

**Responses by Armenia to the guiding questions on the focus areas of the  
13th Session of the Open-Ended Working Group on Ageing**

*Focus area 1: Right to health and access to health services*

**1. What are the legal provisions and policy frameworks in your country that guarantee the right of older persons to the enjoyment of the highest attainable standard of physical and mental health, including access to promotive, preventive, curative, rehabilitative and palliative health facilities, goods and services?**

The Ministry of Labour and Social Affairs of the Republic of Armenia provides care services for older persons (*persons having attained the age of 65 and more*) and/or persons with disabilities at 24-hour caretaking centres and through community-based services, such as small community homes, social day-care centres and home care. The process is regulated by the Law of the Republic of Armenia "On social support" and the Decision of the Government No 1744-N of 2022.

Around 4,000 persons are currently beneficiaries of the service. More than 2,100 of them have disabilities, including 800 persons with mental health problems.

**2. What steps have been taken to ensure that every older person has access to affordable and good quality health care and services in older age without discrimination?**

Older persons and/or persons with disabilities receive care services through referrals granted by the local centres of the Unified Social Service.

**3. What data and research are available regarding older persons' right to health and access to health care and services? Please indicate how national or sub-national data is disaggregated by sex, age and inequality dimensions, and what indicators are used to monitor the full realization of the right to health of older persons.**

Care services, as well as other social support services are provided without any discrimination as it is enshrined in the existing legal acts. About 70% of the older persons receiving care services are women-pensioners living alone, while the percentage of older women receiving home care is 85%.

**4. What steps have been taken to provide appropriate training for legislators, policymakers, and health and care personnel on the right to health of older persons?**

Pursuant to Decision of the Government of the Republic of Armenia No 498-L of 2021, training courses in co-operation with international organisations and local non-governmental organisations are held 2-3 times a year for specialists working with older persons (social workers, social service assistants, case managers, etc.).

**5. What steps have been taken to align macroeconomic policies and measures with international human rights law, to use maximum available resources for the realization of older persons' right to health, such as through expanding fiscal space, adopting targeted measures and international cooperation?**

Decision of the Government No 1744-N of 2022 lays down the criteria for all types of care services provided, as sanitary-hygienic items, food, personal space required for the services per person and other issues. The criteria were developed by comparing them with the criteria of countries in Eastern Europe, in cooperation with non-governmental organisations providing care services in Armenia.

**6. What are the challenges faced by older persons in their enjoyment of the right to health, including the impact of intersectional discrimination and inequality based on age, gender, disability and other grounds?**

The provision of care services for persons with mental health problems remains a challenge; even though there are currently two 24-hour institutions and five small community-based homes providing 24-hour care to older persons with mental health issues, the full needs are not covered yet. For this reason, the Ministry of Labour and Social Affairs has purchased, also with the support of international organisations, 4 houses, with the aim of converting them into small care homes. Other community-based services have been expanded for the same purpose, particularly day-care centres and independent living centres.

**7. What measures have been taken to eliminate ageism and discrimination based on age, including discriminatory laws, policies, practices, social norms and stereotypes that perpetuate health inequalities among older persons and prevent older persons from enjoying their right to health?**

There are no discriminatory laws, policies, practices, social norms and stereotypes preventing older persons from the enjoyment of right to health.

**8. What measures have been taken to ensure that older persons are able to exercise their legal capacity on an equal basis with others, including making an informed consent, decisions and choices about their treatment and care?**

Booklets providing information about all the rights of older persons are placed at the local centres and in the postal units of the Unified Social Service. Materials are often broadcast via television, radio, social networks and other mass media outlets.

**9. What judicial and non-judicial mechanisms are in place for older persons to complain and seek redress for the denial of their right to health?**

The local centres of the Unified Social Service, as well as organisations offering care services are provided with complaint boxes, and the phone number of the hotline of the Ministry of Labour and Social Affairs is indicated in the information leaflets.

**10. What mechanisms are in place to ensure the effective and meaningful participation of older persons living in different geographic areas of the country in the planning, design, implementation and evaluation of health laws, policies, programmes and services that affect them?**

Each year, a mid-term expenditure plan is developed for the next three years, taking into consideration the deliberations previously held with non-governmental organisations dealing with the protection of the rights and interests of older persons. These issues are also part of the conversation of the Inter-agency commission dealing with the issues of older persons, established upon the Decision of the Prime Minister of the Republic of Armenia No 535-A of 24 May 2021.

*Focus area 2: Social Inclusion*

**1. What are the legal provisions, policy frameworks and/or measures in your country that explicitly focus on older persons who are marginalized on the grounds of their sex, disability, race, ethnicity, origin, religion, economic or other status? (This may include addressing older populations on frameworks dedicated to other marginalized groups such as women, persons with disabilities, migrants, minorities, homeless people etc.; or addressing marginalized groups within frameworks devoted to older persons)**

The 2023-2026 Strategy on Labour and Social Protection has been developed and submitted to the Office of the Prime Minister of the Republic of Armenia for approval. The Strategy

encompasses all the areas of social protection, including social support, the key issues of women and family, and the key issues of persons with disabilities, including older persons. Currently, taking into account the ageing of the population, when the elderly population constitute 12.3% of the overall population, the Ministry of Labour and Social Affairs of the Republic of Armenia has developed new models for coverage of the guarantees, services and amount of care required for the welfare of older persons irrespective of gender, disability or the fact of being homeless. The new model shall be introduced with the adoption of the new Strategy for 2023-2026.

**3. What measures are in place, if any, to ensure that older persons in institutions segregated from their communities - such as institutional care systems or prisons - can continue participating in their society?**

All beneficiaries residing in 24-hour care centres and small community-based homes actively participate in the social-political and social-cultural life in the community. They participate in elections, various events are regularly organised for them, etc. Some centres already have skilled theatrical, carpet-making, painting and other clubs, where the beneficiaries participate in art therapy; work therapy is also in development.

**4. States have an obligation to use maximum available resources to progressively achieve the full realization of economic, social and cultural rights. What is the share of national public expenditure budget targeted to older persons as a distinct group?**

To give a proper response to the key issues of demographic ageing of the population, a Demographic Strategy has been developed, and the action plan deriving from the Strategy will address the creation of favourable conditions and environment for ensuring active ageing of older persons, by incorporating social and economic rights.