



Learning to implement Smart Healthy Age-Friendly Environments (SHAFE)

Agnieszka Ciesla, Marianna Ulanicka-Raczynska, Willeke van Staalduinen



Co-funded by the
Erasmus+ Programme
of the European Union

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



1

SMART HEALTHY AGE-FRIENDLY ENVIRONMENTS

GENERAL MODULE 1

SHAFE and me

Smart Healthy Age-Friendly Environments focus on people and places. They combine built environments (housing, public spaces and buildings) with smart information and communications technology (ICT) applications, social participation and healthy solutions. They enable more independent living, better participation in society and wellbeing for citizens.

2



3



4

A new concept was created since 2017, based on the desire to implement **Smart Healthy Age-Friendly Environments (SHAFE)** across Europe, fostering happier and healthier people in all communities. This idea took shape and became a solid movement.



Carina Dantas
carinadantas@shine2.eu



Willeke van Staalduinen
willeke@afedemy.eu

COORDINATORS



MAIN PARTNERS



SHAFE began as a Thematic Network, approved by the European Commission, with the ambition to draw policy makers, organisations and citizens' attention to the need of better alignment between health, social care, built environments and ICT, both in policy and funding.

The conclusions of this extensive work in 2018, gathering over 160 organisations as partners, was delivered to the European Commission and Member States in a Joint Statement and a Framing Paper in December 2018.

After this, SHAFE evolved to a European **Stakeholders Network**, which is currently working to achieve better COOPERATION and IMPLEMENTATION, as the major challenges for this next period.

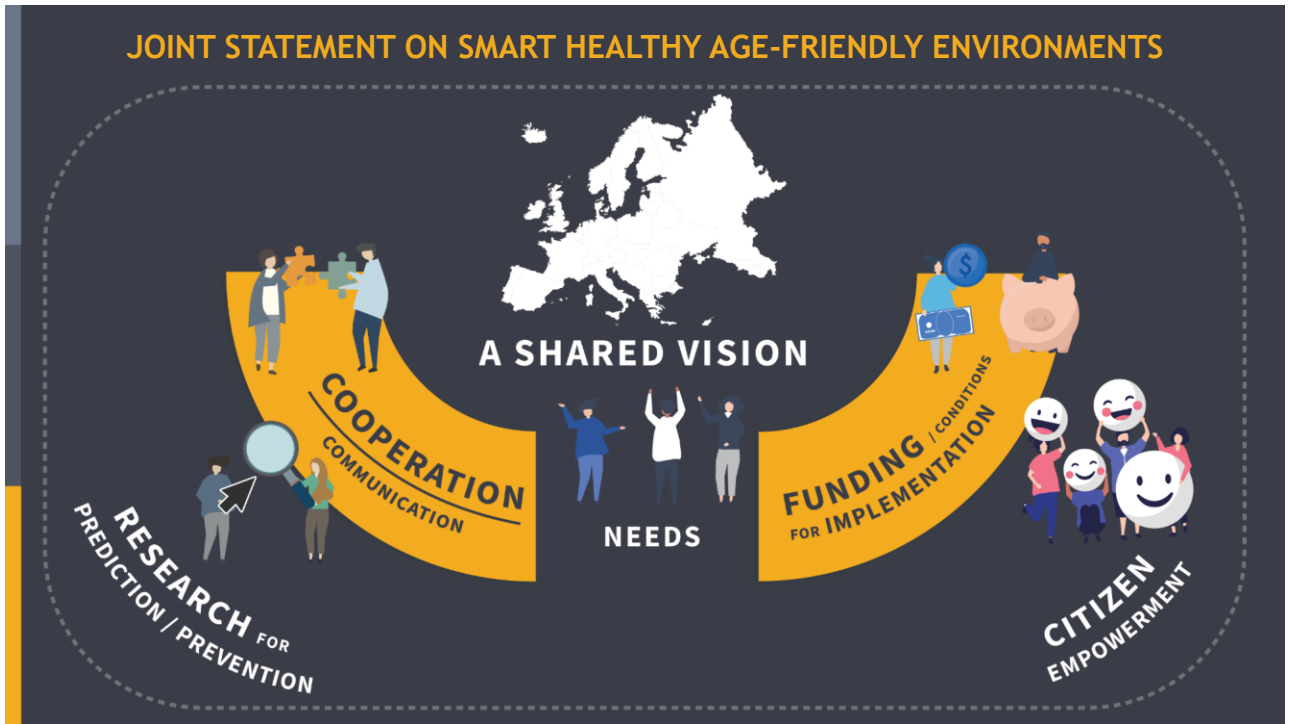
5

ASSOCIATED PARTNERS

~170 ORGANISATIONS



6



7

International Interdisciplinary Network on Smart Healthy Age-friendly Environments

With **researchers and stakeholders** from all sectors.

