



# THE GLOBAL AGEING NETWORK

**2020**  
**ANNUAL REPORT**

## A Message from Katie Smith Sloan



Looking back over the year, 2020 was like nothing we have ever experienced as we battled the biggest health crisis of our lifetimes. Those serving older adults were on the front lines and no country has been spared. I am truly in awe of the resilience, the determination, the compassion, and the ingenuity of providers around the world in working tirelessly to keep those in their care and those who care for them safe. Sadly, way too many lives have been lost. And, we are facing the aftershocks of social isolation, grief, fear, uncertainty, and exhaustion. And yet, we power on.

A silver lining is that the pandemic has brought together the global aged care community like never before. We have leaned on each other, learned from each other and found comfort in knowing we are not alone. The value of the Global Ageing Network has never been clearer.

We look forward to 2021 and the prospect of a vaccine and the opportunity to put our lives and our communities back together. We also look forward to the opportunity the crisis presents to address some of the fundamental flaws in our systems — workforce challenges, funding deficits, misaligned priorities, rampant ageism, and lack of access to care and services for all who need it. This is our chance. Perhaps, this is the year we have been waiting for.

I am grateful for your partnership in 2020 and look forward to working with all of you in the year ahead.



## **Who We Are**

### ***“The world’s only network of ageing service providers”***

The Global Ageing Network is an international community of leaders in ageing services, housing, applied research, technology, and care models. We host convenings of experts and lead education initiatives driven by our belief that we have much to learn from one another. We provide a platform for innovative ideas in senior care to be considered and shared, paving the way to improve best practices so that older people everywhere can live their best lives. The Global Ageing Network has grown from an idea to a vibrant network spanning nearly 50 countries serving millions of people every day.

The Global Ageing Network is well situated to become a global force of change. Members of the network include small nursing homes in rural South Africa, large multi-site faith-based organizations in Australia, retirement communities in New Zealand, Canada, and the U.S., nursing homes in Switzerland, and assisted living in Lebanon. The diversity of approach, services, cultural influences, and resources adds to the richness of the Global Ageing Network. It affords a tremendous opportunity to expand our thinking and learn from one another. The core of the network is made up of regional or country-based associations or organizations whose members are ageing service providers and who realize the importance of global connections in carrying out their missions.

## **Mission**

The Global Ageing Network’s mission is to connect and support care and service providers worldwide to enhance quality of life for ageing.

Our mission is advanced through education, leadership, collaboration and research. Our members include professionals and organizations in ageing services, governments, volunteer organizations, businesses, academics, researchers, and architects that specialize in design for the ageing.

## 2020 Highlights

*The past year has been filled with new activities and initiatives with our Global Ageing Network members.*

### Judy Martin, Appointed New Board Chair



Judy Martin was appointed Chair of the Global Ageing Network in January 2020. Judy comes from Hobart, Australia. She has placed a priority on growing the network and more effectively engaging and enabling providers, peak associations, and businesses to support each other in our common cause.

In 2020, peak associations joined on several occasions to discuss how they could better serve their members as they struggled to respond to the COVID-19 pandemic. Peak associations include:

- [Aged & Community Services Australia \(ACSA\)](#)
- [LeadingAge Services Australia \(LASA\)](#)
- [Retirement Villages Association New Zealand \(RVA New Zealand\)](#)
- [Ontario Long Term Care Association \(OLTCA\)](#)
- [European Ageing Network \(E.A.N.\)](#)
- [South African Care Forum](#)
- [Home & Community Care Ireland \(HCCI\)](#)
- [National Care Forum \(NCF\) — UK](#)
- [LeadingAge — USA](#)

### European Ageing Network Members Share Lessons Learned

The European Ageing Network developed a summary of the lessons learned from the COVID-19 pandemic, opportunities for change, and guidance for the social sector's pandemic preparedness.



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## Dialog Health Partnership



At the beginning of this year, The Global Ageing Network entered a partnership with Dialog Health, an organization that designs and organizes international study trips. The partnership has been an excellent way for members to “visit” other communities and learn about innovative approaches that are adaptable to their own organizations.

Katie Smith Sloan, executive director of the Global Ageing Network, remarked that “this partnership will allow Global Ageing Network members to connect with other peers and learn about the challenges faced by other providers in order to gain an understanding of different cultures and systems on a worldwide scale. I believe that Dialog Health offers our members the perfect opportunity to participate in a productive and innovative experience that will produce ideas they can take back to their own organization.”

The Global Ageing Network hosted an event with Dialog Health on November 11 to introduce their “ejourney.” Members were taken on a virtual tour through two elder communities in the Netherlands. The communities were iZi Experience Home and Pennemes, Silver meets green: nature-assisted aged care innovations in the Netherlands.

