

National Updates

Ireland's Age Friendly Recognition & Achievement Awards 2022

Submit your Age Friendly Project or Initiative to be in with a chance to receive National Recognition

This year the Awards Event is being hosted by **Clare County Council** and will be held on **27th October in Dromoland Castle**



Ireland's Age Friendly Recognition & Achievement Awards 2022

Are you involved in a project that benefits Older People or makes your community more Age Friendly?

Register for our Age Friendly Recognition and Achievement Awards to be in with a chance of receiving National Recognition for your Project.

[Click here for more information and to submit your application](#)



COMHAIRLE CONTAE AN CHLÁIR
CLARE COUNTY COUNCIL



comhairle chontae na mí
meath county council

With live events cancelled all around the world during the Covid pandemic, the Age Friendly Ireland shared service, hosted by Meath County Council, is thrilled to announce that we are back and looking forward to our first live awards event since 2019. Each year a local authority hosts the awards and we are excited to reveal that Clare County Council are hosting the National Age Friendly Recognition and Achievement Awards for 2022 on 27th October in Dromoland Castle, County Clare.

The primary aim of these awards is to recognise and reward achievement in age friendly initiatives around Ireland. We are calling for organisations, individuals/members of the public, agencies and communities to submit applications on projects or programmes that they consider to be age friendly, especially those initiatives that have supported older people throughout the pandemic.

This year, eight categories of awards, aligning to the WHO themes, have been chosen as they have a

meaningful impact on the lives of older people in Ireland – Age Friendly Transport, Active & Healthy Ageing, Business Innovation, Safety & Security, Communication, Community Innovation, Environment, Housing.

To apply please click on the link below:

<https://eu.surveymonkey.com/r/LDTVSL3>

For more information please visit our website, click the link below:

<https://agefriendlyireland.ie/agefriendlyawards2022/>

eir Launches Phone Line to Support Older Customers



Last November telecoms company eir launched a dedicated phone line to provide support to older customers. 'Age friendly care from eir' was designed in partnership with Age Friendly Ireland and Age Action. It can be reached **Monday to Friday, between the hours of 10am-4pm on 1800 252 252.**

The phone line will be operated by a team of agents who were trained by Age Frindly communications to work with customers aged 65 and older.

Following on from consultation with our Older People Council, eir have agreed to promote this new service nationally.

Sinead O'Gorman, Managing Director, eir Customer Operations said, "Our customers are at the core of every decision we make, and tens of thousands of eir customers are older people".

"As technology evolves eir is working to ensure that communication services remain accessible for all customers," she added.

We are delighted to say that our very own Kevin Molloy, Chair person of the Wexford Older People's Council and Vice Chair of the National Older People's Council, is the voice of the care line.

Please see Kevin's promotional video here:

<https://youtu.be/nocZcX1Y is>

NICPOP Networking Day in Trinity College, Dublin



Yesterday in Trinity College at their NICPOP Networking day, our very own Kitty Hughes, Chair of the National Older People's Council, represented the voice of older people and delivered a wonderful speech around 'Supporting Teams and Embracing Change'.

Mark Harrington National Programme Manager, Healthy Age Friendly Homes, also spoke at the event, along with Regional Programme Manager Louise Edmonds who was speaking at SFI Project Launch and Symposium – Residential Long-Term Care and COVID-19: Research & Recommendations Launch.

Pictures below feature Mark Harrington, National Programme Manager, Healthy Age Friendly Homes; Regional Programme Manager Louise Edmond; Kitty Hughes, Chair of the National Older People's Council; Des Mulligan Service Improvement Manager – National Integrated Care Programme for Older Persons; Dr PJ Harnett, HSE and Dr Emer Ahern, CUH.



Second Telehealth/Telecare Blog new live on agefriendlyhomes.ie



Louise Edmonds

Hello and welcome to the 2nd blog on up and coming technological devices that are available to people across Ireland, and today I would like to introduce you to **Eila Connect** from Crothers Technology who designed the **Eila Connect Pro™ Activity Monitoring platform** in conjunction with older people from across the Dublin North Region, Crothers Technology ensured the voice of the older person was heard at all levels of design and naming of this brand of devices.