NET4
Age-Friendly



Chair
Carina Dantas



Vice-Chair
Willeke van Staaldin

cost
EUROPEAN COOPERATION
IN SCIENCE & TECHNOLOGY

 Funded by the Horizon 2020 Framework Programme of the European Union

8



Hands-on
SHAPE

9

Consortium partners

- AFEdeMy (coordinator) - Netherlands
- Politechnika Warszawska - Poland
- ISIS Sozial Forschung – Germany
- TU Dublin – Ireland
- Cáritas Coimbra – Portugal
- airelle – France

www.hands-on-shape.eu

Erasmus+



Co-funded by the
Erasmus+ Programme
of the European Union

- Erasmus+ is the EU's programme to support education, training, youth and sport in Europe.
- It has an estimated budget of €26.2 billion.
- The 2021-2027 programme places a strong focus on social inclusion, the green and digital transitions, and promoting young people's participation in democratic life.
- It supports priorities and activities set out in the European Education Area, Digital Education Action Plan and the European Skills Agenda. The programme also
 - supports the European Pillar of Social Rights
 - implements the EU Youth Strategy 2019-2027
 - develops the European dimension in sport

10

Learning methodologies

- Mobility – visit and exchange
- Formal learning – structured learning, measurable
- Informal learning – not necessarily essential, but encourages independent learning. Provides gaining knowledge in a self-directed way

11

Hands-on SHAFE – informal learning



- Hands-on SHAFE offers informal learning opportunities for facilitators.
 - Volunteers
 - Caregivers
 - SHAFE Business products and services
- Learners can easily plug and play the modules they need or are interested in.
- Aim to make it also accessible and understandable for people with lower skills and qualifications

12

People in SHAFE



Hands-on SHAFE facilitators ...

The main target group of learners of the Hands-on SHAFE Erasmus+ project are so called facilitators. Facilitators are either volunteers or people who start their own business.



support individuals or communities ...

To be able to support end-users we offer them informal learning modules and experiences about SMART, HEALTHY, BUILT and BUSINESS. End-users who also wish to do the learning, can follow these experiences too.



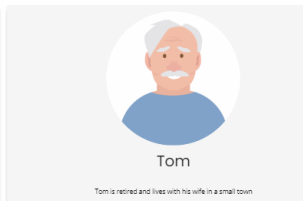
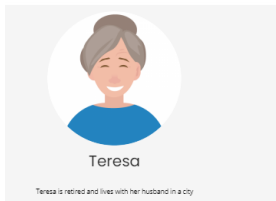
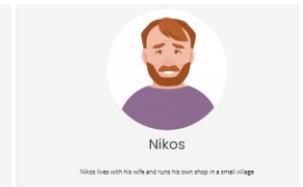
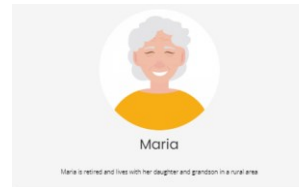
to participate in society and to continue independent living

To better clarify to facilitators which informal learning experiences are relevant, we make use of fictional characters that represent different end-user types with various health and housing issues. The issues they have to deal with are related to the relevant learning modules.

13

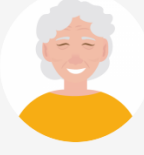


6 characters – end-users



14

Character Maria



Maria 84

Maria lives with her daughter and grandson in a flat on the 3rd floor with no central heating and no lift in a rural area.

Her pension is little, and her family is having serious financial difficulties.

She has multiple chronic conditions and is prescribed many different medications.

Safe Use Of Medication

Maria needs help with better adhering to her prescription and avoiding undesired adverse effects.

Want to know more? Go over to the modules [Lifestyle and Therapy](#) and [Chronic Diseases](#)!

Personal Health-related Decisions And Actions

Maria feels isolated. She needs help in managing her own health, but she rejects outside support.

Go to the modules [Basic Information on Health and Well-being \(HEALTHY 01\)](#) and [Lifestyle and Therapy](#)!

Mobility Outside

Maria does not go out as much as she would like to. Do you have any idea on why that has happened? What are the main barriers? What can be the main Head over to the module [Mobility Outside](#) to learn more about this topic!

HOW COULD YOU HELP MARIA IMPROVE HER LIFESTYLE?

+ What is important to Maria?

- To cook
- To feel useful
- To knit
- To watch soap operas on TV
- To stay in her own home
- To feed the pigeons dry breadcrumbs in the park

- What are the obstacles in her daily life?

- She has no interest in digital technology
- She feels isolated at home
- She is having trouble managing her hygiene and appearance
- She is having some difficulties adhering to treatment

15

Results of our research

- seven national reports:
 - National, regional and local contexts
 - Smart
 - Healthy
 - Built
 - Business
 - Recommendations for training packages



