

# EURAG INFORMATION

European Federation of Older Persons  
Fédération Européenne des Personnes Agées  
Bund der älteren Generation Europas  
Federazione Europea delle Persone Anziane



Nr. 04-05/ 2005



## FRR Final Conference in Vienna, 17 March 2005

**Vienna: On 17 March 2005, the Final Conference of our EU-funded research project „FRR – Friendly Rest Rooms for Elderly People“ took place at the MS Day Care Centre of Caritas Socialis**

*FRR Project Number: QLK6-CT-2001-00458 - Research, 5<sup>th</sup> Framework Programme, Quality of Life, Key Action 6  
Project : FRR - Friendly Rest Room for Elderly People*

The Conference was organized by Gerhard Teissl, EURAG General Secretariat, in collaboration with our project partner FORTEC.

We chose as venue of the Conference the MS day care centre of Caritas Socialis (Care and Social Centre, Rennweg, Oberzellergasse 1, Vienna), as we had carried out there our field tests during the final phase of the project, in order to evaluate how useful the FRR toilet was for the users in their daily life – „real life test“.

(in earlier project phases tests were carried out only in laboratories).

The three-years-research and development project FRR brought together partner from different disciplines from six EU Members States in order to develop and test various prototypes of a toilet for older people and for persons with disabilities.

The FRR Final Conference in Vienna presented an overview of our project work and the results.



Prof. Dr. Johan Molenbroek, FRR Coordinator, TU Delft opened the Conference.

On behalf of EURAG, Secretary General Dr. Ulla Herfort-Wörndle welcomed the participants.

Paul Panek spoke in the name of FORTEC.

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## Imprint

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Dr. Christine Schäfer, Caritas Socialis, emphasized that for CS and for the MS Day Care Centre it was highly interesting and useful that the field tests had taken place in their institution. Those tests were carried out by EURAG and FORTEC from December 2004 to February 2005.

The staff at the CS Day Care Centre was intensively involved in the field tests as they did not only assist and accompany the users, but also provided precious input as secondary users.

Dr. Elisabeth Hechl presented a welcome address on behalf of the Austrian Ministry of Social Security, Generations and Consumer Protection.

Ursula Hensel spoke in representation of Prof. Karl Vass, the President of the MS Society Vienna.

Dr. Gesa Hansen, representative of the European Commission, DG Research presented an overview on „**Quality of Life / Key Action 6**“ – ageing population and disabilities.

Then, Prof. Dr. Johan Molenbroek, FRR Coordinator (TU Delft) gave an overview on the FRR Project, its objectives, structures and the Project Consortium, as well as a short presentation of all the partners involved, as well as the methods applied.

## User-Driven Research:

### User involvement and user needs assessment:

#### Christian Dayé, EURAG: Results from User Needs Questionnaire

#### The questionnaire had three purposes:

1. To explore the scope of the need for new technology in this area, thus indicating the importance of new solutions.
2. To identify and rank the difficulties when using a standard toilet, thus providing starting points for development work.
3. To investigate the importance of non-technical factors that have to be taken into account (e.g. counter-arguments, cultural or gender differences).



*Christian Dayé, EURAG*

Terezina Menezello, SIVA (Milan) presented some case studies from Milan.

Dr. Peter Gregor, University of Dundee, demonstrated user needs assessment via the **CBI – Computer Based Interviews**.

Dr. Marianne Egger de Campo and Christian Dayé, EURAG, presented

#### **Purpose and Implementation of User Involvement**

What is a user:

- **Primary-User:** Older persons or persons with (mostly physical) disabilities
- **Secondary-User:** family (carers), professional carers, doctors, therapists
- **Tertiary-User:** Public/government authorities, Insurance companies, hospitals, assistive technology enterprises etc.)

**Principle:**

The development of the innovative toilet should be guided by **needs** and **wishes** of users and **not** by **business interests**.

**Dr. Marianne Egger de Campo,  
EURAG**



**1. What is User Involvement:**

- Close and direct cooperation with users (both primary and secondary users).
- Needs and Expectations of the user steer the

development process.

- Development of a (technical) solution that assists users in their everyday life and improves their quality of life.

**Three main steps:**

- First Step: Establishment of a cooperation structure
- Second Step: Planning of joint activities (Tests, Experts discussions etc.)
- Third Step: Probing and Evaluating the Project

**Conditions for collaboration:**

- Safety
- Legally, but in particular ethically and morally safe (Informed consent procedure, confidentiality etc.)
- Cooperative Atmosphere
- As comprehensive as possible
- (For Users) efficient in time
- (For Researchers) effective in terms of meaningful coherent data

**Forms of collaboration:** Continuous Collaboration

- Users accompany the Project
- Time consuming
- Specific Collaboration
- Tests
- Regular Information about project's progress
- Continuity of test users

**Laboratory tests:**



At least two weeks prior to the test each users gets:

- General Introduction
- Form for Informed Consent
- Explanation for Informed Consent
- Information about technical specifications of the prototype
- Declaration of Confidentiality

EURAG applied the following **Methodological Principles:**

▪ **Data Triangulation** (*N. Denzin*): (multiple sources of data) Sensor data, Interviews, video films about tests, Questionnaire, Case Studies etc.