The second of our blogs has been uploaded to agefriendlyhomes.ie this week. The blogs are written by our own East Regional Age Friendly Programme Manager Louise Edmonds.

The blogs focus on the theme of Telehealth and Telecare. The second blog focuses on Eila Connect from Crothers Technology who designed an activity monitoring system, Eila Connect Pro.

[To read the second blog, click here to visit agefriendlyhomes.ie/blog](https://agefriendlyhomes.ie/blog)

Agefriendlyhomes.ie – Information on housing for our ageing population



Living well in later life is important for all of us. Older people's expectations are changing. The 'new old' are healthier, more active, and more technologically engaged. To meet these changing expectations requires a wider mix of age friendly housing options and healthcare supports to suit diverse lifestyles. This website provides resources, guidance and links to other sources of information to support people to live well as they age. Here you will find information on new and existing homes, grants and funding, healthcare, design information, technology, public realm, regulations, policy and research. It is now also home to our weekly Telehealth Blog.

[You can view the website by clicking here](https://agefriendlyhomes.ie)

Best of luck on your retirement Mary Deery!



Mary Deery worked with Louth County Council for over forty years and was the first Age Friendly Co-Ordinator in Ireland. The Louth Age Friendly County Initiative was launched in November 2008 following the WHO protocols of setting up a strategic group to develop an Age Friendly Strategy and capture the voice of older people. Mary was appointed Project Manager by County Manager, Conn Murray, to roll out the Age Friendly initiative

and was tasked in taking an innovative approach to a collaborative service delivery by forming both a bottom-up and a top-down approach. This approach resulted in Louth becoming Ireland's first Age Friendly County and Ardee becoming the first Age Friendly town. This initiative won the 'Taoiseach's award for excellence in Local Government' in 2013.

The process has served as a template that underpins the age friendly county programme roll-out across Ireland and beyond. The Age Friendly County Initiative has received many awards over the years most recently silver in the "Best Disability Access and Inclusion" category at 2021 All Ireland Community and Council Awards.

Mary held responsibility for the programme until her retirement in February 2022 and was always an excellent ambassador for the older people of County Louth and beyond.

I have worked closely with Mary over the past few years, who also acquired a BSc in Rural Development, and Mary's knowledge of the subject of older people and her deep love and enthusiasm was clearly evident to me.

Harry Mc Carthy
Louth Older People's Forum

Irish Independent 

**Opportunity to Participate | Irish
Independent Article**



We have been contacted by Kathy Donaghy, a journalist with the Irish Independent who is crafting a piece for the Irish Independent Weekend Magazine. She is hoping to connect with older people in Ireland over the age 100 who would like to participate in an interview for the Weekend Magazine.

She would like to talk to them about their lives, what it was like growing up in Ireland, how they've seen society change. But more than anything else, she would love their take on life – what is important and the important lessons they learned.

She thinks it would be really valuable and to hear their voices of wisdom and experience.

If you know of any older people who are centenarians who may be interested in participating can I ask you to get in touch with Kathy directly on kdonaghy4@gmail.com or her mobile number 087-2719250.



JOIN our free Age Friendly Ireland Business Recognition Training Online



Could you use a few more customers? How about
1 million more...



Did You Know . . . There are more than 1 million older people (65+), living and shopping in Ireland and this is set to double by 2051. Older people account for up to 50% of all consumer spending in the EU. They have the time to shop, they like to shop and they are loyal customers. They will come back to you again and again if you make the consumer experience comfortable and pleasant for them.

Are you doing everything you can to capture and retain this powerful customer base?

Age Friendly Ireland Business Recognition online training are now offering a number of open training dates – not specific to a town or company – which everyone is welcome to attend. Please do tell your colleagues and fellow business owners about the opportunity, we would love to have them on board.