<https://hands-on-shape.eu/en/public-deliverables>

16



01: STUDY TO CROSS KNOWLEDGE GAPS AND TO PREPARE ONLINE TRAINING PACKAGES

European synthesis report of research results

Version: V01.03



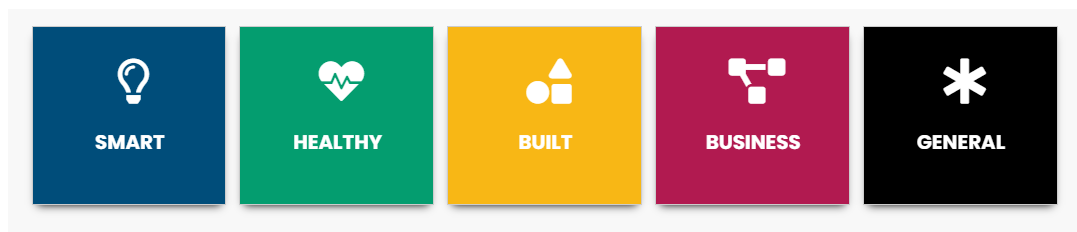
COMPENDIUM OF GOOD PRACTICES IN THE CREATION OF SMART, HEALTHY AND AGE-FRIENDLY ENVIRONMENTS

Based on research results in
France, Germany, Ireland,
Poland, Portugal and The Netherlands



17

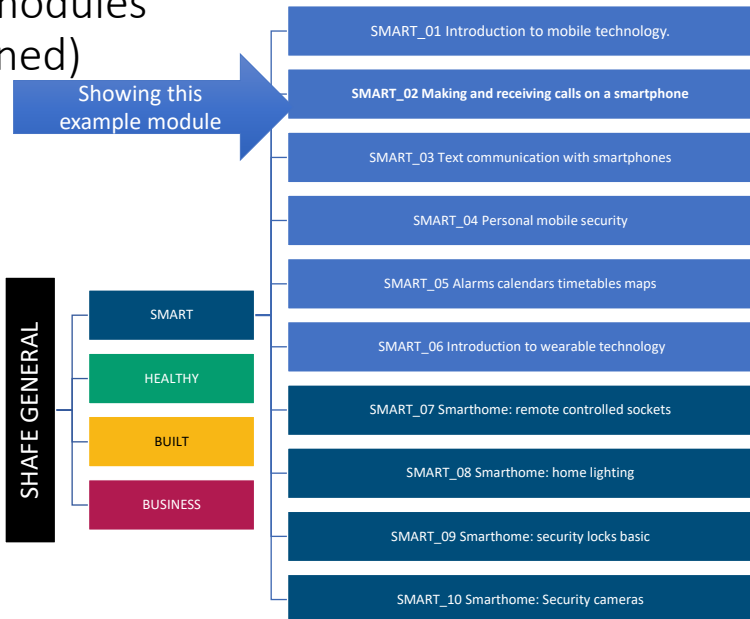
Educational framework



- Five training packages
- Each training package is composed of several modules
- Modules are divided into chapters
- Chapters cover one topic. They consist of some repeatable slides: what you will learn?, did you know? what is next?, chapter summary, a summary of acquired skills, what is next?

18

SMART Learning modules (existing and planned)



19

SMART MODULE 2

Making and receiving calls with a smartphone

This module describes how to make and receive calls with a smartphone. It adopts a practical hands-on approach and is intended to be a resource for those who work with mobile technology themselves. It can also be used as a reference to help less confident users to make calls on a smartphone.

20


MODULE 2

Making and receiving calls with a smartphone

What will you learn in this module

- 1 The different ways that we make phone calls on various types of phones
- 2 How to make and receive calls on a smartphone
- 3 How to make and receive calls using WhatsApp
- 4 How to manage contacts on your smartphone



21

MODULE 2

CHAPTER 3

How to make and receive IP-based calls

In this chapter, you will learn about the concept of an IP based call. The instructions will guide you on how to use IP-based applications to call family and friends, as well as clients, workmen and suppliers. At the end of the chapter, you will have a chance to practice your learning and apply it to a real-life context.

22



SMART

MODULE 2

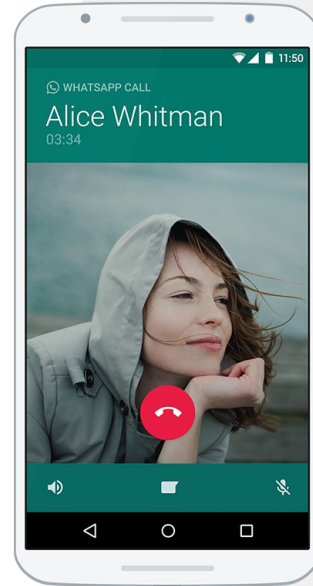
CHAPTER 3

How to make and receive IP-based calls

The internet has made it easier to communicate with other people. We can use it to send text messages, make voice calls or video calls with family, friends and business contacts.

Different applications can support communication by using the internet. This is done using the Internet Protocol (IP) address, an "Internet phone number" that is assigned to each device connected to the Internet.

There are different applications you can use to make an IP-based call. For this tutorial, we will focus on the 'WhatsApp' one.



