

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

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1 Legal and policy framework

1.1 National legislation on digital public administration

After Latvia joined the European Union on 1 May 2004, all EU equality and non-discrimination directives were incorporated into the Latvian legislation, amended and supplemented when required with a view to ensuring equal opportunities for Latvian residents in any field of life, including public services.

Article 2.¹(1) of the Law on Social Security provides that social services – broadly defined as ‘measures ensured by state or municipality as monetary or material support or other services to promote the full realisation of a person’s social rights’ – shall be provided without discrimination on the basis of a person’s race, colour, gender, age, disability, health condition, religious, political or other conviction, national or social origin, property or family status or other circumstances, as long as they are provided by state or municipal institutions. The law covers the field of social protection, including social security and healthcare. The Consumer Rights Protection Law prohibits discrimination in relation to access to and supply of goods and services based on a person’s gender, race or ethnic origin or disability, but not based on person’s age. However, as far as consumer rights protection is concerned, reference to Article 91 of the Constitution¹ can resolve the deficiency of the lack of reference to specific grounds. Some of the government regulations concerning digitalization of public services include a declarative clause on the principle of equal treatment and prohibition of discrimination.

On 04.07.2017, the Cabinet of Ministers of Latvia approved the Regulation for the Public Administration Services Portal², which governs public services and the implementation of the one-stop-shop principle. The three main regulations that govern e-services are:

- Cabinet Regulation No. 399³ on the registration, quality control and procedures for the provision of public administration services. Paragraph III “Procedures for the Provision of Services” point 20.3. underlines that the service holder must act in compliance with the principle of equal treatment and the principle of the prohibition of discrimination.
- Cabinet Regulation No. 401⁴ on the State and Municipal Customer Service Centre, as well as the types, range and procedures for the provision of public administration services. The purpose of these regulations is to establish unified customer service centres in all regions of Latvia, including access to the services of the State Social Insurance Agency (pensions, disability benefits, customer service regulations etc.). The regulations do not specify any groups among service centre customers.
- Cabinet of Ministers Regulation No. 402⁵ on public administration services digitalisation. This regulation prescribes the procedures for the digitalisation of public services and how to ensure the

¹ Latvia, Republic of Latvia Constitution (Latvijas Republikas Satversme,) Latvijas Vēstnesis, Riga, 1996.

² Latvia, Cabinet of Ministers Regulations No 400 [Public Administration Services Portal” \(Valsts pārvaldes pakalpojumu portāla noteikumi\)](#), adopted 04.07. 2017.

³ Latvia, Cabinet of Ministers Regulations No 399 [Procedures for Accounting, Quality Control and Provision of State Administration Services \(Valsts pārvaldes pakalpojumu uzskaites kvalitātes kontroles un sniegšanas kārtība\)](#), adopted on 04.07. 2017.

⁴ Latvia, Cabinet of Ministers Regulations No 401 [Regulations Regarding the Types of the Unified Customer Service Centres of the State Administration, the Scope of Services Provided and the Procedures for the Provision of Services \(Noteikumi par valsts pārvaldes vienoto klientu apkalpošanas centru veidiem, sniegto pakalpojumu apjomu un pakalpojumu sniegšanas kārtību\)](#), adopted on 04.07. 2017.

⁵ Latvia, Cabinet of Ministers Regulations No 402 [Regulations Regarding the Public Administration E-services \(Valsts pārvaldes e-pakalpojumu noteikumi\)](#), adopted on 04.07.2017.

availability of public services. Paragraph 3.7 of these Regulations states that the provision of e-service also requires considerations of equal treatment of certain groups of customers. Section 15.1. requires that the provider of public E-service ensures that the e-service is environmentally accessible to the recipient of the e-services (persons with disabilities).