Age Friendly Ireland Business Recognition online training, **Thursday June 16th 10am to 11.30.**

Register here, and register early, as places are limited!

<https://us02web.zoom.us/meeting/register/tZMkcuGtqz0rHtUrOE2tc1xZrYrwQxBn2IHN>

THE IRISH TIMES



An Roinn Tithíochta,
Rialtais Áitiúil agus Oidhreacht
Department of Housing,
Local Government and Heritage

Ireland's Largest Social Housing Scheme for Older People Opens

Ireland's largest purpose-built housing development for older people has been officially opened in Dublin by Minister for Housing Darragh O'Brien. St Agnes in Captain's Place beside Crumlin village consists of 103 social homes across six apartment blocks. It was built by Fold Housing.



Minister for Housing Darragh O'Brien with Eileen McDonnell and Joan Brown, residents of St Agnes in Captain's Place. Photograph: Tom Honan

All of the 111 residents were previously on **Dublin City Council's** housing list. Cllr Dermot Lacey urged Minister O'Brien to allow local authorities to build more social homes such as the St Agnes development.

"Please allow local government to do the job we once did in the '40s, '50s, '60s, '70s and '80s, of delivering local authority housing right across this city, in a way that allowed many people to live good lives with their families over the generations."

Minister O'Brien tweeted on the day- *"As set out in our #HousingforAll plan, Govt are working to ensure we have an age friendly Ireland, where older people can live long & healthy lives in their communities & have housing options & supports to make this possible. Captains Place is an example of just this."*

For more on this article please click here:

[Irish Times Online](#)

LGBT Ireland's Pride 2022 Older Persons Healthcare Conference

Registration is now open for LGBT Ireland's Pride 2022 Older Persons Healthcare Conference. This will be LGBT Ireland's first in person Pride event since 2019, and we couldn't be more excited to be together again.

Creating inclusive and accessible Health services' is everyone's responsibility -it is about logistics, clear and understandable explanations of medications and procedures – but is also about **ensuring everyone feels safe and assured that**



LGBT
IRELAND

For Inclusion
For Equality
For Everyone



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meath county council



Cumann Lucht Bainistíochta Contae agus Cathrach
County and City Management Association

services are ready to meet and understand their needs should they need to access them.

Join us for '*Visibility, Inclusion and Equality; Transforming the Care Experience of Older LGBTQ+ people*'

The poster features a large blue arrow pointing right with the title in white. Logos for LGBT Ireland and RCSI are in the top right. The date and time are in the middle left, and the location is below it. Three circular photos show people with rainbow flags. The bottom left has the event name, and the bottom right says 'REGISTER NOW ON Eventbrite'.

VISIBILITY, INCLUSION & EQUALITY; TRANSFORMING THE CARE EXPERIENCE OF OLDER LGBTQ+ PEOPLE

LGBT IRELAND For Inclusion For Equality For Everyone

RCSI UNIVERSITY OF MEDICINE AND HEALTH SCIENCES

FRIDAY, 3RD JUNE 2022
9:30 AM – 2:00 PM

ROYAL COLLEGE OF SURGEONS IN IRELAND
123 ST STEPHEN'S GREEN, DUBLIN 2, D02 YN77

LGBT IRELAND PRIDE 2022 LGBTQ+ HEALTHCARE CONFERENCE

REGISTER NOW ON **Eventbrite**

When: Friday, 3rd June from 9:30 to 14:00

Where: [Royal College of Surgeons in Ireland, St Stephens Green](#)

Registration: [HERE](#) (or by response to this email)

Registration for the event is currently open to all those involved and interested in improving delivery of and access to older persons Health and Social Care services, please share details with friends or colleagues who may be interested in joining us.

