

Guiding Questions for the focus areas of the X Session of the Open-ended Working Group on Ageing

First: Education, training, lifelong learning and capacity building:

1. **Legal**: The right to education, training, lifelong learning and capacity building is guaranteed as part of Jordan's philosophy that is reflected in its constitution which ensures the right of education for all. The Constitution of Jordan stipulates that "the Government shall ensure work and education within the limits of its possibilities, and it shall ensure a state of tranquillity and equal opportunities to all Jordanians", including of course senior citizens. This right is also ensured in other regulatory legislation in Jordan including the Education Law No (3) for the Year 1994 and its amendments.
2. **Challenges**: that hold the elderly from enrolling in education programs include health, psychological, mental, financial and societal (culture of shame) challenges.
3. Among the steps undertaken to **ensure continuing** education is the availability of elderly education centers in different areas in Jordan close to their place of residence. Furthermore, educational programs have been developed tailored to the needs of this age group including education and literacy programs dedicated to illiterate seniors and home and evening school programs.
4. There is no available **research** on senior citizens with regard to their enrolment in education programs. However, there are some statistics on the senior education and literacy program and its enrolment numbers by age group (Appendix 1).
5. The laws of the Ministry of Education and the Ministry of Higher Education have no **discrimination** with regard to a person's right to education based on sex, age group, nationality, race or any other status.
6. As for the **grievances mechanism**, a senior citizen can file a complaint to the Department of Grievances at the Ministry of Education or through an interactive platform called "At Your Service" ("Bekhidmatikum" in Arabic) that covers several ministries and government departments whereby a complaint can be lodged through the platform's website, by downloading an application on the cellphone or by calling a hotline.

Second: Autonomy and independence:

1. **legal** :the Jordanian constitution has guaranteed all Jordanians, including senior citizens, the right to freedom and independence. It stipulates that “personal freedoms shall be guaranteed and that every infringement on rights and public freedoms or the inviolability of the private life of Jordanians is a crime punishable by law”. The aforementioned provision acknowledges explicitly the freedoms and rights of all members of the community including the elderly. (Appendix 1)
2. **Normative elements:** of freedom are also enshrined in the Jordanian constitution which establishes references such as the family as foundations for the achievement of such freedoms and independence. Other pieces of legislation have also contained provisions that deal with such matters such as the Civil Law and other related regulations (Appendix 2).
3. As guaranteed by constitutional rights, autonomy and independence are defined and determined by law for each person being a citizen or member of a society. This includes the right to equal participation in public affairs, including the right of access to public office or the election of others to it, and the right to equal benefit of the state’s public resources, be they material, non-material,...etc.

The answers to questions 4+7 are the same which include policies and measures undertaken for the enjoinderment of autonomy

- **Implementation + Participation:** the inclusion of as broad a range of citizens as possible under the national retirement umbrella (civil, military or social security retirement) in order to provide social protection to all.
 - Increase in the percentage of senior citizens enrolled in literacy centers.
 - Inclusion of people over 60 years of age (60+) under free health insurance as of the beginning of 2018.
 - Mechanisms undertaken by the Ministry of Social Development which has a Seniors Unit responsible for addressing elderly issues, supervising nursing homes and providing the necessary means of protection for them.
5. Retirement income is a major challenge for the elderly as its insufficiency may have negative impacts on their ability to perform activities as active community members and consequently may limit their independence and increase their dependency on others. Moreover, the lack of an international human rights instrument devoted to the elderly continues to be a key challenge to this age group in addition to the absence of a national law that protects their rights in all areas.
 6. Certain steps were put in place to ensure elderly’s enjoyment of the right to independence and decision making with the help of the elderly themselves. These steps originated through a series of discussion sessions which were held for the purpose of developing a national strategy for senior citizens and listening to the views of senior citizens and other age groups including young people, employees and others. (Appendix 3)
 8. **Accountability:**naturally, there are judicial mechanisms in place for the protection of senior citizens provided for by a number of laws such as: Protection against Family Violence Law, Personal Status Law and the Penal Code. (Appendix 4)

Third: Social Protection and Social Security (including social protection floors)