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

Several policy documents have been adopted on the digitalisation of public services and digital inclusion. In 2013, *Guidelines for the development of the Information Society 2014-2020* were adopted.⁶ Guidelines underline that it is essential to provide support for access to non-formal ICT education for all groups of society, especially children and young people, older persons people with low income, the unemployed and individual entrepreneurs through a network of public libraries. In order to ensure the availability of services, it is necessary to strengthen material and technical basis for public libraries. “*Digital Transformation Guidelines 2021-2027*”⁷, which set out the country's future digital development and highlight a road map on how the technological opportunities available today will contribute to the growth, innovation and competitiveness of society, economy and public administration. The guidelines also point out that the large regional disparities, as well as declining population and ageing lead to unequal opportunities for the provision and access of an educational service. In order to provide equal opportunities to acquire basic digital skills for each citizen, regardless of age, social status, including children, young people, employees, education staff, women, job seekers, people with special needs, old people, prisoners, probation clients, digital agents, etc. groups of society, the Guidelines recognize that there is a need for a coordinated cooperation among different institutions, NGOs and social partners to make effective use of the competences, resources and capacity at their disposal.

“*Service Environment Improvement Plan 2020-2023*”⁸ plan provides proactive provision of services; a consumer-driven approach based on key life events; a coherent and integrated service structure; cross-border services; 'digital by default' and 'primarily digital'. Paragraph 2.4. “Accessibility of the websites of the institutions” notes that on 25 September 2018, Cabinet of Ministers regulations No 611 (replaced in 2020 by updated regulations)⁹ were approved, with the aim of ensuring better usability of public administration information, accessibility of information for persons with disabilities and older persons, by transposing Directive 2016/2102 of the Parliament and of the Council on the accessibility and re-use of information on websites and mobile applications of public sector bodies, and by regulating the operation of the Open Data Portal.

⁶ Latvia, Cabinet of Ministers Order No 468 [Guidelines for the development of the Information Society 2014-2020 \(Par Informācijas sabiedrības attīstības pamatnostādņēm 2014.–2020.gadam\)](#), adopted on 14.10.2013.

⁷ Latvia, Cabinet of Ministers Order No 490 [Digital Transformation Guidelines 2021-2027 \(Digitālās transformācijas pamatnostādnes\)](#), 07.07.2021. information in English: <https://digital-skills-jobs.europa.eu/en/actions/national-initiatives/national-strategies/latvia-digital-transformation-guidelines-2021-2027#:~:text=The%20%E2%80%9CDigital%20Transformation%20Guidelines%202021-2027%20%E2%80%9Csets%20the%20following,%25%20of%20citizens%20with%20above%20basic%20digital%20skills.>

⁸ Latvia, Cabinet of Ministers Order No 39 [Service Environment Improvement Plan 2020-2023 \(Par pakalpojumu vides pilnveides plānu 2020.-2023. gadam\)](#), adopted on 04.04.2020.

⁹ Latvia, Cabinet of Ministers Regulation No 445 [On the Procedure How Institutions Publish Information on the Internet \(Kārtība, kādā iestādes ievieto informāciju internetā\)](#), adopted on 14.07.2020 Requirements on physical accessibility of institutions (20.2.3), accessibility on internet and mobile devices (chapter IV).

1.3 National recovery and resilience plans covering the digitalisation of public services

The National recovery and resilience plan 2021-2026¹⁰ provides information on national actions, reforms and planned investments in the digitalisation of public services. Investments are planned in the digital transformation of public administration, the digitalisation of the business sector, the strengthening of digital skills and the development of 5G infrastructure.

The plan (paragraph 35) underlines that measures to improve digital skills are accessible to all groups in society, the plan's investments are also aimed at developing citizens' basic digital skills, with citizens aged 45 and more without basic digital skills and young people with insufficient digital skills as priority target groups.

As regards respect for the rights of people with disabilities and functional disorders, the plan includes a number of measures to reduce inequalities (Paragraph 91):

- Measures to promote access to public services and employment for people with disabilities;
- Sustainability and continuity of the long-term social care service: development of new care providers close to the family environment for persons of pensionable age disadvantaged groups of persons. (Paragraph 93) The implementation of the digital transformation component will have a direct impact on the implementation of the principle of equal opportunities, given that the measures planned under the component will facilitate access to services for all citizens. Improving e-services and adapting them to life and societal needs, including people with special needs, older people etc groups will ensure their social inclusion (improving e-services improves the accessibility of e-services - end uses are designed to meet web accessibility standards)

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

There are a range of programmes and practices aimed at ensuring access to public services to older people in the digital age.