SPEAKERS INCLUDE

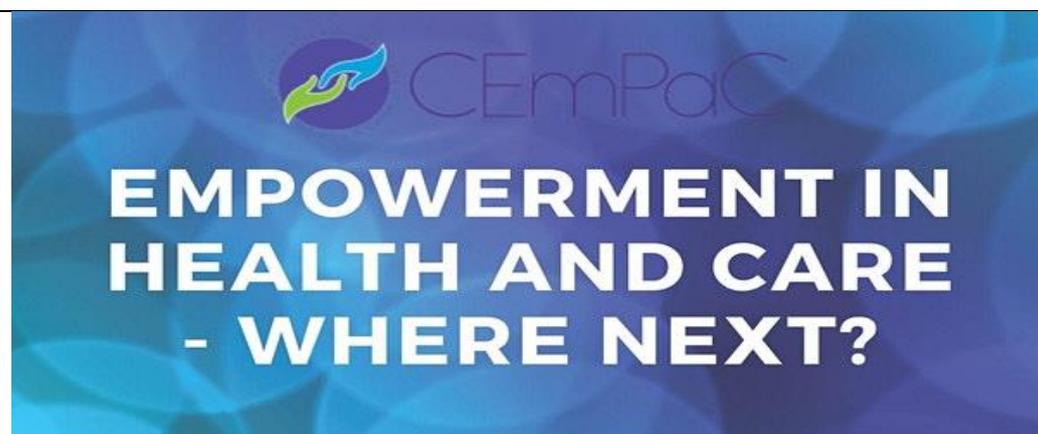
- REBECCA TALLON DE HAVILLAND**
Trans & HIV Activist focused on bringing awareness and lifting stigma around the trans community
- SEAN VAIL**
Retired from Physical Therapist and LGBTQ activist
- DEIRDRE LANG**
Director of Nursing National Lead Older Persons Services, Office of the Nursing and Midwifery Services Director/Clinical and Integrated Programmes
- GRAINNE HEALY**
Leader in the social justice sector, campaigner, expert, researcher and published author
- AOIFE DILLON**
LGBT Champion & Registered Advanced Nurse-Practitioner in Gerontology

AND MORE TO BE ANNOUNCED

The event will bring together voices from the LGBTQ community, Health and Social Care Professionals, Policymakers, Advocates and Community Supports

to discuss how we can enable older members of the LGBTQ+ community to flourish and enjoy inclusive, healthy, and fulfilling lives as part of their communities.

Registration is open now through Eventbrite.



EMPOWERMENT IN HEALTH AND CARE: WHERE NEXT?

13th June 2022

Free half-day conference 1200 until 1600 BST

An event co-hosted and supported by Centre for Empowering Patients and Communities, European Patients Forum, Global Health Literacy Academy, European Health Futures Forum, CEREF, Personalised Care Institute

We are delighted to announce the following programme:

Empowerment and Health Literacy: The role of the workforce in supporting citizens/patients:

Emma Hyde, Clinical Director: Personalised Care Institute

Vibeke Zoffmann: Head of research, Professor, RN, MPH, Ph.d. Copenhagen University Hospital

Kristine Sørensen: Founder, Global Health Literacy Academy
Citizen Empowerment and Health: Could this be a new frontier?

Gönül Temucin: Research Associate, Medizinische Hochschule Hannover

Karolien van den Brekel: Director iPH International
The Digital Health Paradox- Does digital widen health inequalities?

Lars Kayser Associate professor MD Phd. (health Informatics and Innovation), University of Copenhagen

Charles Lowe: Digital Health and Care Alliance

Cecilia Vera: Senior Project Manager, Technical University of Madrid

Empowerment in Health and Care - where next?