23



SMART

MODULE 2

CHAPTER 3

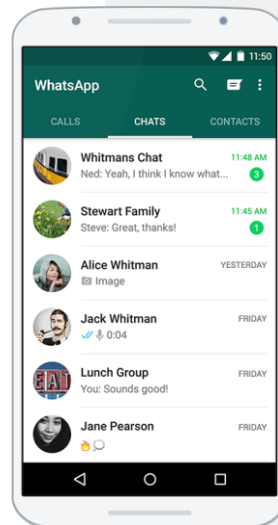
How to make and receive IP-based calls

WhatsApp Messenger

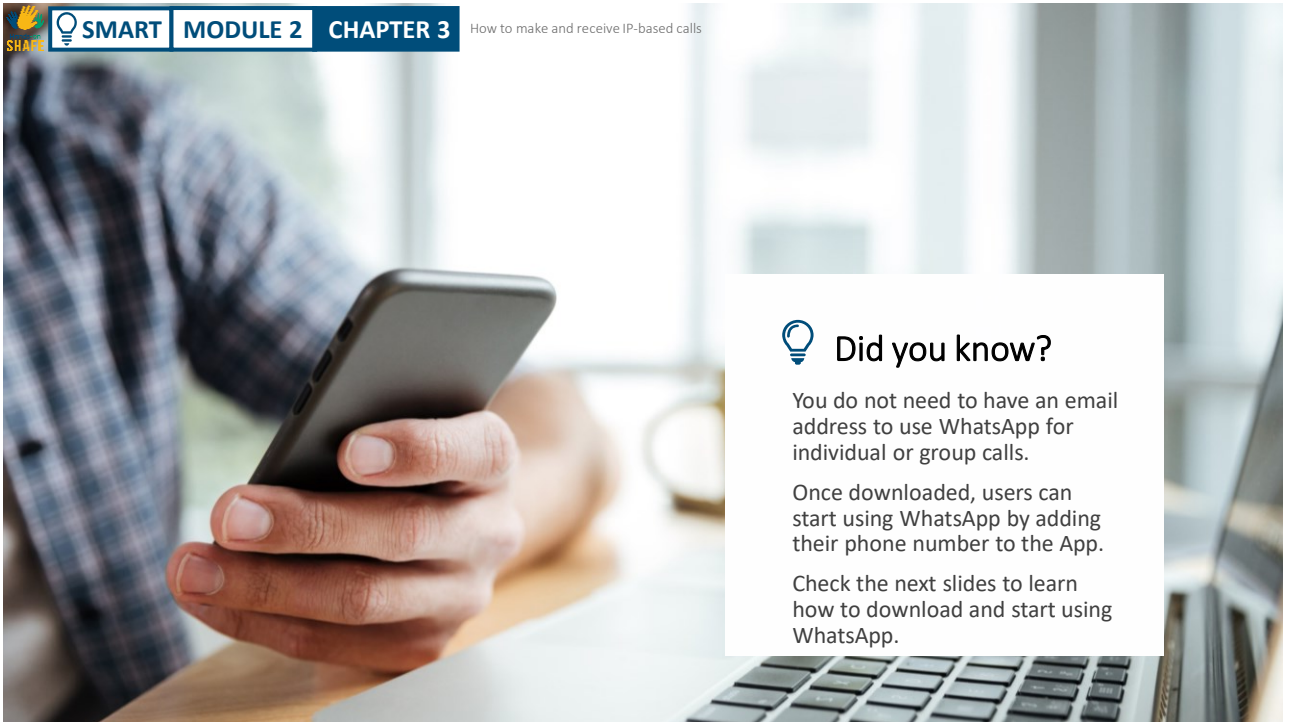
WhatsApp Messenger is an application that allows users to send text and voice messages, make voice and video calls and share images and documents.

This application runs on mobile devices but is also accessible from computers. The service requires the device to be connected to the internet.

WhatsApp Messenger will be covered in more detail in Module 3 chapter 4.



24



Did you know?

You do not need to have an email address to use WhatsApp for individual or group calls.

Once downloaded, users can start using WhatsApp by adding their phone number to the App.

Check the next slides to learn how to download and start using WhatsApp.

25

How to download and start using WhatsApp



Search for WhatsApp on your application store

To start using WhatsApp, if it is not already installed, you need to download and install the application on your mobile device. To start this process, open the Google Play store on your phone.

26



SMART

MODULE 2

CHAPTER 3

How to make and receive IP-based calls

Some tasks for you



Now it is your turn

Download WhatsApp on your mobile device. Install it and create a profile using your phone number. Add a photo (if you wish) and a name to your profile.



How do you feel?

How did you feel working on this task? On a scale from 1 to 10, how difficult was it to start using WhatsApp on your phone? Did you need to ask for help?

27



SMART

MODULE 2


CHAPTER 3

The WhatsApp Messenger application allows you to:

- ☐ Share posts on your timeline and send emails.
- ☐ Make individual and group calls, send text messages and share files.
- ☐ Play online games.