Since 2011, Latvia's largest telecommunication company "Lattelecom", in the framework of the . project "Pieslēdzies Latvijai",¹¹ has trained more than 28,000 seniors in computer skills for free over a period of seven years¹². The initiative is supported by the Ministries of Welfare, Education and Science, State Employment Agency, Latvian Internet and Communication Technology Association, Association of Latvian Municipalities.

6000 persons (librarians, teachers, state and municipal employees, court staff, NGO representatives and journalists) were trained as digital agents during two years within the programme "My Latvija.lv Go digital". Digital agents across Latvia assist people with advice and use of e-services and different digital

¹⁰ Latvia, [On Latvia's Recovery and Resilience Mechanism Plan \(Par Latvijas Atveseļošanas un noturības mehānisma plānu\)](#), adopted on 28.04.2021.

¹¹ Latvia, Baltic Digital Academy. [Get connected – Latvia \(Pieslēdzies Latvijai\)](#).

¹² See [Association Rasa \(Biedrība Rasa\) https://biedribarasa.lv/piesledzies-latvija-lattelecom-iesaista-rasu/](#)

tools (eID card, e-signature, e-address) to be able to receive e-services. Of the 6000 persons, 1444 are librarians, 1521 – teachers, 2603 – state and municipal institution employees, 376 court staff, 40 NGO representatives and 16 journalists.¹³

Computer skills courses for seniors have been regularly organized by many Latvian municipal libraries. Courses are free of charge and well attended by the elderly.¹⁴

NGO “Riga Active Seniors Alliance” (RASA)¹⁵<https://biedribarasa.lv/e-seniors-3/> web page has a special information section “e-senior” where older persons can find information and instructions how to use, e.g., i-bank, how to pay e-bills, how to avoid online imposters, etc. The NGO regularly organises practical courses, consultations for seniors regarding internet skills, e.g. - how to use different State and Municipalities home pages, how to fill documentation regarding income or pensions, benefits etc. According to the NGO “RASA”¹⁶, after the declaration of the state of emergency (COVID-19), the majority of the active members of the Riga Seniors Alliance have successfully used their, often previously unused, computer skills and have also actively begun to improve their computer skills. One of the most popular training courses among older people is how to pay bills on the Internet (by the mobile phones or tablets).

Senior University in Latvia¹⁷ is a member of RUTIS, a network of senior universities in the world started Portugal. Older people acquire both computer skills and how to use communication platforms, such as ZOOM. The university operates in several regions of Latvia and have regular training courses for seniors.

3 Research and data focused on equal access to public services in the digital age

In 2021 there were no complaints registered by the Ombudsman’s Office related to discrimination on the ground of age (older people) in the context of access to public services.

In 2019, a study was commissioned by the Ministry of Environmental Protection and Regional Development “Integrated Public Services provision and end-user needs monitoring. Assessment of local governments and E-index of local governments”¹⁸. This was a general study on the self-assessment of Latvian municipalities in the provision of e-services, the E-index of local governments, the indices of topics forming the E-index, as well as the results of the E-index by group of municipalities. The study also surveyed the population, but data unfortunately are not available by age, gender or disability, only divided by the municipalities and their capability to provide different public services.

According to the “Luminor” bank survey, in April 2020, 39% of older people 60+ in Latvia had started using digital banking services which they previously used in person at the bank.. This was influenced by covid-19 restrictions and availability of new digital tools says “Luminor” bank survey. The survey concerned changes in people’s habits.¹⁹

¹³ Latvia, Ministry of Environmental Protection and Regional Development (2020). [6000 digital agents in Latvia prepared to assist with acquisition of e-services.](#)

¹⁴ Latgale Central Library (2021). [Computer courses for seniors again available at library](#), 01.10.2021.

¹⁵ See <https://biedribarasa.lv/e-seniors-3/>

¹⁶ TV3.LV (2020). [Digital skills of seniors have rapidly improved during the state of emergency](#), 03.04.2020.

¹⁷ See <http://www.senioruuniversitate.lv>

¹⁸ Latvia, Ministry of Environmental Protection and Regional Development (2022). [Integrated Public Services provision and end-user needs monitoring. Assessment of local governments and E-index of local governments](#), 188 p.

¹⁹ Luminor (2020). [More than a third of seniors have started digital banking services](#), 03.04. 2020 Norstat, 1000 respondents in each Baltic State (Latvia, Lithuania, Estonia).

