

## Annex II - Presentations stakeholders

# Knowledge sharing process

“Isolation and loneliness of older people during the COVID-19 pandemic: formal/informal care”

Workshop 1. Stakeholders  
Mrs. Heidrun Mollenkopf

## Are my issues or topics covered?

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- The Redline document is a rather comprehensive document.
- Most of the issues that are important to our member organisations are covered.
- Most urgent - and at the same time most challenging – is the general attitude towards older persons:
  - ageist
  - generalising
  - paternalistic
  - not including them in decision making
- Missing in the Redline document:  
addressing the perspective of older persons themselves
- Investigating reasons behind differing outcomes.

## What should/ could research address?

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- Addressing the perspective of older persons themselves and their informal and formal caregivers.
- Investigating reasons behind differing outcomes:
  - Did increased ageism contribute to more isolation and loneliness among older people?
    - Which kind of ageism? Exerted by whom? Impact on x? Y?
  - Was the impact of the COVID-19 on isolation, loneliness, ageism and care different across European countries?
    - Why? What are the reasons for different outcomes?

## What should/ could policy make concrete use of?

- o Make use of what is already known – there is already a lot of knowledge – just two examples:

Corona-Konsultationsprozess der  
Deutschen Vereinigung für Rehabilitation  
„Teilhabe und Inklusion in Zeiten der  
SARS-CoV-2-Pandemie – Auswirkungen  
und Herausforderungen“  
**Abschlussbericht**  
Sicherung der Teilhabe während und nach  
der Pandemie: Problemlagen,  
Herausforderungen, Handlungsoptionen  
DVfR Germany

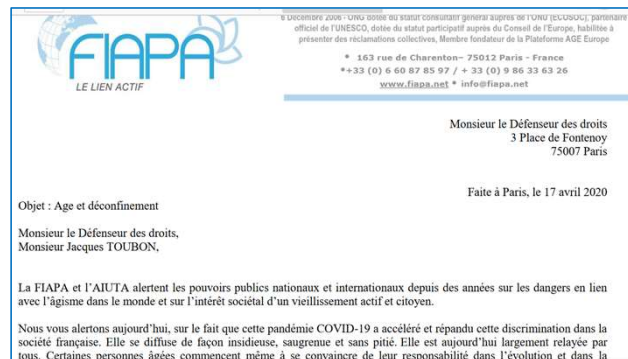


This report presents the findings of an online survey targeted at the informal carers of older, frail or disabled people across Europe regarding their experience during the COVID-19 crisis.

The study, conducted by **Eurocarers** in collaboration with the Italian Institute of Health and Science on Ageing (IRCCS-INRCA), and with the support of the European Commission, builds on 2500 questionnaires submitted by informal carers in 16 countries.

- o Make use of what any further research shows.

# Good practices/ examples



Europe's Recovery.  
Building the future of fair and resilient societies -  
including all generations.



WOMEN AGAINST VIOLENCE EUROPE



## link with policy priorities in my area

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- All the topics (and more) are linked with both AGE Platform's and BAGSO's mission to voice the interests and needs of older persons
- We do already use the results of research – and the experiences made and documented by our member organisations
- We will of course continue to use new findings.
- And what I almost forgot: There were several phases of the pandemic. We have studies originating from the first phase – but how was the development of loneliness and care over time? Did, e.g., the resilience in older persons change to frustration or resignation during the second, third or fourth wave?

JPI  
MORE YEARS  
BETTER LIVES

## Knowledge sharing process

"Isolation and loneliness of older people during the COVID-19 pandemic: formal/informal care"

Workshop 1. Stakeholders  
Ms. Elke Tippelman

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## Are my issues or topics covered?

- o If not: which are they?
- o If yes: what would you consider to be the main challenges and the most urgent?
- o Successful approaches in crisis management for vulnerable groups of older people and family carers – criterias / good examples needed
- o "Emergency care must be provided for these cases at the local level, either through inpatient facilities or through regional "emergency teams" consisting of employees of currently unopened day care and short(1)term care services" (BAGSO position paper)

3 February 2022

Breakout session joint SCAB/SAB meeting

2

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## What should/ could research address?

- focus on the higher-risk populations facing **multiple forms of vulnerabilities**
  - poor health, special health problems such as dementia / depression
  - problems to cover expenses every month
  - living in bad housing conditions
  - No access to internet...
- Focus on **success factors**
  - in designing community based services for persons with care needs and family- carers (important actors, methods, role of participation...)
- Strategies to inform and accompany older people comprehensively in times of crisis

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## What should/ could policy make concrete use of?

Development of BAGSO's work on loneliness on all levels of policy (including the international and European level)

Interreg-project euPrevent PROFILE (Maastricht University) with the general aims to prevent and combat unwanted loneliness in older people.

