Mobility:** help with transfers, moving about, entering and leaving the home, changing levels.

The help of another person may be required in one or more AEV areas.

The person may:

- to carry out all or part of the essential everyday activities in your place
- to monitor you or provide support to enable you to carry out essential everyday activities yourself.

AEV assistance by a third person must be part of a defined schedule: the assistance must be needed at least 3.5 hours/week (minimum requirement).

Your condition must be persistent and likely to last for a period of at least six months or irreversible: long-term care insurance is intended for permanent, definitive and irreversible dependency. If you need short-term assistance, or assistance for household work or to prepare meals only, you are not technically disabled under the law.

You can also submit a request for long-term care insurance services if you need assistive technology or home or vehicle adaptations, independently of the need for assistance with essential everyday activities.

### **How to submit a request for long-term care insurance services?**

Requests for services consist of a form which you must fill in and of a medical report (R20) which must be completed by your physician: your application will only be considered complete if and when the two parts are received by the Caisse nationale de santé (CNS).

The request for long-term care services must be sent to:  
Caisse nationale de santé (CNS – National Health Fund) – Assurance dépendance,  
B.P. 1023, L-1010 Luxembourg.

An acknowledgement of receipt will be sent to confirm that your request was received.

The medical report (R20) is free: the physician will be paid directly by the long-term care insurance plan.

The CNS will send the file to the Assessment and Control Unit (AEC) which is responsible for confirming the disability and assessing its severity.

A health professional will review your file and contact you about a meeting to assess your situation. The assessment will take place at your current residence or on AEC premises (Assurances Sociales building – 125, route d’Esch in Luxembourg-Hollerich). Based on the information collected and the observations made, the AEC will determine the level of assistance and care you are entitled to. You will receive the decision from the CNS by registered mail. If you are found to be dependent following the evaluation by the long-term care Insurance Assessment and Control Unit (AEC), the assistance and care services provided by the professional service (services in kind) will be due as of the request date.

**INFORMATION:****Helpline – General information**

A hotline is available at:

☎ **247-86060**

Monday to Friday from 9.00am to 11.00am and 2.00pm to 4.00pm

Email: [secretariat@ad.etat.lu](mailto:secretariat@ad.etat.lu)

Fax: 247-86061

Mail: Administration d'évaluation et de contrôle (AEC) de l'assurance dépendance  
125, route d'Esch, L-2974 Luxembourg.

**Helpline – Assistive technology and housing adaptations**

For information about assistive technology and adaptations to housing or a vehicle, please contact the AEC's "Assistive technology" helpline:

☎ **247-86040**

Monday, Tuesday, Thursday and Friday from 8.30am to 11.30am

Wednesday 1.30pm to 5.00pm

Internet: [www.mss.public.lu](http://www.mss.public.lu)

The "Long-term care" section contains more information. The application for long-term care insurance (form which you must fill in and the R20 medical report to be completed by the physician) is also available via this link.

**OTHER USEFUL ADDRESSES:****Ministry of Family Affairs and Integration and the Greater Region**

Information about services available to the elderly

Senioren-Telefon: ☎ **247-86000**

Internet: [www.luxsenior.lu](http://www.luxsenior.lu)

**Fonds national de solidarité (FNS)**

Information about the contribution to the cost of room and board in the integrated centres for the elderly and nursing homes

8-10, rue de la Fonderie B.P. 2411 L-1024 Luxembourg

☎ **49 10 81-1**

Internet: [www.fns.lu](http://www.fns.lu)

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**Info Handicap**

Information centre for all disability-related questions

☎ 366 466

Internet: [www.info-handicap.lu](http://www.info-handicap.lu)

**Centre commun de la sécurité sociale (social security centre)**

Caregiver membership in the pension fund

☎ 40 141-1

Internet: [www.ccss.lu](http://www.ccss.lu)

## 6.4. Social pricing

Social pricing was implemented by the Minister of Family Affairs and Integration and the Greater Region to help people who do not have the financial means needed to handle the cost of assistance and care required to manage their disability and who are not entitled to long-term care insurance.



The pricing is part of the measures in place to ensure that disabled elderly people can remain in their own homes.

The services included in social pricing are:

- Gerontology services when admitted for fewer than 60 consecutive days to a long-term institution like an integrated centre for the elderly or a nursing home
- Gerontology services in a psycho-psychiatric centre
- Assistance and care provided at the beneficiary's home and psycho-geriatric centres.

### Procedure

People seeking financial assistance must send a documented request to the assistance and care service provider using a standard application available from them.

The hourly rate payable will vary based on the income of the person or of their household. The difference between the maximum amount payable and the contribution of the person requesting the service will be paid by the State.

