

Digi-Ageing Platform Manual

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Gender-Disclaimer: to be defined on national level if applicable, e.g. in German language: see the example here and adapt it to your needs:

Gender Disclaimer (w/m/d): Wir sind bemüht, unsere Texte so zu formulieren, dass sowohl die weibliche, die männliche und – wann immer möglich - die geschlechtsneutrale Form alternierend Verwendung finden. Das Sternchen steht als symbolischer Platzhalter für Geschlechtsidentitäten jenseits der Zweigeschlechtlichkeit.



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1. Introduction

The Digi-Ageing Platform and tools has been developed using state-of-the-art Web Technologies and adheres to modern design and accessibility rules. While the Digi-Ageing Platform and tools were designed to be used by all types of modern devices (PCs, laptops, smartphones and tablets) and modern browsers, they were fully tested and optimized to run on Google Chrome browsers. Therefore, please ensure that you are using the latest version of Google Chrome for accessing the platform.



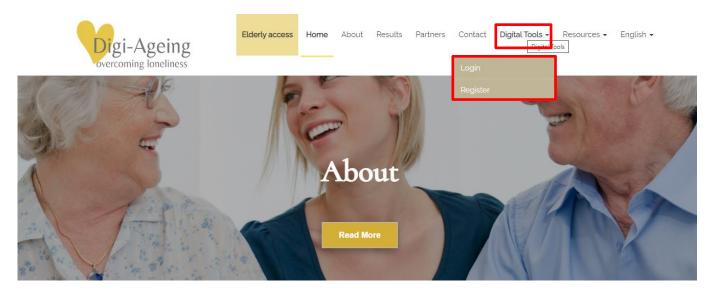
Digital Tools - Identify and Prevent Loneliness



2. Caregiver Registration and log in to the platform

To access the digital tools of the platform, users (caregivers) need to register and be logged in the platform. This option is on the menu under the Digital Tools tab as shown below. If users do not have credentials, they can register via the registration button.





Caregiver registering for an Organization

In the registration form, the caregiver needs to select their organization from the available options in the drop-down list, see figure on the right. Then, when a caregiver registers a patient, the patient will also be automatically registered under the caregiver's organization.

<u>Important</u>: the organization selection by the caregiver is important as it will be used for users' data separation between tests and user pilots for research purposes. More specifically, the caregiver needs to select the "Test organization" for conducting the tests (registering test patients and using the tools) and the "Organization" for conducting the pilots (registering real patients and using the tools).

The caregiver is able to later change his/her organization by navigating to Digital Tools \rightarrow Account \rightarrow View profile (link below the name) \rightarrow click on the gear icon on the right upper corner \rightarrow Edit profile.

After registration, users should log in to the platform by using the email and password they have used for registration, and by checking the "I'm not a robot" checkbox before pressing Login. There is also the possibility to tick "Keep me signed in" so that users do not have to enter their credentials every time they would like to sign in.

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Caregiver registration

First Name	
Last Name	
E-mail Address	
Password	
Confirm Password	
Confirm Password	
Profession	
Caregiver	
Organization	
l'm not a robot	reCAPTCHA
	Privacy - Terms
Register	Login

E-mail	
Password	
l'm not a robot	reCAPTCHA Privacy - Terms
Keep me signed in	
Login	Register
Eorgot vour	nassword?

3. Dashboard

After the user successfully logs in, he/she will be redirected to the dashboard page. There, the user will have access to all the functionalities of the platform, such as viewing supporting materials, accessing/registering patients, or creating/viewing appointments. The same functionalities are also added on the main menu under the Digital Tools tab.



4. My Patients

To proceed with using the digital tools with a patient, the caregiver must select the patient with whom he/she will work. To do this, the user must click the "My patients" button (see figure above).