SUBMIT

28




SMART

MODULE 2

CHAPTER 3

The WhatsApp Messenger application allows you to:

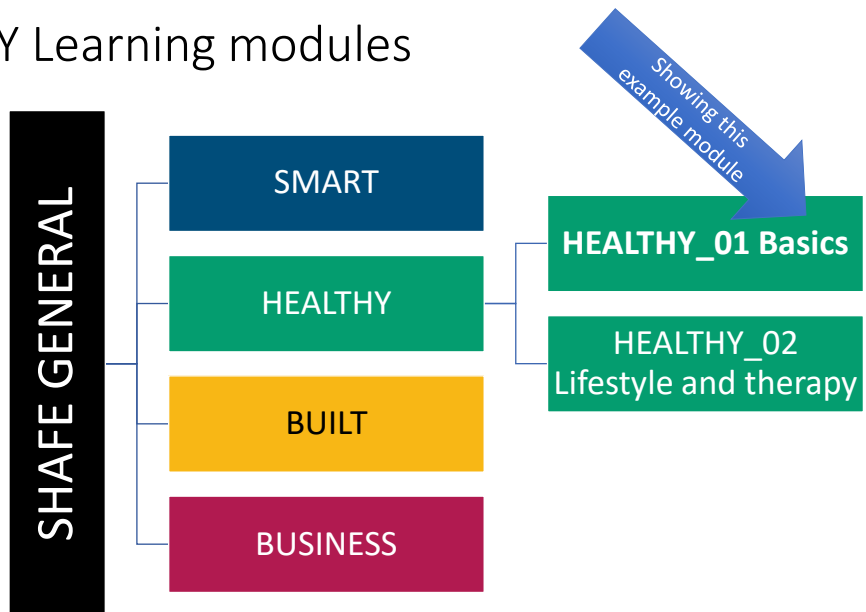
- ☐ Share posts on your timeline and send emails.
- ☒ Make individual and group calls, send text messages and share files.
- ☐ Play online games.



SUBMIT

29

HEALTHY Learning modules



30



31



Chapters summary

- 1 Introduction to health and well-being
- 2 Introduction to prevention and treatment
- 3 Health literacy
- 4 Healthy ageing

32



HEALTHY

MODULE 1

CHAPTER 2

Introduction to prevention and treatment

Prevention vs Treatment

Recently, Nikos went for a health check and his doctor said his diabetes levels were very high and that Nikos needs to address this. But Nikos just knows about treatment, he does not know the difference between prevention and treatment. Can you help him?

Here you can find two definitions, try and guess which one means prevention, and which one describes treatment!

1. The action of stopping something from happening or arising.

2. Medical care given to a patient for an illness or injury.



33



HEALTHY

MODULE 1

CHAPTER 2

Match prevention and treatment with the proper definition.

Prevention

Action of stopping something from happening or arising. For example, eating less sugary foods.

Treatment

Medical care given to a patient for an illness or injury. For example, pills prescribed by the doctor to decrease Nikos' cholesterol levels.

SUBMIT

34



HEALTHY

MODULE 1

CHAPTER 2

Match prevention and treatment with the proper definition.

Prevention



Medical care given to a patient for an illness or injury. For example, pills prescribed by the doctor to decrease Nikos' cholesterol levels.

Treatment



Action of stopping something from happening or arising. For example, eating less sugary foods.

SUBMIT

35



HEALTHY

MODULE 1

CHAPTER 2

Introduction to prevention and treatment

Prevention vs treatment

Here is the answer! Did you get it right?

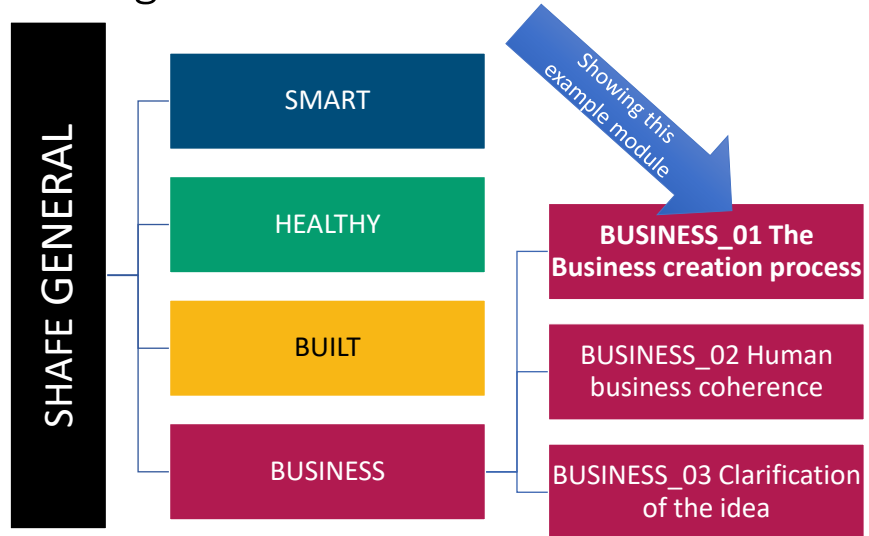
Prevention: Taking action to prevent something from happening or arising. For example, eating less sugary foods , exercising, eating a balanced diet, to prevent chronic diseases that are caused by unhealthy lifestyles.

Treatment: Medical care given to a patient for an illness or injury. For example, pills prescribed by the doctor to decrease Nikos' cholesterol levels.



36

BUSINESS Learning modules



37



Chapters of this module

- 1 Some basics about the business creations steps
- 2 Global presentation of the 8 different steps to follow when creating a business
- 3 The three pillars of the business creation
- 4 The iterative approach of the business creation

38



What will you learn in this chapter

- 1 Starting a business is not like a to-do list.
- 2 Business creation process is not linear, it is iterative.