Dialog Health is a French company based in Paris. [Learn more about Dialog Health.](#)

## The Global Ageing Network Sponsored UN Side Event with Pass It ON Network

On April 7, 2020, Global Ageing Network co-sponsored a United Nations (UN) side [event with](#) Pass It On Network. The focus of the event for the 11th session was innovations in “Lifelong Learning and Earning.” Advocates came together to share and brainstorm new norms to empower older persons to gain access to the labor market. Global Ageing Network appreciated the opportunity to sponsor such a wonderful event. [Learn more about Pass It On Network.](#)





## International Webinar Series with Heritage Foundation and BDU Heritage Center of Gerontology

The Heritage Foundation and the Global Ageing Network partnered to sponsor a webinar series in response to the COVID-19 pandemic and the increased spread of the virus in care homes. The objectives of the webinar series were to understand the role of care providers in preventing illness, understanding meaningful practices in institutional home-based care, and identifying measures to cope with the lingering impact of COVID-19. The webinars featured speakers and moderators from different fields and countries. Topics discussed included support for individuals living with dementia during COVID-19, ageism, workforce challenges, and supporting family caregivers.



## Remembering the Elders of Coronavirus



The Global Ageing Network hosted a tribute to honor elders our communities have lost to the COVID-19 pandemic. The Global Ageing Network community, care providers, elders, and their families shared photos and videos of their candles, lit as a remembrance of lives lost, on Twitter, Instagram, and Facebook, using the hashtag #RememberCoronavirusElders. Many of our members participated in a lighting ceremony that we hosted on Zoom. [Read Roberto Muniz's reflection](#) of this day.

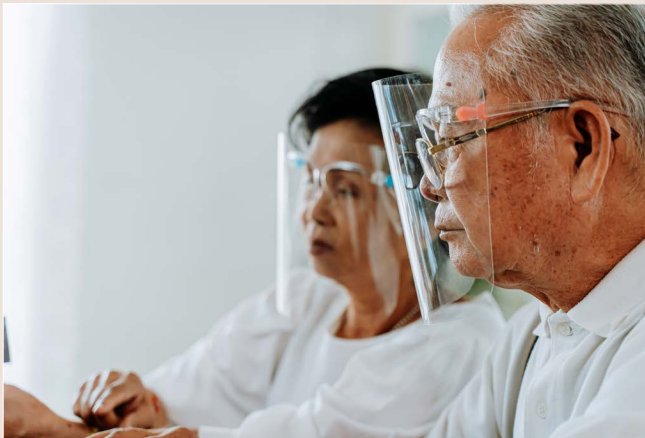
## UN International Day of Older Persons

October 1, 2020, was the 30th anniversary of the United Nations International Day of Older Persons. This year's focus was on how pandemics address aging and change our approach to supporting people as they age.

Global Ageing Network members and peak associations honored the International Day of Older Persons in different ways. Home and Community Care Ireland hosted a virtual conference on pandemic and aging, featuring several panelists. AgeWatch Africa worked to raise awareness through their virtual platforms by starting conversations about ageism.



## Exploring a post-COVID-19 World



Parker Health sponsored an international roundtable on October 29, 2020, with global leaders to investigate the future in a post-COVID-19 world. The participants discussed opportunities for improvement and innovation in the aged care sector, ranging from changes in government policies and care practices to resetting our priorities. It was suggested that we are approaching a moment where countries are recognizing that the way we care for older people is wholly inadequate. Governments have not prioritized, nor, in

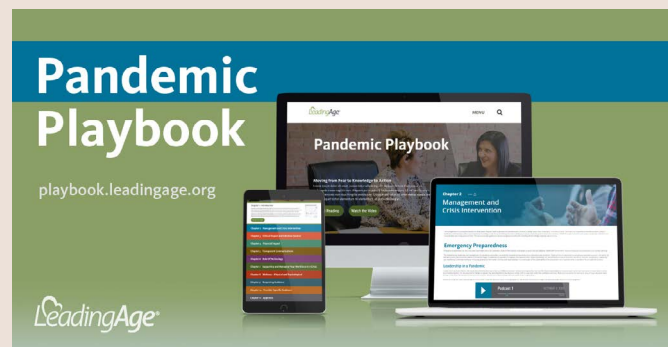
some cases, even supported older adults. In some countries, for example, there is no system of long-term care; it is all family care and the role that families play is largely underappreciated. This is also our opportunity to reframe aging, to pull together, learn from one another and step up our innovation as we shape a vision for the future.

## Cross-National Review of the Provider Experience with COVID

Global Ageing Network initiated a cross-national study of the provider experience with COVID-19. Based on interviews with providers and other stakeholders in 12 countries, we are completing a report that provides some key insights into the experience at the provider level. We are grateful to LeadingAge and Standardswise for their sponsorship and look forward to releasing the findings in winter 2021.

## LeadingAge Releases Pandemic Playbook

Global Ageing Network's U.S. partner, LeadingAge, released an interactive collection of insight, wisdom, and critical lessons providers have learned about serving older adults during a public health emergency. The Pandemic Playbook will help ensure that providers can prepare for and mitigate the impact of a future pandemic. Its content and findings are globally relevant.