On "My patients" page there are all the patients registered from the organization of the caregiver, with all the information the patients had given during registration. On the left there is an **ID card icon** that redirects to the <u>patient's profile</u>. In the last column, there is the choice to continue with the <u>Screening</u> tool (IO3) or the Reminiscence tool (IO4). At the end of this page, there is a button for the <u>registration</u> of the patient.

arch by	alias		Search by client	number		Search by birthday	
	ALIAS	BIRTHDAY	GENDER	STEP	CLIENT NUMBER	SELE	CT TOOL
	nirea	2016-06-04	Male	2	5443	Screening tool	Reminiscence tool
	nireamar	1997-10-31	Other	3	12345	Screening tool	Reminiscence tool
	mamamia	1948-12-24	Female	4	123	Screening tool	Reminiscence tool
	mettour	1993-06-18	Male	2	111	Screening tool	Reminiscence tool
	mettour2	1992-03-05	Male	2	121212121	Screening tool	Reminiscence tool
	Chris	1985-11-27	Male	2	93	Screening tool	Reminiscence tool
	Bob	1940-11-03	Female	2	7	Screening tool	Reminiscence tool



5. Patient Registration

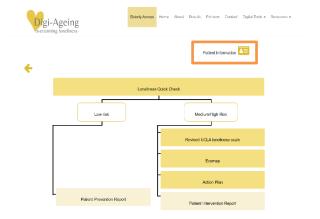
On the patient registration form, the caregiver needs to add an Alias and gender which is mandatory, while he/she can also add the client number and/or birthday but it is not mandatory to do so. To complete the registration both the "Terms and Conditions" and "I agree on the following" checkboxes should be checked.

D5140 00 400 40	
DEMOGRAPHIC	
Patient information	
Client number	
Birthday	
dd/mm/yyyy	
Female	

• It is clear to me that at any point of time I am fully entitled to withdraw from

6. Screening Tool

On the screening tool's main page, we can see the screening tool's clickable dashboard, as well as the <u>patient information</u> button in the top right corner.





7. Loneliness Quick Check (LQC)

On this quiz, the patient should answer to several "yes/no" questions through the caregiver. Additional information as to how to fill in the quiz, as well as the disclaimer can be found via the "i" and "!" buttons at the top right corner (see following figure).

¢	•		00
st	ructions: Please tick when the statement applies to the person you are assessing.		
	LQC - LONELINESS QUICK CHECK	YES	NO
1	The person has recently retired or became unemployed (max two years)	0	\bigcirc
2	The person does not have close family or friends/social network	0	0
3	The person doesn't have an intimate relationship	0	\bigcirc
4	The person has recently become widowed (within last year)	0	0
5	The person has mobility issues within their living space	\bigcirc	\bigcirc
6	The person has lack of access to local transportation (e.g. not driving, not access to buses or someone to take them to places)	\bigcirc	\bigcirc
7	The narcon doas not have assu access to basic products/services past their home	\sim	\sim

8. Revised UCLA loneliness scale

On this quiz, the patient should answer to several questions through the caregiver. The answers can be numbers from 1 to 4. Additional information as to how to fill in the quiz, as well as the disclaimer can be found via the "i" and "!" buttons at the top right corner (see following figure).

<				00
nstructions: Indicate how often each of the statements I	below is descriptive of th	e person you are ac	minister it to.	
= Never,2 = Rarely,3 = Sometimes,4 = Often				
STATEMENT	1	2	3	4
feel in tune with the people around me	0	0	0	0
lack companionship	0	0	0	0
There is no one I can turn to	0	0	\bigcirc	0
do not feel alone	0	0	0	0
feel part of a group of friends	\bigcirc	0	\bigcirc	0
have a lot in common with the people around me	0	0	0	0
I am no longer close to anyone	\bigcirc	\bigcirc	\bigcirc	0

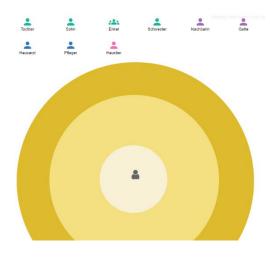
9. Ecomap

On the first page of the Ecomap tool, the patient must complete through the caregiver: i. the name with which the patient would like to use the Ecomap, and ii. the names of the people the patient wants to add to the Ecomap and the relationships that he/she has with them. There are four types of groups: *"family members", "friends and neighbors", "formal caregivers and support systems*", and *"other relevant persons"*. Instructions, additional information and the disclaimer can be found via the "?", "i" and "!" buttons at the top right corner (see following figure).