#### INFORMATION:

##### Senioren-Telefon

☎ 247-86000

Weekdays from 8.30am to 11.30am

##### Fondation Stéftung Hëllef Doheem

48a, avenue Gaston Diderich  
L-1420 Luxembourg

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Email: [info@shd.lu](mailto:info@shd.lu)

Internet: [www.shd.lu](http://www.shd.lu)

##### Alive

70, rue de Belval  
L-4024 Esch-sur-Alzette

☎ 24 55 95 44

Email: [contact@alive.lu](mailto:contact@alive.lu)

Internet: [www.alive.lu](http://www.alive.lu)

##### Camille

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L-3372 Leudelange

☎ 26 54 48

Email: [info@camille.lu](mailto:info@camille.lu)

Internet: [www.camille.lu](http://www.camille.lu)

**HELP – Doheem versuergt**

11, place Dargent  
L-1413 Luxembourg

☎ 26 70 26

Email: [info@help.lu](mailto:info@help.lu)  
Internet: [www.help.lu](http://www.help.lu)

**HELP – Muselheem**

12, rue Saint Martin  
L-6635 Wasserbillig

☎ 74 87 87

Email: [info@muselheem.lu](mailto:info@muselheem.lu)  
Internet: [www.muselheem.lu](http://www.muselheem.lu)

**HELP – Syrdall Heem**

6, Routscheed  
L-6939 Niederanven

☎ 34 86 72

Email: [info@syrdallheem.lu](mailto:info@syrdallheem.lu)  
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**Hôpital Intercommunal  
de Steinfort**

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Email: [info@his.lu](mailto:info@his.lu)  
Internet: [www.his.lu](http://www.his.lu)

**Association Luxembourg  
Alzheimer asbl**

45, rue Nicolas Hein  
B.P. 5021  
L-1050 Luxembourg

☎ 26 007-1

Email: [info@alzheimer.lu](mailto:info@alzheimer.lu)  
Internet: [www.alzheimer.lu](http://www.alzheimer.lu)

**Centre hospitalier  
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Internet: [www.paiperleck.lu](http://www.paiperleck.lu)

**Verbandskëscht**

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L-5865 Alzingen

☎ 26 36 26 02

Email: [info@vbk.lu](mailto:info@vbk.lu)  
Internet: [www.vbk.lu](http://www.vbk.lu)

**COVIVA**

14, rue de l'Ecole  
L-8352 Dahlem

☎ 20 21 02 02

Email: [information@coviva.lu](mailto:information@coviva.lu)  
Internet: [www.coviva.lu](http://www.coviva.lu)

**SERVIOR**

1, plateau du Rham  
L-2427 Luxembourg

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Internet: [www.servior.lu](http://www.servior.lu)

**Gesondheets-Service-Lëtzebuerg**

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L-6131 Junglinster

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Internet: [www.gesond.lu](http://www.gesond.lu)

**Paramedicus**

2, rue de l'Alzette  
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Internet: [www.paramedicus.lu](http://www.paramedicus.lu)

**ZithaMobil**

30, rue Sainte Zithe  
L-2763 Luxembourg

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Internet: [www.zithamobil.lu](http://www.zithamobil.lu)



## 6.5. Gerontology services supplement (COST OF THE ROOM, FOOD AND PERSONAL NEEDS)

The gerontology services supplement is payable to persons who are admitted for an indefinite period of time to an assisted living facility, an integrated centre for the elderly or a nursing home, but who do not have the financial resources required to cover the cost of the room, food and personal needs.

The complement is paid to

the facility hosting the person. The supplement amount is the difference between the price of the facility and the income of the applicant, less a tax-free amount for personal expenses (pocket money) of € 464.24 indexed at 814.40 of the cost of living (amount at 1.01.2019).



All of the applicant's income is taken into consideration to calculate the supplement. In addition, they must have exhausted all of their account assets up to € 20,360.00. If the spouse of the supplement beneficiary continues to live in their home, they are entitled to a fixed monthly, tax-free payment of € 1,863.49. The tax-free amount can be increased by a maximum contribution of € 814.40 for rent or the reimbursement of a mortgage (amount at 1.01.2019).

The buildings belonging to the beneficiary will be mortgaged at the legal rate by the Fonds national de solidarité. If the buildings are located outside of the Grand Duchy, a life annuity is included for the calculation of the supplement, as determined by conversion of the market value of the buildings.

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The supplement must be repaid by the beneficiary when their situation improves, or by the beneficiary's donee, legatee and heirs.

The Fund reviews the grant conditions on a regular basis to ensure that they are still met. The calculation items and the scales set by law are linked to the cost of living index.

If the retiree makes a direct or indirect donation after the request by which they obtained the supplement or in the ten years prior to the request, the Fonds national de solidarité will claim repayment of the amounts they paid from the donee of the beneficiary.

**INFORMATION:**

**Fonds national de solidarité**

Service Accueil gérontologique

8-10, rue de la Fonderie

B.P. 2411

L-1024 Luxembourg

☎ 49 10 81-1

Fax: 26 12 34 64

Internet: [www.fns.lu](http://www.fns.lu)

## Appendix

### Recent publications from The Ministry of Family Affairs, Integration and the Greater Region in French

- *En route – La mobilité à tout âge*, March 2006
- *Bien manger et bouger en vieillissant*, 1<sup>st</sup> edition 2013/2014  
(author: The Ministry of Health in collaboration with The Ministry of Family Affairs, Integration and the Greater Region, as part of the “Gesond lessen, Méi bewegen” GIMB national programme)
- *Accueil gérontologique*, 2nd edition 2004

### Information brochures

- ☎ 247-86000 *Téléphone pour seniors*, 2013
- *Les Clubs Seniors / Die Seniorenclubs*, 2015

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