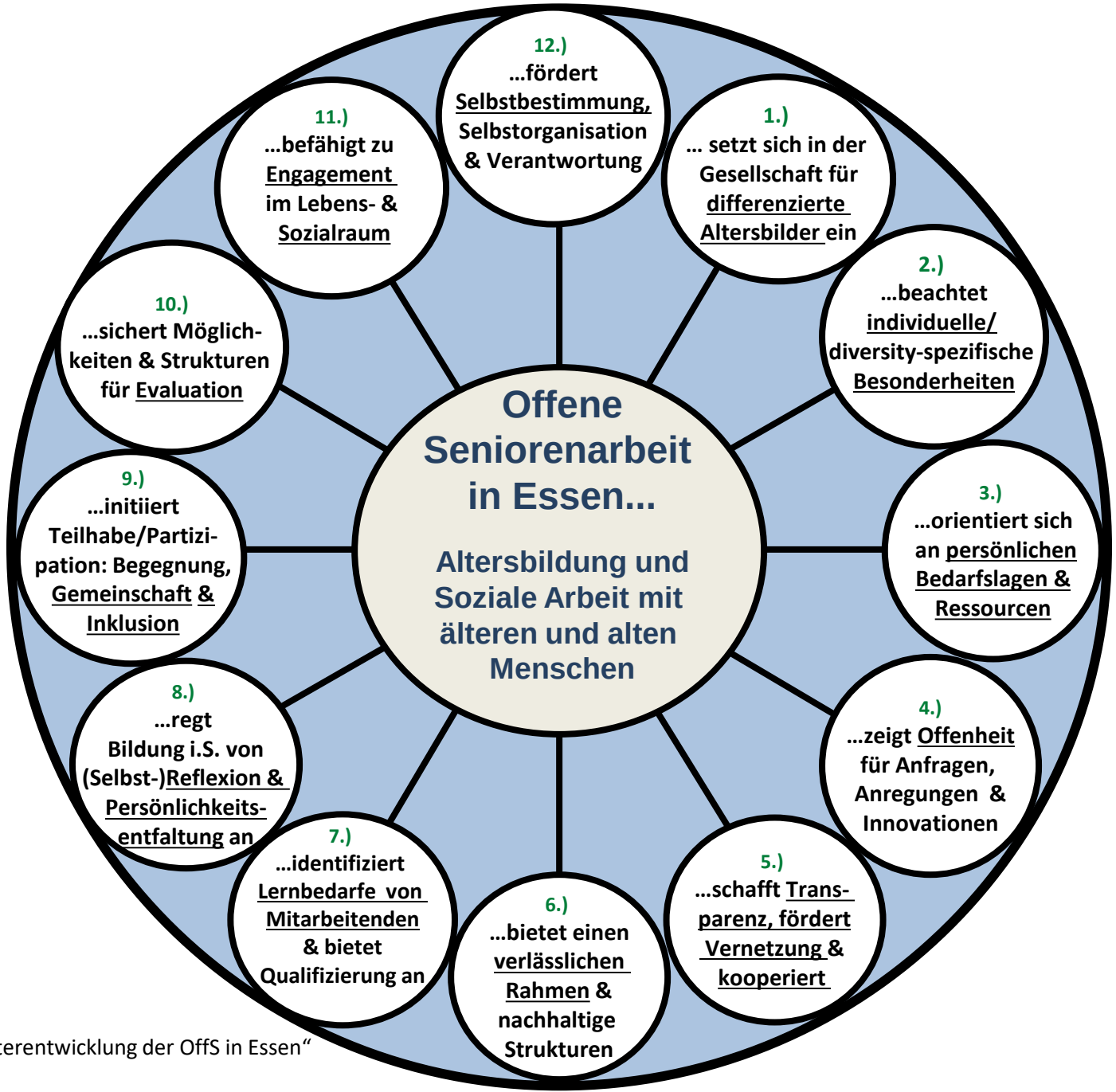Qualitätsmerkmale Offene Seniorenarbeit in Essen