÷		0 O O
I am : Klientin / Bew	vohnerin	
	FAMILY MEMBER	
CHOOSE FIGURE	NAME	RELATIONSHIP
<u>و ک را بعد</u>	Tochter	
• 💄 ₀ 🚑	Sohn	
o 👱 🔒 🛤	Enkel	
•	Cohunctor	

On the second page of the Ecomap tool, the Ecomap is displayed. On the top, the people added in the previous page are shown as figures, with colors corresponding to their groups. On mouse-hover (mouse over) on each one of them, the corresponding relationship is shown. We can click and drag each of the figures on the Ecomap circles and drop it only in places where the "+" icon is visible. Please note that, depending on your screen's resolution, Ecomap's circles may not be entirely homocentric.



10. Action Plan

The caregiver may fill-in the action plan form (see figure on the right).

On the Action plan webpage, there is a button in the top right corner to go to the <u>latest results</u> in order to be able to view all the previous questionnaires (LQC, UCLA and Ecomap) and complete the plan accordingly. The doctor with the patient should complete all the necessary information here regarding the next steps the patient would take.

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÷	Go to latest results
You can see and print	your previous results by going to the latest result page.
Action Plan for:	
nirea	
Desired Change	c.
Please notice m	ain resources of the client
AREAS	RESOURCES
Family	
Friends and neighbours	records, rest name Last an
Caregivers	
Other relevant persons	
Next steps to sta	art the desired change:
	ACTION PLAN
Action 1:	
Action 2:	
Action 3:	

Action 4

←

11. Patient Information

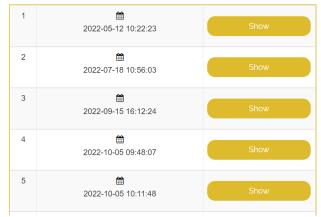
On patient information page the caregiver can view all the information of the patient that was recorded during patient registration, plus the age which is automatically calculated from the birthday (if provided) and the notes from the caregiver. All the information except Alias can be updated at any time by changing the value and clicking "Apply Changes". On the bottom of the page, the <u>history</u> buttons are available and the <u>latest results</u> which is a report about the latest answers of the patient for each step (LQC, UCLA, Ecomap, Action plan).

	PATIENT INFORMATION	
Alias	nirea	
Client number	5443	
Birthday	04/06/2016	
Age	6	
Gender	Male	v
Notes from caregiver	33	



12. History

In the history webpage, all the previous results are available with the date and time they were submitted. Upon click of "Show" button, the respective completed questionnaire is displayed where the answers of that specific patient are shown.





13. Latest Results

In the latest results webpage, the latest results for each step are available. The caregiver may click to print or save them.

Important: in order for this to work, pop-ups should be allowed by your browser. To enable blocked pop-ups by your browser, please click on the icon and select "allow pop-ups". Ea 4 Ê Loneliness Quick Check 2022-10-04 16:47:38 m Revised UCLA loneliness scale 2022-10-05 10:56:30 Ecomap 2022-10-05 09:52:32 m Action Plan 2022-10-05 10:22:00

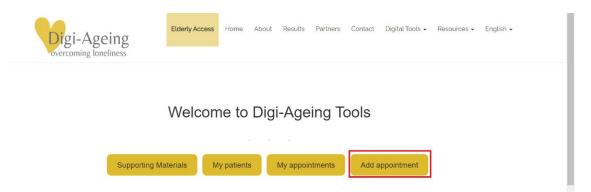
Important: When attempting to print the Ecomap, in the pop-up window please click "More settings" and check the "Background graphics" check box to enable the Ecomap graphics to appear on the document to be printed.