In 2021, the sociological and market survey company Norstat conducted a survey on digital transformation commissioned by Microsoft. According to the survey among people aged 60-74 only 13% of surveyed persons evaluated their digital knowledge and skills as adequate for the needs of digital transformation age, compared with 53% among youths aged 20-29, 22% among persons aged 40-59. 1 100 respondents aged 18-74 were surveyed in December 2020. The survey concerned the digital skills of Latvian inhabitants.²⁰

²⁰ Latvia, Notepad (2021). [Survey: Latvian residents must be educated about the advantages of digital transformation](#), 8 February.

4 State of digitalisation of selected public services

State Social Insurance Agency²¹ (pensions, social benefits etc)

In Latvia, there is a Single Country and Local Government Portal in www.latvija.lv, which offers over 130 e-services in Latvian, Russian and English. The e-service provides an opportunity for residents to request and receive information about the data stored in the State Social Insurance Agency (SSIA) information system without a face-to-face visit any of the SSIA client service centre. There are 30 SSIA branches across Latvia (working hours vary), where individuals can receive services in person, there is also an SSIA consultation centre in Riga, operating from 8:00-17.30 where appointments can be made in person.²² The webpage of the SSIA lists all the available e-services, it includes different kind of forms concerning social benefits and pensions that can be printed out. It also has a Q&A section which includes frequently asked questions and also video replies to some of the FAQ²³, e.g. Which documents need to be submitted by an individual requesting pension²⁴, documents proving insurance periods and how they can be found, Why it is important that social insurance contributions are made, how pension capital is accrued, what is included in social insurance period, can pensions from two countries be received? There are also different informative brochures, e.g. how to prove one's insurance period, etc.²⁵

In addition to SSIA branches,, there are also 140 state and municipal unified customer service centres in 35 municipalities across Latvia. These are centres in municipalities where people can, in one place, apply for specific most frequently requested state and municipal services. Infrastructure of unified customer service centre include: Wi-Fi, computer and work place for clients needs; Queue Systems; Disability access ramps; Unified identity of all centres Services: E-consultants for e-services; Reception of public services (both – local and central governments). Service by digitalisation includes 1) self service solutions and 2) eAssistants (Unified Customer Service Centers, Libraries).²⁶ There are plans to expand the number of such centres to 592. Individuals can themselves apply for e-services or do that with the help of an employee of the unified customer service centre, as well as apply for specific services in paper format on the spot at the centre. The section of the unified customer service centres of the webpage of the Ministry of Environmental Protection and Regional Development lists all services, including benefits and pensions, of the State Social Insurance Agency that can be applied for/submitted in the paper format.²⁷

The following information is available:

- Information on social insurance contributions and periods of insurance; State funded pension schemes (Tier 2 of pensions) statement of account of the participant;
- Information on the expected old-age pension's amount;
- Information on registered seniority up to 1996,

²¹ Latvia.LV (2022). [E-service card. State Social Insurance agency.](#)

²² State Social Insurance Agency. Structural Units, at <https://www.vsaa.gov.lv/lv/strukturvienibas>

²³ State Social Insurance Agency. FAQ, <https://www.vsaa.gov.lv/lv/biezak-uzdotie-jautajumi-un-atbildes-0>

²⁴ State Social Insurance Agency. Forms Concerning Pensions, <https://www.vsaa.gov.lv/lv/valsts-pensiju-iesniegumi>

²⁵ State Social Insurance Agency. <https://www.vsaa.gov.lv/lv/media/2888/download>

²⁶ Ministry of Environmental Protection and Regional Development of the Republic of Latvia (2017). [Network of State and Municipal Unified Customer Service Centres](#), Presentation.

²⁷ Ministry of Environmental Protection and Regional Development of the Republic of Latvia (2022). [Application for services of the State Social Insurance Agency and State Revenue Service in paper format.](#)

- Information on provided SSIA services; Information on withheld income tax from pension or benefit;
- Information on pension, benefit, indemnity sent for payment;
- Information on participation at Pension's Tier 2; Information about payments made by the SSIA and withheld income tax (for the declaration of income);
- Information on deductions from payments made by the SSIA; Information on Tier 1 capital for pensions;
- Information about inheriting Tier 2 capital for pensions.