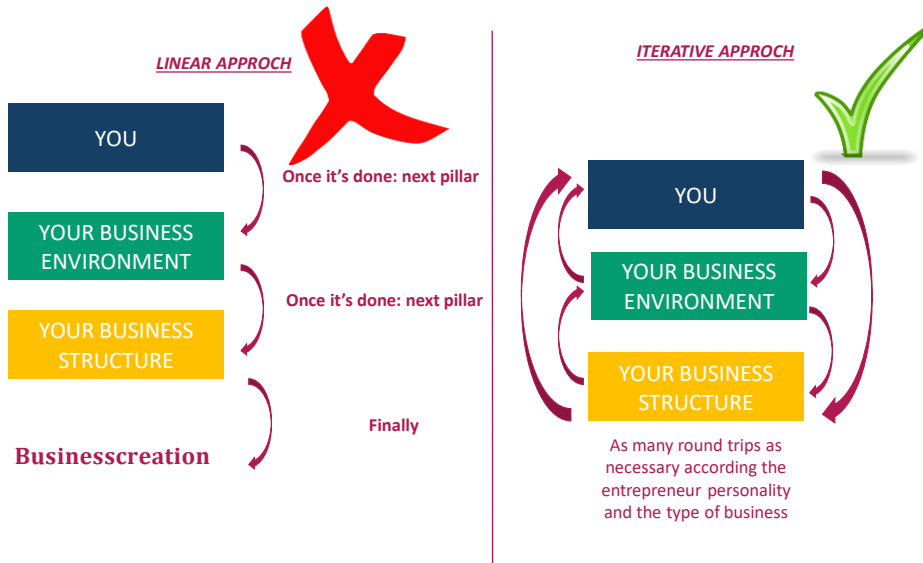
The iterative approach

This chapter will show you that creating a business is rarely a quiet river.

Most people think that creating a business looks like a TO DO LIST principle: you check one box and move to the next one.

In fact, creating a business is the opposite.





41



The iterative approach

As you noticed, the business creation process is not linear. In fact, building a business is an iterative process.


In other words, creating a business consists in repetitive testing and adjustments in order to reach a desired result.


Working on one pillar or step leads you to make some adjustments to what you did with the previous pillar/step. For instance, working on step 5 will probably lead you to make adjustments to step 3 and so forth.

Let's take a look at the next illustration.



42




BUSINESS

MODULE 1


The business creation steps


Which option best describes the iterative approach in the construction of a business project?

- ☐ To go back and forth between the different stages of the creation of a project in order to constantly make adjustments
- ☐ Build your project like a TO DO LIST: carry out an action, consider it completed and then move on to the next

SUBMIT

43




BUSINESS

MODULE 1

The business creation steps

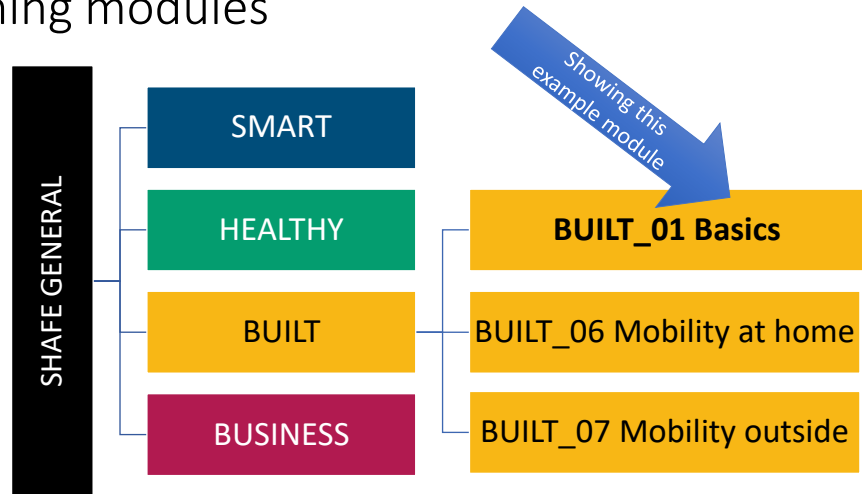
Which option best describes the iterative approach in the construction of a business project?

- ☒ To go back and forth between the different stages of the creation of a project in order to constantly make adjustments
- ☐ Build your project like a TO DO LIST: carry out an action, consider it completed and then move on to the next