14. Reminiscence Tool - Add appointments

There are two ways with which a caregiver can add an appointment with a patient:

First way to add an appointment with a patient

The first way is through the Dashboard. The caregiver may click on the "Dashboard" menu button under "Digital Tools" and then select "Add Appointment" to add an appointment with their patients as shown below:



Then, the caregiver will be navigated into the "add appointment" webpage from where he/she will be able to complete the fields needed to set up an appointment with their patient. More specifically, the



caregiver needs to select the date and time of the appointment with the patient, the purpose of the meeting etc.

iProvide data about the a	ppointment	
	Date of the appointment:	
	07/10/2022	۵
	Time of the appointment:	
	04:27 am 🔕	
	Talk about mental health	
	Alias	
	Moteriske	\sim
	https://ucy.zoom.us/	
	1234466	
	123456	
	+357 2 200 0888	
	Link to the drive with more resources	
	🖺 Submit	

Then, by pressing 'Submit' the appointment will be saved in the caregiver's appointments list. After the submission of the appointment, the caregiver will be redirected to 'My appointments' page.



Next appointment:		
Moteriske Date of the appointment: 2022-10-07 Time of the appointment: 04:27 Purpose of the appointment: Talk about mental health View all details		
All appointments:		
Moteriske	Р	nirea
Date of the appointment: 2022-10-07 Time of the appointment: 04:27 Purpose of the appointment: Talk about mental health	Date of the appointment: 2022-10-08 Time of the appointment: 15:46 Purpose of the appointment: Talk about family	Date of the appointment: 2022-10-09 Time of the appointment: 16:23 Purpose of the appointment: Talk about family
View all details	View all details	View all details
Saule	Moteriske	nirea
Date of the appointment: 2022-10-09 Time of the appointment: 17:02 Purpose of the appointment: Talk about mental health	Date of the appointment: 2022-10-21 Time of the appointment: 13:25 Purpose of the appointment: Talking about health	Date of the appointment: 2022-10-22 Time of the appointment: 11:42 Purpose of the appointment: Talk about family test
View all details	View all details	View all details

Second way to add an appointment with a patient

The second way to add an appointment is for the caregiver to navigate to "My Patients" and from there, to select the patient he/she would like to have an appointment with and press "Reminiscence Tool". From the "Reminiscence Tool" webpage, the caregiver needs to click on the "Add appointment with patient" button.



	ALIAS	BIRTHDAY	GENDER	STEP	CLIENT NUMBER	SEL	ECT TOOL
10	nirea	2016-06-04	Male	2	5443	Screening tool	Reminiscence tool
	nireamar	1997-10-31	Other	3	12345	Screening tool	Reminiscence tool
82	mamamia	1948-12-24	Female	4	123	Screening tool	Reminiscence tool
12	mettour	1993-06-18	Male	2	111	Screening tool	Reminiscence tool
A 22	mettour2	1992-03-05	Male	2	121212121	Screening tool	Reminiscence tool
82	Chris	1985-11-27	Male	2	93	Screening tool	Reminiscence tool
	Bob	1940-11-03	Female	2	7	Screening tool	Reminiscence tool
A 12	agi	1979-10-03	Female	4	0	Screening tool	Reminiscence tool
10	Patient 2	1947-07-17	Other	2	321311	Screening tool	Reminiscence tool
	Appointment(s)) with: nirea					
	Date of the a	ppointment: 20				he appointment: 2022	
	Date of the a					he appointment: 2022 he appointment: 11:4	

Following, the caregiver must add the details of the appointment and press the submit button to submit the appointment with the patient.