Health e-services²⁸

The concept of an e-health system was first approved in 2005, but following a lengthy and costly period of development it only became mandatory in 2018. From day one it encountered problems, with complaints that it often crashed and seemed outdated even at launch. At the end of 2019, a procurement was announced on how the unified health information system should look in the future. A new digital health platform is currently being developed, which is intended to collect all information about the patient's health from all medical institutions in one place.²⁹

E-health portal (www.eveseliba.lv) includes a sub-section "Patient card" which includes basic health data (diagnosis, allergies, regular medication, warnings, medical devices, medical documentation), other subsections include personal data, vaccination data, family doctor and EHIC, referrals and results, records (information on e-records), sick leaves, e-consultations (depends if family doctor offers e-counselling), inbox. People can access health care records using the state eServices portal or E-health portal by authenticating with ibank information or electronic signature. Only data transmitted or entered by healthcare institution into the single electronic information system are accessible. Entry of patient historical medical data is not mandatory for doctors, but can be done on voluntary basis.

Patients can access their health records using the state eServices portal (authenticated with ibank information, electronic signature). There is a user support service phone line (one line for residents and one line for specialists), a special e-mail account for support and consultations. atbalsts@eveseliba.gov.lv

One can delegate (authorize) another person (one's adult child, another relative, friend or neighbour, etc.) to access one's medical data fully or partially. There is a sub-section "Delegation of rights - by clicking on "add new delegation" and filling in relevant information about the person one is delegating. If a person, e.g. an older person does not use internet, he/she can delegate another person access his/her information by submitting an application to the National Health Service – in person or by post. When submitting the application about delegation in person, one must show one's passport or an ID. When sending the application, one must also submit an authorization confirmed by the notary that a person indicated in the application is authorized to access medical data in E-health portal. Medical prescriptions and sick leaves can be written electronically and in paper format. A delegated person can also buy medicines for the older person.

Data entry in E-health system is mandatory from 1 January 2018. Starting from 1 July 2017 patient basic health data must be entered in the E-health system. Only those data entered by health personnel are available.

²⁸ Republic of Latvia E-health system (www.eveseliba.lv);

²⁹ ENG.LSM.LV (2022). [Two years until new e-health prescription system is ready](#), 8 July.

In cases when a neighbour/relative, who has not been delegated by an older person, has to buy medicines with e-prescription, he/she must show the e-prescription ID (e.g. a mobile phone picture, printed e-prescription), call older person's name and surname, show own passport or id. In specific cases the prescriptions are still written in paper format (individually reimbursable medicines, those medicines in M list compensated by the state, medicines that will be compensated by the insurance company, in the case when the resident is not in the Population Register, due to technical problems of e-health system).

There is an interactive map of health care institutions and pharmacies that have signed agreements about using e-health service, which is updated on weekly basis.³⁰ Only those can access the E-health system. Health care institutions and pharmacies can access the system by using patient data information systems integrated with eHealth system. In the eHealth system, health professionals can prescribe ePrescription and eSick leave certificates; view and add data in a patient's summary (diagnoses, allergies and administered medicines); create an eReferral to the specialist or diagnostic test; prepare medical documents during a consultation, examination or treatment; view medical documents prepared by other doctors; deny a patient's right to view certain medical data; fill-in the patient data in the Register for specific diagnoses. Pharmacists can issue prescribed medicine, as well as make their own statistical reports.

On 7 July 2022 a cooperation memorandum was signed to enhance the implementation of the digital health ecosystem in Latvia by the Ministry of Health, National Health Service and 17 other organizations. Earlier the Minister of Health D.Pavļuts announced³¹ that “Until now, the digitalization of health care in Latvia has been cumbersome, centralized, not friendly to patients and doctors. We have agreed with the health care system about a completely new approach, about new generations Digital Health that would be user friendly and correspond to global good practise. That would help our health care become more accessible, more qualitative and a lot more modern.”