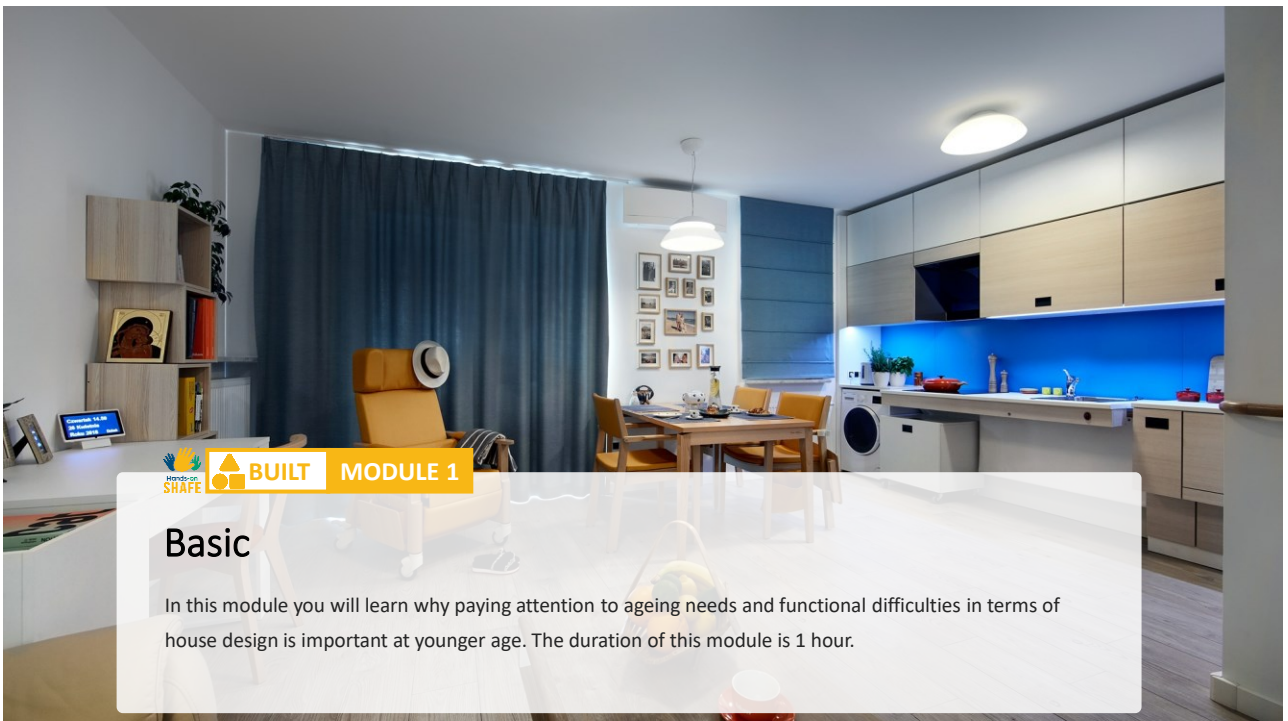
SUBMIT

44

BUILT Learning modules



45



46

**BUILT****MODULE 1**

Basic

What will you learn

- 1 Why apartment adaptation should be made before you get old
- 2 What should be taken into consideration in the process of adaptation of your apartment



47

**BUILT****MODULE 1**

Basic

Module summary

- | | |
|---|---|
| <div>1</div> <div>Start apartment adaptation earlier</div> | <div>5</div> <div>Choose SMART appliances</div> |
| <div>2</div> <div>Pay attention to ageing needs and functional difficulties</div> | <div>6</div> <div>Check available financial options</div> |
| <div>3</div> <div>Make an assessment and plan</div> | |
| <div>4</div> <div>Choose low maintenance solutions</div> | |

48

Start apartment adaptation earlier

Ageing-in-place often requires changing of built environment. Paying attention to ageing needs and functional difficulties should start before someone gets old. Here are several reasons for that.

First of all, some physical or physiological difficulties may occur gradually and can be observable when people are in their 50 or 60. Adapting an apartment earlier gives a person enough time for appropriate preparation and design. Moreover, if sudden deterioration of health occurs they are prepared.

Secondly, more time for adaptation gives an opportunity to think over and make reasonable choices in terms of adjustment to specific needs,

functionality, design, maintenance or possible costs of adaptation.

Decisions about adaptation are for years so they should be considered carefully, sometimes with professional help.

Moreover, in general, financial situation of people in their 50s is much better than people in their 70s, 80s or 90s. Adaptation may be costly and at the age of 50, when people still work, perspective of getting a mortgage seems feasible. When a person is 90+ financial burden can be unbearable. Furthermore, no hustle in adaptation gives also opportunity to research and compare available products and choose cheaper ones.

49

Pay attention to ageing needs and functional difficulties

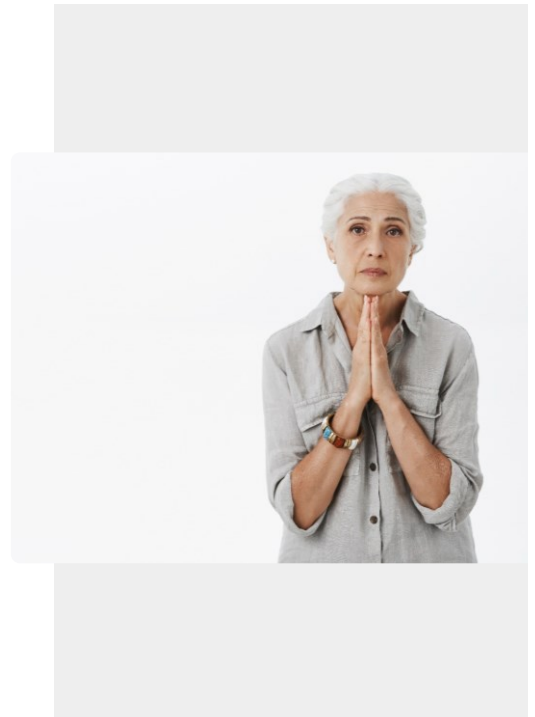
Deterioration of health and functional abilities are signs of the last time to take an action in terms of apartment adaptation.