Add appointment with patient

i.Provide	data	about	the	appointment nirea	

Date of the appointment:	Time of the appointment:
Purpose of the appointment *	
Talk about family	
Link to the appointment(http://www.example.com/index.ht	nl):
https://ucy.zoom.us/	
Meeting ID of the appointment	
1234466	
Meeting Passcode	
123456	
Meeting Telephone	
+357 2 200 0888	
Link to the drive with more resources	
Link to the drive with more resources	
	Submit

After submitting the new appointment, the caregiver will be redirected to the previous page where all the appointments with the specific patient will be displayed.



Digi-Ageing	Elderly Access	Home About	Results	Partners	Contact	Digital Tools 🗸	Res
Appointment(s) with: nirea Date of the appointment: 2022-10-09 Time of the appointment: 16:23	Date of the appointme Time of the appointme			Date of the a		2022-10-14	
View all details	View all				View all de		
Add appointment with patient							

15. View all the details of the appointment

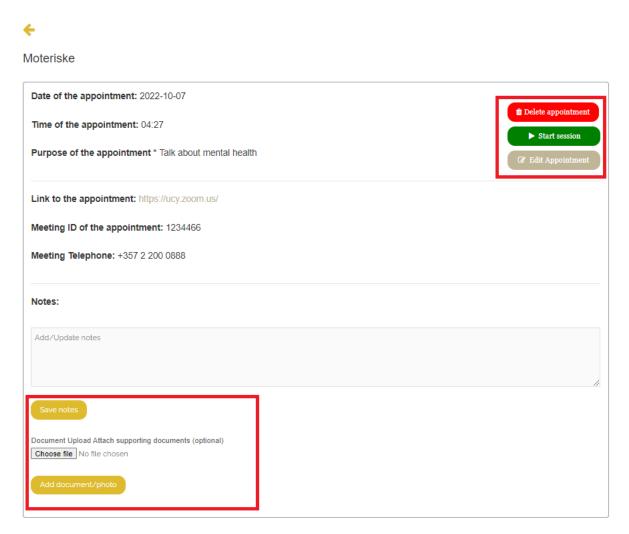
The caregiver can view all his/her appointments from the "My appointments" webpage, which is reachable through the main menu (under "Digital Tools" \rightarrow "Dashboard" \rightarrow "My appointments") and from the dashboard ("Digital Tools" \rightarrow click on "Dashboard"). From the "My appointments" webpage the caregiver is able to view his/her next appointment, as well as all the other appointments he/she has.

Moteriske		
Date of the appointment: 2022-10-07		
Time of the appointment: 04:27 Purpose of the appointment: Talk about		
mental health		
View all details		
pointments:		
opointments:		
· 	Р	nirea
Noteriske		
Acteriske	Date of the appointment: 2022-10-08	Date of the appointment: 2022-10-09
Acteriske ate of the appointment: 2022-10-07 ime of the appointment: 04.27	Date of the appointment: 2022-10-08 Time of the appointment: 15:46	Date of the appointment: 2022-10-09 Time of the appointment: 16:23
Moteriske Nate of the appointment: 2022-10-07 ime of the appointment: 04:27 'urpose of the appointment: Talk about	Date of the appointment: 2022-10-08	Date of the appointment: 2022-10-09
Appointments: Moteriske Date of the appointment: 0422-10-07 Time of the appointment: 04.27 Purses of the consciences of the back	Date of the appointment: 2022-10-08 Time of the appointment: 15:46	Date of the appointment: 2022-10-09 Time of the appointment: 16:23
Moteriske Date of the appointment: 2022-10-07	Date of the appointment: 2022-10-08 Time of the appointment: 15:46 Purpose of the appointment: Talk about	Date of the appointment: 2022-10-09 Time of the appointment: 16:23 Purpose of the appointment: Talk about

By clicking the "View all details" button, the caregiver is able to view the details of the corresponding appointment. The appointments with a particular patient are also accessible via "My patients" webpage \rightarrow select particular patient \rightarrow "Reminiscence tool".



The figure below shows the details of the appointment. The caregiver is able to add notes, add a picture or a document, edit the appointment, delete the appointment and start the evaluation session with the patient.