³⁰ <https://www.eveseliba.gov.lv/sakums/e-vesel%C4%ABbas-interakt%C4%ABv%C4%81-karte>

³¹ Latvia, Ministry of Health (Veselības ministrija) (2022). [Cooperation Memorandum On Digital Transformation \(Veselības aprūpes nozares un iesaistīto pušu SADARBĪBAS MEMORANDS Par digitālo transformāciju, Digitālās Veselības ekosistēmu, un inovāciju veicināšanu veselības nozarē\).](#)

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Other (as relevant in your context)
Stage of digitalisation	Not digitalised (Y/N)	N	N	N	
	Information is available online (Y/N)	Y	Y	Y	
	Transactions are possible online (Y/N)	Y	Y	Y	
Recognition of groups at risk of digital exclusion	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	N	N	N	
	If yes , please list the barriers and groups that are mentioned.				
Multichannel access options	Telephone service (Y/N) If yes , please describe what kind of personalised services it provides.	N	N	N	
	Physical administrative access points (Y/N). If yes , please specify the level of availability (local, regional, national), the opening days and hours.	Family doctor – can access e-health record with information that have been entered by other doctors and institutions Health care institutions that have signed agreements about using e-health service can access e-health record that have been entered by other doctors and institutions	VSAA (State Social Insurance Agency) Access in 30 regional branches ³² is available Monday-Friday from 9 am-5 pm Application forms concerning service can be submitted in person (passport/ID for	VSAA (State Social Insurance Agency) Access in 30 regional branches ³⁴ is available Monday-Friday from 9 am-5 pm Application forms concerning service can be submitted in person (passport/ID for identification must be shown)	

³² State Social Insurance Agency (2022). Branches. https://www.vsaa.gov.lv/lv/filiales?utm_source=https%3A%2F%2Fwww.google.com%2F

		<p>Physical access to family doctor's practice is available from Monday to Friday from 8 a.m. until 7 p.m.</p> <p>The doctor who issued an e-prescription can print out the information about the prescription for the patient.</p> <p>Access to health care institutions depends on each institution's work schedule.</p> <p>A patient has the right to ask the health care institution where he/she received treatment to issue a copy of his/her medical file in paper (Law on Patient's Rights, Section 9 (1))</p>	identification must be shown) ³³		
	<p>Specific locations that facilitate offline access to the service (Y/N) If yes, indicate the location(s). Please describe what kind of support is provided.</p>	N	<p>Y</p> <p>VSAA (State Social Insurance Agency) Access in 30 regional branches³⁵ is available Monday-Friday from 9 am-5 pm</p> <p>A network of uniform state/municipal customer service centres at district,</p>	<p>Y</p> <p>VSAA (State Social Insurance Agency) Access in 30 regional branches³⁸ is available Monday-Friday from 9 am-5 pm</p> <p>A network of uniform state/municipal customer service centres at district, regional and national level³⁹</p>	

³³ State Social Insurance Agency (2022). Services, Consultation about SSIA services, at <https://www.vsa.gov.lv/lv/pakalpojumi/konsultesana-par-vsa-pakalpojumiem>

³⁵ https://www.vsa.gov.lv/lv/filiales?utm_source=https%3A%2F%2Fwww.google.com%2F

³⁸ https://www.vsa.gov.lv/lv/filiales?utm_source=https%3A%2F%2Fwww.google.com%2F

³⁹ Point of single contact for state and municipal services <https://www.varam.gov.lv/lv/vpvkac>

			<p>regional and national level³⁶ (140 centres across the country) – different working times for different centres, e.g. 8.00-18.00 8.00-16.30</p> <p>Application forms concerning services can be submitted in person (passport/ID for identification must be shown).³⁷</p>	<p>(140 centres across the country) – different working times for different centres, e.g. 8.00-18.00 8.00-16.30</p> <p>Application forms concerning services can be submitted in person (passport/ID for identification must be shown).⁴⁰</p>	
	<p>Specific locations that facilitate online access to the service (Y/N). If yes, indicate the location(s). Please describe what kind of support is provided.</p>	<p>Y A network of uniform state/municipal customer service centres (140 centres, service is free of charge)</p> <p>different working times for different centres, e.g. 8.00-18.00 8.00-16.30</p> <p>Technical assistance provided to access online e-health platform using computer station at the centre, printing, scanning</p>	<p>Y A network of uniform state/municipal customer service centres (140 centres, service is free of charge)</p> <p>different working times for different centres, e.g. 8.00-18.00 8.00-16.30</p> <p>Technical assistance provided to access online e-service using computer station at the centre, printing scanning</p> <p>e-assistants</p> <p>an e-service can be accessed by a staff member of</p>	<p>Y A network of uniform state/municipal customer service centres; 140 Centres, service is free of charge)</p> <p>different working times for different centres, e.g. 8.00-18.00 8.00-16.30</p> <p>Technical assistance provided to access online e-service platform using computer station at the centre, printing scanning</p> <p>e-assistants</p> <p>an e-service by a staff member of state/municipal</p>	