If you are a family member of an older person or a caregiver and you observe how the older person gets around the house.

If you notice first signs of difficulties start acting quickly. It is late but not too late to take an action.

If you do not live with an older person you may not be aware of the struggles of the older adult.

You can also talk with her or his doctor or other health care professional who may give you an insight on the abilities and areas of difficulty of the older adult. First signs of deteriorated health means that it is the last time for the assessment of older adult's housing conditions and changing them.



50

Make an assessment and plan

Make an assessment of the housing conditions of the older adult according to their existing and foreseen needs and difficulties. Take into consideration health problems including mental illnesses as well.

Go through the house, room-by-room, looking for problem areas like potential tripping or slipping hazards, as well as areas that are hard to access and difficult to maintain.

Suggest considering to get a professional assessment of the apartment. Specialists may help in identification of possible risks and future needs as well as making detailed project of adaptation with estimated costs.

Make a plan of adaptation based on gathered information from assessment and from the specialist.




51

The financial burden of adaptation is more bearable for younger seniors.

- ☐ True
- ☐ False

SUBMIT

52

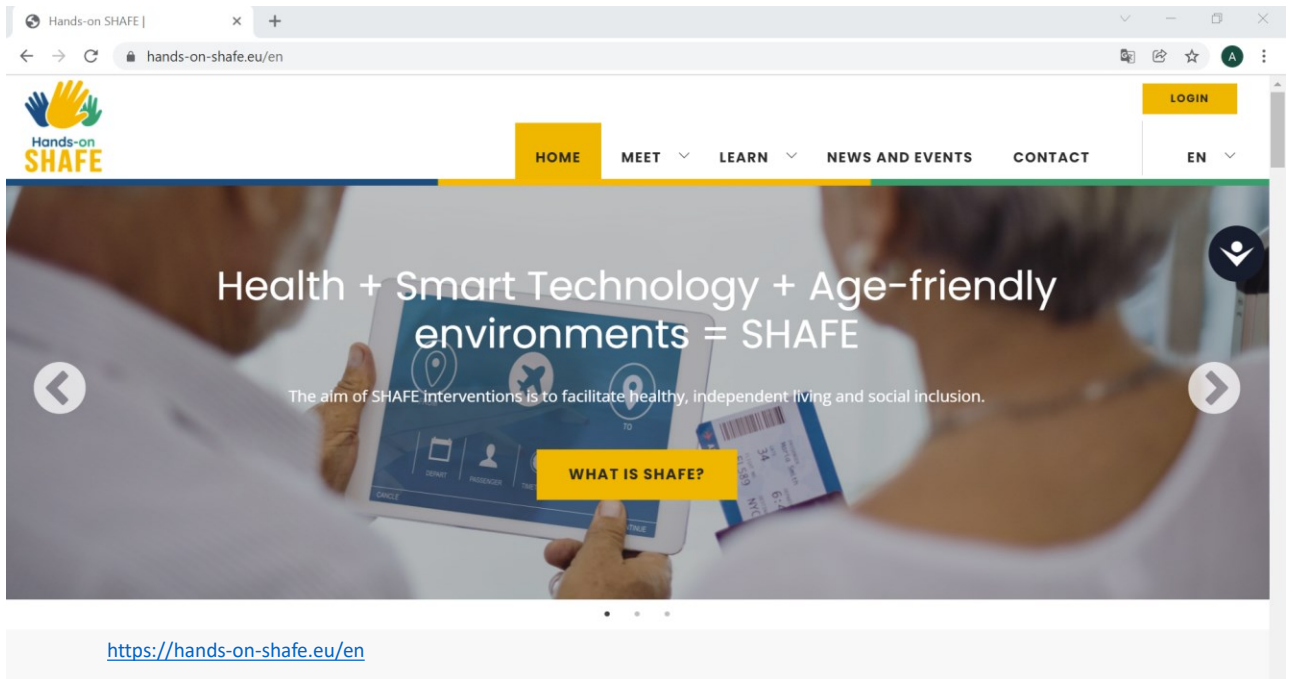

BUILT
MODULE 1

The financial burden of adaptation is more bearable for younger seniors.

☒ True
 ☐ False


SUBMIT

53



Hands-on SHAFE | × +

hands-on-shafe.eu/en


 HOME MEET ▾ LEARN ▾ NEWS AND EVENTS CONTACT

LOGIN

EN ▾

Health + Smart Technology + Age-friendly environments = SHAFE

The aim of SHAFE interventions is to facilitate healthy, independent living and social inclusion.

WHAT IS SHAFE?

<https://hands-on-shafe.eu/en>

54