1. **Legal**: There are several provisions in Jordan that recognize the right to social security, in particular the provisions contained in the Social Security Law No (1) for the year 2014 which provides for insurance for old age, disability and death. (Appendix 1)
2. **Availability**: For comprehensive coverage, the Social Security Corporation (SSC) applies the provisions included in the Corporation's law, regulations and instructions which instructs for the coverage of all employees in the labor market.
3. To **ensure access** of all senior citizens to its programs, the SSC has included all categories of employees under the umbrella of its social security. It also encourages optional subscription of non-working Jordanians to social security, including for example house-wives and Jordanian expats for the purpose of ensuring an income in old age and in cases of disability. With respect to health care services, the Corporation in cooperation with the Ministry of Health (MoH) includes all retirees (60 years for males and 55 for females) under its health care services by deducting a monthly amount of 5 Jordanian Dinars transferred to the MoH accounts. (Appendix 2)
4. **Adequacy**: To ensure that the social security pensions are adequate for senior citizens, the Social Security Law has indexed the old age pensions to the annual inflation rates announced by the Jordanian Department of Statistics. Retirement pensions are calculated based on the insured's average monthly wages at an annual interest rate of 2.5%.
5. **Accessibility**: To ensure the access of the elderly to sufficient information, the SSC has followed a strategy of communication and outreach to be able to fully reach the targeted segments of society and inform them with the services offered by it. It encourages people to subscribe whether they were residing in the Kingdom or abroad. Moreover, SSC establishes effective channels for communication with its subscribers and other targeted individuals and segments at their locations (meetings, electronic communication, complaints, suggestions ...etc.)
6. To **promote effective** elderly engagement, SSC holds regular dialogues with all of its service recipients. It is customary to canvass the views of all groups to better understand them and proceed accordingly. With regard to its services, the Corporation conducts studies to measure the satisfaction of service recipients from all categories.
7. **Equality**: As part of its plans to extend its coverage for all working-age population, SSC has adopted measures for equitable access to the elderly aimed at securing them with adequate incomes when they reach retirement age. To achieve this, it seeks through the efforts of its staff to reach all targeted segments at their place of work to curb insurance evasion and incorporate all workers under social security services.
8. There are **mechanisms in place** to guarantee the effectiveness of the social security and protection programs. SSC applies a Royal decree law which is in effect and is applicable to all workers. (Appendix 3)
9. **Accountability**: SSC has provided several windows of communication with service recipients (electronic channels, telephone services, on-line complaints, smart applications, focused dialogues ...etc.) in order to listen to the complaints related to the rights of the

target groups. Accordingly, their grievances are addressed to restore the rights of the aggrieved, enforce the law and enhance compliance.

Fourth: Palliative and long-term care

1- Long-term :

Daycare nursing homes: In terms of legislation, a by-law and instructions for their establishment are available to all relevant entities. (Appendix 1)

Normative elements: These instructions guarantee that the club meets the public safety requirements and the needs and services of its members. They also ensure government oversight and supervision to guarantee the best services possible.

Equality and non-discrimination: All senior citizens males or females have the right to enroll in these clubs including non-Jordanians residing in the Kingdom. They also have the right to lodge complaints to any supervisory body if their rights are violated.

Shelter homes: In terms of legislation, a by-law and instructions for their establishment are available to all relevant entities. (Appendix 2)

Normative elements: Licensing instructions have included all requirements for public safety and elderly needs in all respects in accordance with the quality assurance standards. They also provided for government oversight and supervision to ensure delivery of best services.

Equality and non-discrimination: The state shall bear the expenses of nursing homes for senior citizens who are poor and with no family, which should also apply to non-Jordanians residing in the Kingdom. It should also provide financial assistance to poor senior citizens residing with their families.

Accountability: The Constitution of Jordan has ensured the provision of care for the elderly. Moreover, the Personal Status Law has guaranteed that children shall provide for their parents in their old age if they are poor. In addition, the Protection against Family Violence Law has protected the elderly against abuse by their family members. As such, they are entitled to file complaints to any oversight body if their rights have been violated either by a family member or service provider whereby abusers are to be held accountable.

Assisted living: There is no current legislation that covers this issue. However, several entities have initiated training for the provision of such services.

Provision of residence for senior citizens: There is no current legislation or any practice on the ground to this effect.

Home-care: This is included in the Public Health Strategy, and instructions for its establishment are in place.

Practices: These are considered lacking and non-specialized.

Continuing care retirement community: There is no legislation in place or any practices on the ground to this effect.

palliative care

legal :Recognizing the importance and value of palliative care, Jordanian National Palliative Care Initiative in 2003, led to the established the National Palliative Care Committee under the Ministry of Health.

In 20017 – 2018 the Ministry of Health endorsed the first National Palliative Care strategic Framework which lay down the foundation for policy, finance, education and training, service development, drug availability, research and monitoring. Currently there is no national palliative care policy, however efforts are underway to include palliative care in the national health care strategy and universal health coverage.

Normative elements: Under the National Palliative Care strategic Framework - service domain emphasizes that palliative care is accessible by all age groups including elderly.

legally defined: Palliative care needs to be a human right for all patients in need, regardless of their age, in order to relieve suffering and improve quality of life.

Implementation: Currently there is no national policy

The best practices: (Appendix 3)

Challenges : Competing priorities for Ministry of Health and Ministry of finance.

Palliative care service is not among the money generating service so private sector shy away from it Opioids are not profitable so drug stores avoid dealing with opioids.

Equality: Currently no adapted measures are available

Participation: Currently non

Accountability: Non in place