## Thank You to our Sponsors

### Parker Health



Parker is a nonprofit, New Jersey-based aging services organization with over 100 years' experience that is committed to empowering older Americans. We are a diverse community of over 1,000 dedicated and passionate employees, caregivers, volunteers, thought leaders, researchers, educators, and partners. Our award-

winning standards and approaches have made us a pioneer of inclusive aging services and long-term care residences, and a national thought leader on the conversation around aging in America. Founded by Henrietta Parker, since 1907 Parker has been challenging, changing, and expanding the idea of what it means to grow older in America and how all of us can make aging part of life.

*Parker Health sponsored the Global Ageing Network virtual roundtable on October 29, 2020.*

### Standards Wise International



**STANDARDS WISE INTERNATIONAL**

Supporting Excellence in Senior Living and Human Services

Standards Wise International is a consortium of world class experts based in the UK and other countries around the world with proven experience in

undertaking projects in senior living and human services. We are a team of experts focused on a customer driven ideology and helping organizations to move from 'good' to 'high-functioning' through re-framing their approach.

*Standards Wise sponsored a COVID-19 environmental scan. The report will be released in December 2020.*



## **What Is Happening in 2021**

### **Global Ageing Network Virtual Summit**

Our virtual Global Ageing Summit will be held on September 8 and 9, 2021, in conjunction with the GAN Korea in-person conference. The virtual summit will be held in English but will be available in different languages and time zones.

### **Dialog Health Update**

Dialog Health will launch a new virtual study tour in France with the French National Federation of Non-profit Organisations in Healthcare and Social Care. The first virtual study tour will take place in February 2021.

### **Check Out Our New LinkedIn Page**

The Global Ageing Network LinkedIn Company Page is up and running! We encourage all our members to follow, comment, like, and share the page with colleagues and friends: [www.linkedin.com/company/global-ageing-network](https://www.linkedin.com/company/global-ageing-network).

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***Learn & connect with  
a global community  
of leaders and and  
experts in the field.***

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## 2020 Global Ageing Network Board Members



Thank you to the Global Ageing Network Board Members who have been extraordinarily generous with their time, wisdom, and support to ensure that the Global Ageing Network remains committed to our mission and vision.

### Officers

**Judy Martin, Board Chair**

Director, Standards Wise  
International, Tasmania, Australia

**Femada Shaman, Vice Chair**

The Association for the Aged,  
Durban, South Africa

**Stuart Kaplan, Treasurer**

Selfhelp Community Services,  
New York, USA

**Rich Schutt, Immediate Past Chair**

Providence Life Services, Illinois, USA

**Laetitia Daufenbach, Secretary**

Sodexo, Paris, France

### Members

**Steve Cornelissen**

Mercy Health  
Victoria, Australia

**Donna Duncan**

Ontario Long Term  
Care Association  
Toronto, Canada

**Jiri Horecky**

European Ageing  
Network  
Prague, Czech Republic

**Joyce Khouri Eid**

Lebanon Interfaith  
Eldercare Group  
Beirut, Lebanon

**Robert Muniz**

Parker Health  
New Jersey, USA

**Vincenzo Paolino**

Spectren AG  
Switzerland

**Rosy Pereyra**

International  
Longevity Centre  
Santo Domingo,  
Dominican Republic

**Vic Rayner**

National Care Forum  
London, UK

**Marcus Riley**

Ballycara,  
Queensland, Australia

**Richard Semanda**

Geriatric Respite Care  
Foundation Uganda  
Kampala, Uganda

**Cheryl Wilson**

St. Paul Senior  
Homes & Services  
California, USA

## **Thank you to our amazing Global Ageing Network Crew!**

*The accomplishments of the past year would not have been achieved without the continuous dedication, expertise, and support from the Global Ageing Network Crew. Thank you for all your hard work over the past year!*

### **Global Ageing Network Crew Members**

**Tessa Atkinson-Adams**  
Communications

**Shannon Davis**  
Program  
Director

**Jamall Marsh**  
Website  
Development

**Katie Smith Sloan**  
Executive Director

**Lea Chambers-Johnson**  
Executive  
Office

**Bob Lagoyda**  
Education

**Mia Mullen**  
Executive Office

**Linda Zielinski**  
Conferences and  
Meetings

## **Contact Information**

We hope that you will share your innovative ideas — proven or promising — with us, so that we can, in turn, share with others. Tell us the challenges you are facing; perhaps we can match it with an innovative solution.

### **Interested in joining the Global Ageing Network?**

Please visit our membership page to learn about the benefits of becoming a member.

### **Have a question or idea to share?**

Please contact Shannon Davis at [sdavis@globalageing.org](mailto:sdavis@globalageing.org).

To learn more about our events and activities, please continue to follow us on Facebook and LinkedIn, or visit our website at: [globalageing.org](http://globalageing.org).





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