16. Add or Update Notes of the appointment:

As mentioned above, the caregiver is able to add or update his/her notes. After typing his/her notes in the textbox, the caregiver must press 'Save notes' to save them.

Notes:





17. Add or Update a file for the appointment

To add a new document or update the previous document, the caregiver needs to select the file/document/photo he/she wants to include in the appointment and then press the 'Add document/photo'.



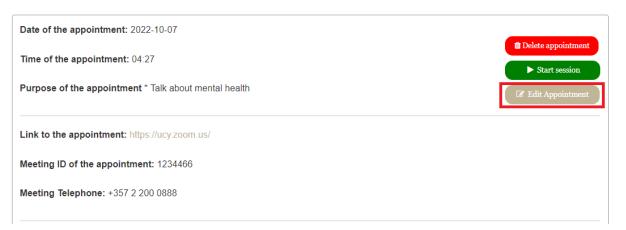
After file upload, the document/photo will appear in the appointment.



18. Edit appointment

Caregivers may edit the details of an appointment. They can change the date, time, purpose of the appointment, the link of the appointment and any remote link, such as foe example a link to an online drive. To edit an appointment, the caregiver clicks on the 'Edit appointment' button as shown below.

Moteriske





Current date of the appointment: 2022-10-07	
New date of the appointment:	
07/10/2022	
Current time of the appointment: 04:27	
New time of the appointment:	
04:27 am 🛛 🔍	
Purpose of the meeting: Talk about mental health	
Talk about mental health	
Link for the appointment: https://ucy.zoom.us/	
Link to the appointment (http://www.example.com/index.html):	
https://ucyzoom.us/	
Meeting ID: 1234466	
1234466	
Meeting telephone: +357 2 200 0888	
+357 2 200 0888	
*35/ 2 200 0000	
Link to the drive with more	

19. Delete the appointment

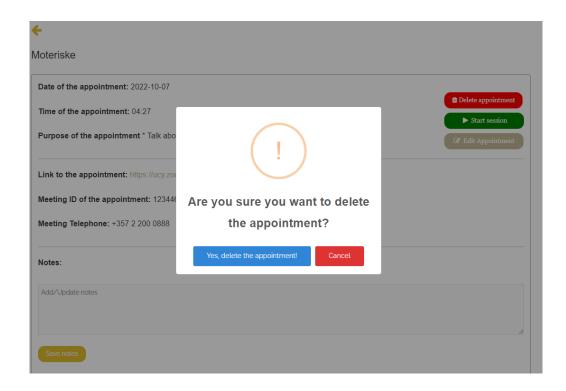
To delete an appointment, the caregiver clicks on the 'Delete appointment' button.

Moteriske

Date of the appointment: 2022-10-07	Delete appointment
Time of the appointment: 04:27	► Start session
Purpose of the appointment * Talk about mental health	Edit Appointment
Link to the appointment: https://ucy.zoom.us/	
Meeting ID of the appointment: 1234466	
Meeting Telephone: +357 2 200 0888	

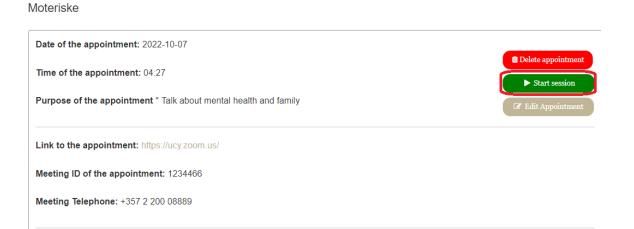
Then, a pop-up notification window appears in order to confirm the deletion of the appointment. Upon confirmation, all the details will be erased from the platform.





20. Start a Reminiscence session with a patient

When it is the time for the appointment, the caregiver will need to start the session. To do this, the caregiver will navigate to the specific appointment and will click on the 'Start Session' button.