- **Empowerment and Health Literacy: The role of the workforce in supporting citizens/patients**
Emma Hyde, Clinical Director: Personalised Care Institute,
Vibeke Zoffmann: University of Copenhagen,
Kristine Sørensen: Global Health Literacy Academy
- **Citizen Empowerment and Health: Could this be a new frontier?**
Gönül Temucin: Medizinische Hochschule Hannover
Karolien van den Brekel: Institute for Positive Health International
- **The Digital Health Paradox- Does digital widen health inequalities?**
Lars Kayser: University of Copenhagen,
Charles Lowe: Digital Health and Care Alliance,
Cecilia Vera: Technical University of Madrid



Book your FREE place here:
Empowerment in Health and Care: Where Next?
Tickets, Mon 13 Jun 2022 at 12:00 BST | Eventbrite



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Quality Customer Service Network **Meeting - Save the date - June 7 - Harnessing Customer Feedback for Better Service Delivery**

We are delighted to invite you to 'save the date' for the next QCSN meeting. The theme for this meeting is '**Harnessing customer feedback for better service delivery**'.



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Quality Customer Service Network Event

Tuesday, 7th June | 10:30am-12pm | Online via WebEx



*Harnessing customer feedback
for better service delivery*



Our speakers will focus on the opportunities presented by feedback (including complaints), developing good processes to obtain feedback, and how we can action feedback to create impact for our customers and organisations:

- **Developing effective complaints procedures**
Jennifer Hanrahan, Senior Investigator, Office of the Ombudsman.
- **Creating strategic impact and better service delivery through effective feedback procedures – an innovative example from Cork City Council.**
Dympna Murphy, Senior Executive Officer, Customer Service Unit, Cork City Council.

Conference details:

Date: Tuesday, 7 June 2022

Time: 10:30

Venue: Webinar via Webex

For anyone interested in learning about effective feedback systems, this meeting is not to be missed! Registration will open shortly.

ExWell weekly Zoom



Please join our weekly Zoom **today, Friday May 27th at 5pm.**

Today's schedule is as follows

5.00 pm: Welcome

5.05 pm: Introducing Walking Football. *Paul Gallier (Age and Opportunity)*

5.15 pm: Jaundice. *Dr Noel McCaffrey*

5.35 pm Q&A / Discussion. *All*

The link for the meeting is

<https://us06web.zoom.us/j/84021498377?pwd=VEdNMTkza1INR2JRWlh2QIZpUH NxQT09>

Looking forward to seeing you all today.



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County and City Management Association



Volunteers Celebrated at Galway City Mayor's Awards Ceremony.

The winners of Galway City Council's Mayor's Awards have been announced. Speaking at a gala awards ceremony at the Galmont Hotel, the Mayor of Galway City, Cllr. Colette Connolly said that Galway City Council was proud and delighted to honour and celebrate the many people who work quietly behind the scenes to make their communities stronger, more vibrant, often inspiring and motivating others.



Speaking on the winners and nominees at the awards, Mayor Colette Connolly commented: "The Mayor's Awards provide an opportunity to acknowledge people who commit time and effort to make their community a better place. We all know people who despite their incredibly busy lives still find time to support neighbours, local groups and community in a very significant way. On this, the nineteenth year of the Awards, I am delighted that we can be here in person to acknowledge and celebrate true community spirit as per the long-established Irish meitheal that brings communities together".

The Mayor also noted that "Of all ages and from all backgrounds, they all share one important characteristic: they give freely and generously of their time to make life better for their communities."

Despite challenging times throughout 2021 many people continued to make extraordinary efforts to continue their voluntary work. Galway City Council would like all volunteers to know their contribution is very much appreciated and that volunteering is celebrated for its inherent value to our society, helping to develop vibrant, inclusive and sustainable communities.

Almost 100 individuals and groups, who were nominated across all categories received an individually designed Certificate from the Mayor in recognition of their voluntary activity in community life across the city.



Read full press release here:

<https://agefriendlyireland.ie/wp-content/uploads/2022/05/Press-Release-Volunteers-celebrated-at-Galway-City-Mayors-Awards-ceremony.pdf>



Meath Virtual Café Wednesday June 1st at 11am



Meath Virtual Café

Date and Time: Wednesday, June 1st at 11am

Guest Speaker: Dr Michelle Kelly, Doctor of Psychology in Behaviour Analysis & Lecturer in Psychology at National College of Ireland

The title of her talk is: “Brain Training Interventions – Do They Work and Practical Tips”



The ASI Virtual Café provides a warm and welcoming space online for people with dementia, their family and friends, social and health care professionals to meet, exchange ideas and learning.

