

# Advancing Competences in the European Senior Service Sector ACE

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## 3<sup>rd</sup> ELECTRONIC NEWSLETTER

### To be a senior service worker...

“One of the best things to see in a care home is a good mix of ages in the people working there. One of the best all-round influences is the older care worker, who has come to the job later in life. They have worked in offices for years, are graduates, and thought they were well settled in a different job. There is usually a trigger that causes them to move into this work, and it is often that they've had someone in the family who needed care. Almost always, in my experience, these latecomers into the care field are wonderful. They tend to have compassion, life experience and, perhaps most important, are doing the job because they really want to.

More of us need to be aware of what care workers do; links between the local community and care homes could be much stronger. It is a sobering thought that one day many of us will be glad of the best careers we can possibly get.”

- Noreen Wainwright worked as an NVQ assessor with staff in local care homes in north Staffordshire from 2005 to 2010



### *3<sup>rd</sup> meeting place – Livorno, Italy*

*Livorno is a port city on the Ligurian Sea on the western edge of Tuscany.*

*It is the capital of the Province of Livorno and the third-largest port on the western coast of Italy.*

*(<http://naimauk84.blogspot.lt/2006/02/italia.html>)*



Erasmus+

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# Attention to learners and respect to seniors

## SOCIAL AND COMMUNICATIVE COMPETENCES OF „SENIOR SERVICE WORKER“

Partners have already completed preparing 7 modules for Syllabus, which aims to prepare trainees for “Senior service workers”.

Target of Syllabus is to prepare workers, based on next competences:

Ability and willingness to...

- accept a person centered approach in communication
- respect individual differences in beliefs, values and cultural practices
- communicate appropriately in different situations and with clients from different cultural backgrounds
- give and receive feedback (critical faculties)
- handle conflicts
- develop a tolerance of ambiguity
- work cooperatively with others in inter-professional and inter-cultural teams
- develop and use a resource-oriented approach
- notice, interpret and anticipate others' concerns and feelings and to communicate this awareness empathetically to others (interpersonal awareness)



Please visit:

<http://sidmc.org/ace/>



## *Guests in 3rd ACE project meeting in Livorno*



**On the first day of 3rd transnational project meeting in Livorno, Italy – to partners were presented stakeholders and experts in the field of senior service.**

There are some photos from meeting and short presentation for each of them:

Livorno Job Centre – helps unemployed people to search for a job, trains senior care workers. Antonietta Piras and Francesco Pacchierotti presented the works in progress for the recognition and validation of the formal, informal and non-formal competences of the aspirant elder assistants.

SVS (Societa Volontaria di Soccorso Livorno) – is a voluntary association founded in the city of Livorno in 1890. The main institutional activity is the rescue service. In the meeting Marina Loni presented all the services they carry out for the elder people and the citizens.

Lega Coop Toscana – Antonio Chelli attended at the meeting. The purpose to promote the regional cooperation in the character of mutuality and without purposes of private speculation, and strengthen the cooperatives associated directing them to fulfill their social function recognized by art.45 of the Italian Constitution.

ACLI Livorno – “We are a Social network building strong bases”. ACLI offices are spread all over the Italy and offer a large range of services to the citizens and, in particular, our guests - Sarah Rugiadi and Lucrezia Draicchio, showed their specific work in matching the families requiring an assistant for their elder relative with the workers.



# The ACE project achievements



*The 3<sup>rd</sup> project meeting took place in Livorno, Italy, 2016 February 22-24*

The Italy partner team hosted international ACE project partners group, local experts and stakeholders of senior service sector in Livorno.

Silvia Caturegli (provincia di Livorno SVILUPPO) started the 3<sup>rd</sup> partners meeting. Participants have got a short overview about SVILUPPO activities and goals. Also was presented a meeting program and expectations.

The coordinator of the project Karel Vyhnal presented the achievements of the project and lead discussion on administrative activities, financial rules, quality management and reports.

The host partner Silvia Caturegli presented local stakeholders: Livorno job center, SVS, Lega Coop Toscana, ACLI Livorno.

During the meeting design of the online modules was discussed, which will contain: on-line testing, open questions, some learning contents, different laws on the matter and regulations.



*The project team during the 3<sup>rd</sup> project meeting in Italy*

Developed on-line content (1 page/1lesson)		
Module	Hours lesson	Self-evaluation questionnaire
Basic M	Only F2F	-
M1	60	150
M2	30	75
M3	30	75
M4	30	75
M5	50	125
M6	40	100
M7	40	100

By the end of meeting Silvia Caturegli presented final conclusion on the initial discussion of final outputs of the partners. Coordinator Karel Vyhnal explains about next meeting in Prague, which will be one of the most important stages in project implementing period.





## *It can be difficult to be an elderly....*

An elderly man was having hearing problems and went to see a specialist. The doctor fitted him with some hearing aids that brought his hearing back to full strength.



After a few weeks the man came back to make sure the new equipment was working properly, which it was.

The hearing specialist said, “It all seems perfect. Your family should be delighted you can hear everything now.”

“Oh no,” the man responded. “I haven’t told any of them. I just sit quietly, listening carefully. I’ve changed my will four times.”

(source: <http://www.funny-jokes-quotes-sayings.com>)



*Let's take professional care of the elderly!*