From there the caregiver will be redirected to a new browser window, where he/she will be able to follow the four stages of the session. From stage one to stage four there are back buttons and procced buttons from where the caregiver will be able to navigate through the stages.

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Stage 1: Onboarding and Planning stage

-Firstly, you should **inform the patient about the aims of the guidance**, by introducing the process and explaining the main rules: you can set a warm, friendly tone, listen actively without rushing or forcing, creating positive emotions to the patient.

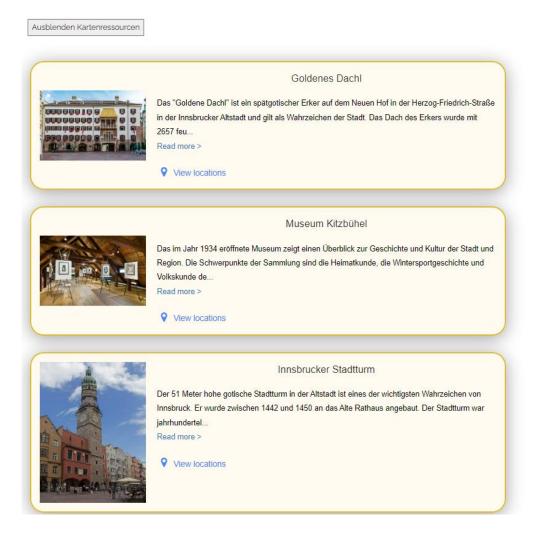
-Then you should identify themes of interest with the patient, creating thus positive emotions using pictures, short videos and music.

The suggested topics are favourite places/music/food, first day at school, first toy, first job.

Proceed to Stage 2

21. Reminiscence Session Stage 2: Elicit memories by using PROPS Planning Stage

Stage 2: "Elicit memories by using PROPS Planning Stage", will be used by the caregiver to show to the patient resources about locations, music, and favorite things to assist him/her to remember and initiate discussion.



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For each specific country of the consortium, the platform provides relevant resources. For example, if a patient lives in Italy and therefore uses the Italian language in the platform, the resources this patient will be able to view are those of Italy.

22. Reminiscence Session Stage 3: Expression and sharing of memories

Stage 3: Expression and sharing of memories

You should support communication by active listening, establishing trust and rapport, giving the choice to choose memories to share and not to share. Where the patient decides to share a difficult memory, you have the responsibility to ensure that hurtful feelings are properly listened and give support and genuine empathy to the patient. Back to Stage 2 Proceed to Stage 4

During the third stage "Expression and sharing of memories", the health carer is receiving tips as to how to conduct the session, while during the fourth and final stage of the Reminiscence session, the platform provides to the caregiver the opportunity to add or update his/her notes about the appointment. Then, the caregiver clicks on finish to be navigated back to the "all appointments" screen.