3 February 2022

Final Seminar

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## Good practices/ examples

- The project **"Miteinander-Füreinander - Kontakt und Gemeinschaft im Alter"** (Malteser Hilfsdienst e.V)
- "The project is funded by the BMFSFJ. The project is primarily intended to finance the development of new access routes to older and very old people as well as the expansion of voluntary visiting and companionship services. These voluntary services are to be implemented at more than 110 Malteser locations in all federal states.
- During the corona crisis: the Malteser in the diocese of Aachen (one of 27 dioceses) was able to design and implement **new projects** for older people who feel lonely during the Corona pandemic. These include the telephone visitation service, a shopping trolley and the cultural accompaniment service in Aachen- and to recruit **new volunteers**.

3 February 2022

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## link with policy priorities in my area

BAGSO, the German National Association of Senior Citizens' Organisations

Through the Secretariat for International Policy on Ageing BAGSO engages in the strengthening of the rights of older people worldwide. *Dr. Mollenkopf (BAGSO) „Germany has a role to play to advance the protection of the rights of older people worldwide.“* <https://www.bagso.de/english/>

Website on loneliness (DE) : <https://www.bagso.de/themen/einsamkeit/>

INTERREG, Cross-border cooperation 2021-2023, **Project euPrevent PROFILE (Maastricht University)** with the general aims to prevent and combat unwanted loneliness in older people. Promoting knowledge exchange between partners (BE, DE, NL) in the Euregio Maas Rhein (EMR) <https://euprevent.eu/profile/>

3 February 2022

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#BeTheSHIFT



**From words to actions:**  
**Shedding light on the S.H.I.F.T. towards meaningful  
Inclusion in Europe**



Annemie Drieskens

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**What is S.H.I.F.T.?**

5 objectives

Support

Human rights

Independence

Families

Transition

15 tools

Person-centred approach

Co-production

Targeted support

Information

Assistive technologies

Complaints procedures

Training

Reasonable accommodation

Partnership

Early intervention

Two-generation approach

Family planning and parental support

Disability mainstreaming

Awareness raising

Regulations on equality

45 actions

A BETTER SOCIETY FOR ALL FAMILIES

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**Support –  
transform the disability sector**



Tools to develop the inclusive community based care infrastructures of tomorrow

- o **Person-centred approach:** inclusion oriented, community based support, adapted to the wishes and needs of all persons with disabilities and their families.
- o **Co-production:** recognising persons with disabilities and their families as experts by experience in the design, implementation & evaluation of support services.
- o **Targeted support:** aimed at achieving independent living, putting choices & agency at the centre.



→ EDRS Flagship Initiative: framework for Social Services of Excellence for persons with disabilities.

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**Foster Human Rights**




Tools to raise awareness, foster respect and promote access to Human Rights:

- o **Information:** raise awareness & train on the UNCRPD among persons with disabilities their families and the entire society.
- o **Assistive technologies:** Harness the potential of assistive technologies and accessible communication to facilitate communication and advance human rights.
- o **Monitor the rights:** make sure complaints procedures are available and fully accessible, involve independent bodies in the monitoring of human rights.




→ EDRS Flagship Initiative on Accessible EU.

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**Improve Independence**




Tools to reshape the mainstream sector to be fully accessible & inclusive:

- o **Trainings on inclusion** for mainstream sector professionals and disability sector professionals to boost independent living in all areas of life.
- o **Reasonable accommodations** and equal access in education, employment, health, leisure's, sports... removing barriers from birth to old age.
- o **Partnerships:** build bridges between disability and mainstream actors professionals, scale up what works, create cross-sectoral multi level partnerships




→ EDRS Flagship Initiative on guidance for independent living

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**Empower Families**



Tools to empower families, prevent social exclusion & improve social protection:

- o **Early intervention and support:** identify and provide early intervention to support family and prevent separation.
- o **Two generation approach:** includes the needs of the family members and carers in support assessment.
- o **Family planning and parental support** for persons with disabilities, including comprehensive sexual education.



→ EDRS Initiative on Inclusive Early Childhood Education and Care

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## Whole Society Transition

Tools to embrace inclusion as core principle, promoting equal opportunities:

- **Mainstreaming disability** across all policy areas
- **Awareness raising** about the benefits of inclusion, informing about different needs and abilities with human dignity at the centre.
- **Regulations on equal participation** in all areas of life by reinforcing anti-discrimination laws and promoting universal design principles in all areas.

 → EDRS Flagship Initiative the creation of the Disability Platform

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### New report shedding light on the S.H.I.F.T. towards meaningful inclusion in Europe

This collection of 45 practices, real-life examples shows that The S.H.I.F.T. is happening all over Europe and paves the way towards meaningful inclusion.

We hope to encourage and inspire many people to join COFACE's work and #BeTheShift."

[New report shedding light on the S.H.I.F.T. towards meaningful inclusion in Europe - COFACE Families Europe \(coface-eu.org\)](#)



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## #BeTheSHIFT

### Get in touch with us!

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