³⁶ Point of single contact for state and municipal services <https://www.varam.gov.lv/lv/vpvkac>

³⁷ https://www.varam.gov.lv/sites/varam/files/content/files/Darb%C4%ABbas%20jomas/VPVKAC/vsaa_un_vid_pakalpojumi_papira_forma.pdf

⁴⁰ https://www.varam.gov.lv/sites/varam/files/content/files/Darb%C4%ABbas%20jomas/VPVKAC/vsaa_un_vid_pakalpojumi_papira_forma.pdf

			<p>state/municipal customer service centre authorised by a client if he/she has no access to personal electronic identification means (Tier 2 pension level participant registration, choice/change of investment plan, inheriting Tier2 pension)⁴¹</p> <p>In 11 towns and parishes personalised (in-depth) remote consultations organised by centre staff with VSAA specialists on old age pensions⁴²</p> <p>Public libraries⁴³</p> <p>Librarians have been trained to assist with the use of e-services</p> <p>Technical assistance provided to access online e-service using computer station at the library, printing scanning</p>	<p>customer service centre authorised by a client if he/she has no access to personal electronic identification means (various benefits)⁴⁴</p> <p>In 11 towns and parishes personalised (in-depth) remote consultations organised by centre staff with VSAA specialists on sickness, disability benefits⁴⁵</p> <p>Public libraries</p> <p>Librarians have been trained to assist with the use of e-service</p> <p>Technical assistance provided to access online e-service using computer station at the library, printing scanning</p>	
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⁴¹ Latvia, Cabinet of Ministers Regulations No 401 of 4 July 2017 (Ministru kabineta 2017. gada 4. jūlija noteikumu Nr. 401 “[Noteikumi par valsts pārvaldes vienoto klientu apkalpošanas centru veidiem, sniegto pakalpojumu apjomu un pakalpojumu sniegšanas kārtību](#)”)

⁴² Pilot project in Olaine, Ilūkste, Višķi, Viļaka, Viesīte, Rubene, Pededze, Drusti, Gaujiena, Variņi, Stopiņi VSAA

⁴³ Latvia.LV (2019). [Free of charges opportunities in public libraries.](#)

⁴⁴ Latvia, Cabinet of Ministers Regulations No 401 of 4 July 2017 (Ministru kabineta 2017. gada 4. jūlija noteikumu Nr. 401 “[Noteikumi par valsts pārvaldes vienoto klientu apkalpošanas centru veidiem, sniegto pakalpojumu apjomu un pakalpojumu sniegšanas kārtību](#)”)

⁴⁵ Pilot project in Olaine, Ilūkste, Višķi, Viļaka, Viesīte, Rubene, Pededze, Drusti, Gaujiena, Variņi, Stopiņi VSAA

	Other – please indicate any other access channels to the service.	Social care centres (only for people living there)	Social care centres (only for people living there)	Social care centres (only for people living there)	
Other forms of support for online use	Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.	Y E-health service home page ⁴⁶ has an option for persons with visual problems e.g. - different font size and contrast colours	Y VSAA webpage ⁴⁷ has an option for persons with mental and visual problems, e.g. "easy to read" and for persons with sight issues - different font size and contrast colours as well as information in Latvia, and English Video/audio information also available ⁴⁸	Y VSAA webpage ⁴⁹ has an option for persons with mental and visual problems, e.g. "easy to read" and for persons with sight issues - different font size and contrast colours as well as information in Latvia, and English Video/audio information available	

⁴⁶ <https://www.eveseliba.gov.lv/sakums/bie%C5%BE%C4%81k-uzdotie-jaut%C4%81jumi/iedz%C4%ABvot%C4%81jiem>

⁴⁷ <https://www.vsa.gov.lv/lv>

⁴⁸ https://www.youtube.com/watch?v=10_ZPTjORG0

⁴⁹ <https://www.vsa.gov.lv/lv>