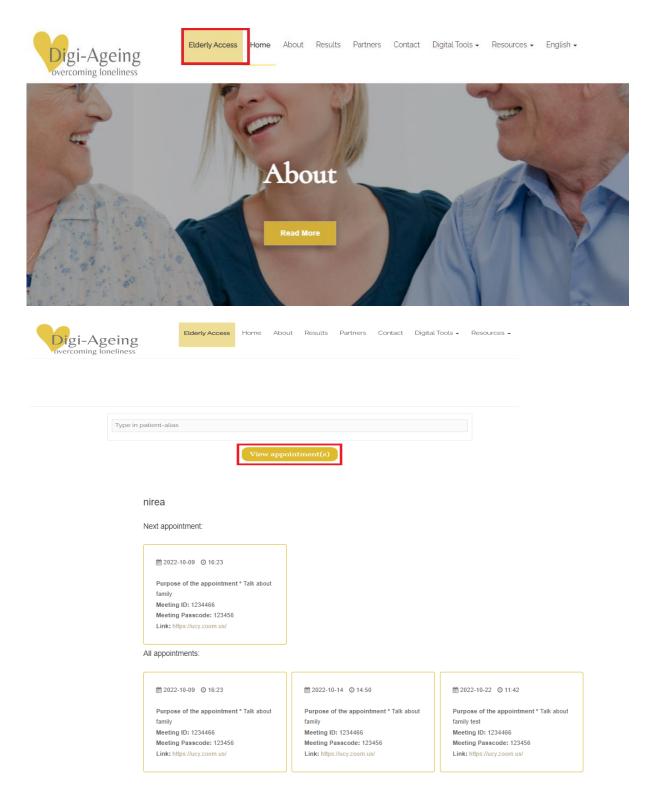
Stage 4: Closing Stage

-The patient should complete his story satisfactory (sense of incompletion is dissatisfying)!
-Make sure that you thank the patient for their contribution by accurately repeating some of the memories shared.
-You and the patient should reflect on the positive outcomes and feelings that have been achieved. You should motivate the patient to move on to new projects (sharing memories) and activities.
-You should make some notes and evaluate the session shortly. You may upload the notes to the appointment's page.
Notes:
Add/Update notes
Add/Update notes
Back to Stage 3 Finish



23. Elderly Access for patients

Elderly Access is located on the main menu and it's available to elderly people in order to easily access their appointments. The patient will click on the "Elderly Access" menu button and then he/she will type in their "alias" and click on "View appointment(s)" to be able to view his/her appointments.





24. IO4 Elicit Memories Resources – Do You Remember?

Resources related to memories elicitation are available from the main menu under the "Resources" tab as shown below.



Note: when the language selected from menu is English the user will be able to select any resources of any country.

Memory resources	×	+				\sim	-	Ō	×
\leftrightarrow \rightarrow X A Not secure	digi-ag	geing.eu/memory-resources/	Q	Ŀ	☆	*	≡J) E
🚯 🚳 digi-ageing.eu 🖌 Customize 🔸	O 14 🖣	🛛 24 🕂 New 🖉 Edit Page 🔢 Insights WP Mail SMTP 🕕			Howdy	y, First n	ame Las	t name 📑	۹ -
		-Ageing ning loneliness	- [English	-				
		Elicit memories resources							- 8
		You can use the buttons below to make a free search:							- 1
		• • •							
		Have you ever heard of "Reminiscence Guidance"? This method involves the prompting and recalling of memories and experiences from							- 1
		the past, and sharing of the reminiscence with the intention to empower older adults to overcome loneliness to find hope, value, and meaning in their lives. Here we present some digital possibilities that can be used for this reminiscence work, such as Google Street View to							
		remember important places from the past, websites such as Pinterest to find favourite recipes from childhood, or e.g. YouTube to find							
		favourite songs from youth. Enclosed we provide you with some examples. Be creative and also collect your own ideas.							
		Please select country Please select country Austria Please select country Austria Cypros Taly Lithuania Spain							





For example, if the user selects the Italian language then he/she will be able to view only the resources of Italy.



From this page, the different resources of the particular country are displayed through description, photos, etc. By pressing on the buttons, each category of resources is being displayed or hidden.

È possible utilizzare i pulsanti seg	querti per effettuare una ricerca gratuíta:	
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del passato e la condivisione della	a alla reminiscenza"? Questo metodo prevede la sollacitazione e la rievocazione di ricordi ed esperienze a reminiscenza con l'intento di alutare gli anziani a superare la solltudine e a trovare operanza, valore e	
Google Street View per ricordare I	entismo alcune possibilità digitati che possono essere utilizzate per questo lavoro di reminiscenza, come luoghi importanti dei passato, sili veto come Printerest per trovare le incette preferate dell'Infanzia o, ad carzoni preferite della gioventti. In allegato vi forma alcuni essemo. Siste creativi e raccoglete anche le	
vostre idee!	апсот римали сила усмени, та анедако у ползато асслі азатрі, снам стваку и насоднав алств н	
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	Lago di Fimon	1
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