For further information on how to attend please email:

meathvirtualcafe@alzheimer.ie

The Alzheimer Society of Ireland, National Office, Temple Road, Blackrock, Co. Dublin.
Charity Number - CHY786 Email: info@alzheimer.ie www.alzheimer.ie
The Alzheimer Society of Ireland National Helpline: 1800 341 341



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Cork Volunteer Week

Liz Maddox, Chair Cork County OPC, recently attended a special recognition event at Cork County Hall.



This event coincided with Cork Volunteer Week. Mayor Gillian Coughlan spoke warmly of how quickly communities, groups and individual volunteers rallied together in March 2020 to ensure those in need received support, despite risks posed by the virus.



Congratulations to Liz on your well-deserved recognition!



OPC Annual Conference

On Tuesday 24th May 2022 Fingal Older People's Council (FOPC) hosted its first Annual Conference in three years in the Marine Hotel, Sutton. An FOPC steering committee supported by Cathrina Murphy, Community Development officer developed a conference that was as informative as it was entertaining.





In order to encourage capacity building within the OPC following Covid, a Steering Committee of OPC members was established to organise this very successful event. 96 delegates registered to attend the conference with an additional 5 delegates arriving on the day.

A packed conference hall listened intently to a number of informative presentations. Sheila Hayes from Citizens Information provided comprehensive information on the entitlements of older people from pensions to bus passes. Aine Flynn, Director of Decision Support Services gave a presentation on the Assisted Decision-Making (Capacity) Act 2015 and the changes to assessing capacity, and the supports available to help those whose capacity may be in doubt to make their own decisions. This was followed by Nicole Forster, Irish Hospice Foundation who encouraged delegates to think ahead and discuss what the future might hold to ensure they are better prepared and less stressed to face illness and dying.

The morning session was completed by Peig McManus, a member of the OPC, who presented her thoughts on living life to the full in old age, in her thought provoking and humorous monologue. The afternoon was a fun filled room with music by Stage2 and dancing by all those present. However, by far the most elegant dancer on the day was a 92-year-old lady from Malahide who was living her life to the full!



The feedback was very positive with many of the delegates feeling empowered by the knowledge they gained and the opportunity to speak openly among their peers on a subject which is often not spoken about. While the conference provided relevant information for older people, it also provided an opportunity for the OPC to get feedback from older people in Fingal on the issues they would like the OPC to pursue on their behalf. 42 feedback sheets were

returned with issues ranging from the need for senior housing in Castleknock to unsafe paths in Swords. 40 people also provided their contact details for further information on the work of the OPC.

Your Voice



We've heard about so much good work going on all around the country, please let us know what's happening in your area so we can share those innovative ideas with everyone.

Please email us your news to us at agefriendlyireland@meathcoco.ie for inclusion in our weekly newsletter!

International Updates



IFA Global Cafe | In Conversation with Mr Owasim Akram on "A Close Look at Extreme Poverty Among Older People"

The International Federation on Ageing held a Global Cafe event this morning called – **In Conversation with Mr Owasim Akram on "A Close Look at Extreme Poverty Among Older People"**



A recording of this event will be available on the Federation's website <https://ifa.ngo/ifa-global-cafe/> and <https://drbarometer.com/community/resource-library>

Useful Contacts and Info

Age Friendly Ireland Shared Service Office Telephone: **046 9097413**
Or Email: agefriendlyireland@meathcoco.ie

Twitter: [@agefriendlyirl](https://twitter.com/agefriendlyirl)

Facebook: [Age Friendly Ireland](https://www.facebook.com/agefriendlyireland)

Website: www.agefriendlyireland.ie / www.agefriendlyhomes.ie

HSE Advice Line: Callsave 1850 24 1850

Call from 8am – 8pm Monday to Friday and 10am to 5pm Saturday and Sunday