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Applicable to the Strand 2 – Measure 2.2 "Networks of Towns"

Measure 2.3 "Civil Society Projects"

Strand 1 – "European Remembrance"

4 events have been carried out within this project:

Event 1

Participation: The event involved about 70 citizens, including 10 participants from the city of Tampere (Finland), 10 participants from the city of Vlissingen/Middelburg and the organization WVO Zorg (Netherlands) and 5 participants from Foligno (Italy).

Location / Dates: The event took place in Helsingborg; Sweden, from 08/10/2015 to 09/10/2015

Short description: The aim of the event was to firstly focus on the topic of preventative care and secondly on to start up the project, get to know the participants, its organizations, countries and set the tone for upcoming events. The aim was also to introduce the guests on the main project idea - to discuss and put focus on the future home care services. To start the event the first speaker presented a theory on how will act, behave and want in the future services. It was great for the participants to discuss the demographic changes. The event included a presentation on how the community care services in Helsingborg was organized and how the city work with preventative methods. The event was also focusing on the issue of the "future worker" in community care – how can young people be attracted to the field of social work and how are the organization coping with becoming an interesting employer for the youth. After every lecture discussions and presentations was followed up in both small groups and plenum presentations. The keynote speaker on day two addressed how we must reorganize our services and how technology can do that. There was also a topic on the difficulties for the clients to be able to seek help and to know what to ask for when it comes to services, different stakeholders and their own rights. The mix of different nationalities, age groups, students, politicians, civil servants, retired people and more made the discussions lively and productive.

Event 2

Participation: The event involved 70 citizens, including representatives of the partner organizations from Tampere, Finland (10 people), Helsingborg, Sweden (10 people) and the organization WVO ZORG in Vlissingen Netherlands (10 people). International guests and regional and local stakeholders (different organizations and public entities of the local and regional community, experts of the Umbria Region for social inclusion, inclusion policy Process Facilitator, members of different interest groups, international students and local training agencies).

Location / Dates: The event took place in Foligno (Italy), from 06/04/2016 to 08/04/2016

Short description: The aim of the event was to focus on the topic: "healthy ageing", sharing best practice and discuss about the innovative strategies and activities to develop healthy aging.

In order to enhance the dialogue between the participants, a wide set of activities have been carried out during the International Conference:

- Technical visits
 - *Day Care Centre "Le Margherite"*, a service that provides support for care-dependent elderly people suffering from Alzheimer;
 - *Residential Home "Via dei Monasteri"* a service managed by the Municipality of Foligno, dedicated to self-sufficient citizens (mostly elderly +65, but also fragile people);
 - *Centro Sociale Centro Storico*, a Senior Community Centre, which plays a key role in the field of active ageing promotion.

- Workshops on some relevant European Projects and activities carried out in the local community for supporting active ageing.
- Seminars
 - Key note speaker Serenella Tasselli, the Regional Officer Expert in social inclusion and elderly people Umbria Region, gave a lecture on “Active Aging from an integrated perspective: the regional framework”, introducing the main current regulations in Umbria for promoting healthy ageing.
 - Max Calesini and Michela Lupi (Social Cooperative “Borgo Rete” of Perugia) introduced a project focused on the Community Gatekeepers (“Community Gatekeeper” is a person representing, through visible actions, the wish that citizens have to be protagonists. It is a symbol of the alliance between the municipal administration, social private organizations, local associations and citizens' committees).
 - Luca Pelini (Geriatrician) introduced the role played by the Cooperative ACTL in providing elderly's cognitive stimulation and rehabilitation within day centres.
- Q&A sessions and mixed groups discussions. After each lecture, the facilitators Gabriella Delfino and Anna Lisa Lelli encouraged the participants to work in small groups focusing on the key issues of active ageing (e.g. The expectations for active ageing in the upcoming 19 years; the changes can be made to enhance active ageing etc.).
- Best Practice:
 - Association A.U.S.E.R. for promoting active aging. The A.U.S.E.R volunteers (34 operators, offering 90 minutes every day of their time, 210 days per year, with total hours of 10,710) are committed to a constant development with their volunteer members of the security service and control in front of the schools.
 - The “Cheerful Oldness” Project: Benedetta Turchetti, from the Italian Red Cross was the last speaker of the conference, and presented the project “Cheerful Oldness for enhancing active aging (The Italian Red Cross decided to develop a web application aimed at overcoming the conflict between elderly and new technologies. The “Cheerful Oldness” Project focused on old people +65. All the volunteers of the Italian Red Cross have two main aims: fostering seniors' digital competence and digital citizenship, and strengthen elderly's social inclusion.

Event 3

Participation: The event involved 70 citizens, including 9 participants from the city of Helsingborg (Sweden), 2 participants from the city of Foligno (Italy) and 10 people from the organization WVO Zorg (Netherlands).

Location / Dates: The event took place in **Tampere (Finland)**, from 14/9/2016 – 16/9/2016

Short description: The aim of the event was to focus on customer guidance, which means to simplify the customer services to one way into the system of service. It is to make it easier to apply for the right services and at the right place. The Kotitori is the name of this service and acts like a service unit for different age groups and different social needs. The event held also a presentation about Technology and ageing in an ICT society. Group discussions and assignments of the topics continued during day one and ended with summary of the discussions. To finalize the day a field trip to the local Square ‘Kuusela’ made the participants experience how this works for real.

Day two was beginning with good practices in Finnish home care by presentations and discussions like for exemple: How elderly services are organized in Tampere, Supporting living at home by recent studies, “A day in Pispä” –a short film, culture and leisure services as part of the care. Tampere also presented the ‘Market’ and gave the participants the chance to explore good practices in the entrance hall and around Central Office Building, for example: ‘Laittori’ (well-being technology rental shop), city’s cultural services, service bus ‘PALI’, well-being technology enterprises) and many other things.

Event 4

Participation: The event involved 115 citizens, including 10 participants from the city of Tampere (Finland), 4 participants from the city of Foligno (Italy), 23 participants from the city of Helsingborg (Sweden), 100 participants from the city of Vlissingen / WVO Zorg (Netherlands)

Location / Dates: The event took place in Vlissingen and Middelburg (Netherlands), from 20/04/2017 to 21/04/2017

Short description: The aim of the event was to hear and discuss about developing tomorrow's home care and create better and more functional home care in 2020 to the “Sustainable Ageing in Future Europe. The main topics of the seminar were technology, participation (volunteering) and the future employee. Keynote

speaker Ab Dijksterhuis gave an interactive lecture on the theme of happiness by Mr. Ab Dijksterhuis. Together with WVO Zorg he is doing research on interventions, which our employees can use to improve the happiness of our clients in a way that it lowers, the care burden. At the "Innovation Breakfast", there were some pitches by University students on recent innovations (an adapted shower so people can live longer independent). Lucien Engelen talked about "The exponential growth of technology in (home) care. After his lecture, there was a design workshop (in mixed groups) on the theme. "Participation and volunteering" was the theme in the lecture by Prof. Lucas Meijjs. The Netherlands are dismantling the classical welfare state, a system that they can no longer sustain. The welfare state is slowly but surely evolving into a 'participation society' – asking people to do more to help each other before turning to the government for aid. The public systems should start encouraging self-reliance over government dependency.

After his lecture there were in mixed groups interactive discussions and assignments of the topics.

Henk Rosendal talked about "The future employee". After his lecture, we worked in mixed groups on a business case on the theme.

Between the lectures there were presentations of best practises:

- "Day light simulation in the nursing home (dementia)"
- "A project on coordination between education and practice"
- "Using robots in care, a presentation of the Accra Project"
- The effects of music therapy.