□ **Theoretical Sampling**

(*Glaser/Strauss*): Conscious selection of test users according to their experience and knowledge.

## Real Life Test



Picture of the Real life Installation at the premises of the MS Day Care Centre of CS.

Marjo Rauhala, TU Vienna, spoke about **Ethical aspects in the FRR Project.**



## User-Centred Design & Engineering:

Attila Rist, CSO, Debrecen described the procedures in **Engineering and Manufacturing** of the final FRR prototype developed according to the user needs assessed.

Further presentations were given by:

- Sonja Buzink, MSc & Dries Dekker, TU Delft:

*Research in and design of toilet supports and means for perineal cleansing*

Dr. Hakan Neveryd, CERTEC, Lund Univ. & Paul Panek, FORTEC, TU Vienna:

*Design of flexible user interface demonstrator, control software and sensors*

## FRR in the LABORATORY, PART 1

Paul Panek, FORTEC, TU Vienna, presented an overview on



the iterative prototype generations at the 5 test sites in Vienna, Lund, Athens, Delft and Milan. He described for example why it was necessary to develop and test an iterative cycle of

prototypes.

Iterative cycles:

User needs -> Specification -> building prototype -> testing prototype -> revision of specification -> building improved prototype and so on

## FRR in the Laboratory, part 2

Dr. Hakan Neveryd, CERTEC, Sweden, informed about *Toilet design for visually impaired persons.*

Dr. Panayota Sourtzi, HAGG & University of Athens, Athens, reported about *results from Athens - including report about sequence of testing and used material.*

## Real life test at a day care centre

Nadia Gentile, EURAG  
& Georg Edelmayer, FORTEC,



presented the procedure, the methods and first results of the Field tests at the MS Day Care Centre of Caritas Socialis in Vienna:

### Objectives of the field test were:

- 1) Assessing detailed facts for the concrete practical usage of the new toilets of the MS Day Care Centre.
- 2) Assessing the grade of satisfaction of the users through interviews and observation with regard to the FRR prototype
- 3) Getting hints with regard to the future development adjustments

The staff of the day care centre was thoroughly instructed and the guests were informed in detail.

### Desired objectives:

- FRR Toilet is safe (problem and accident prevention)
- FRR promotes the autonomy of the user
- FRR supports/relieves the caring staff (SU)
- Users (PU) are satisfied with FRR
- The benefit of the field tests is clearly given for all persons involved

### Overview of the methods we applied:

- Participant observation (Interaction between Users and FRR)
- Statistical data (ADL, Age, Gender)
- Expert knowledge of service provider(s) (in-depth interview with head nurses, ergotherapist, physiotherapist, conscientious objectors performing community service, etc.)

- Notes about observations from nurses
- Feedback of experts, PU and SU
- Comparison/reference to technical log files

Prior to each test, the users received information about the project and its purpose, about the researchers involved and about the functions of the prototype and the test. We collected a signed form of informed consent from the test user.

### Components of the FRR toilet in the field test:

- Adjustable toilet seat : Tilt (0 to 6,5 degrees frontwards) and height of the toilet (43 to 75 cm). Two horizontal grip bars that can be folded up.
- Handheld remote control (6 buttons for: Height up/down, tilt frontwards/down, tilt frontwards/back, flush, alarm)
- Module for user identification; 60 FRR 'smart cards'
- New door-handle outside (designed by Landmark)
- Sensors to measure actual height and tilt, status of buttons at remote control, status of door and alarm system
- PC with Software for data recording and storing. Remote maintenance/control and data download via LAN/Internet (Remark: Only passive data recording)

### Preliminary results:

- Duration: 22 Dec. 2004 until 18 Feb. 2005
- 39 days (net) numerically analysed
- 30 FRR Cards for users
- 24 FRR cards for 'Primary' users
- 6 FRR cards for 'Secondary' users
- 316 usages of the toilet
- 149 (47%) of them with an FRR Card detected (and thus related to a specific user)
- Toilet usages per day : average 8-10

**Summary:****Comparison with main objectives / desired results**

- ✓ FRR Toilet is safe (problem and accident prevention)
- ✓ FRR promotes the independence of the users
- ✓ FRR supports/relieves the caring staff (SU)
- ✓ Users (PU) are satisfied with the FRR
- ✓ Benefit of the field test is perceived by all persons involved

**Voices of the Users**

Ing. Robert Schlathau, MS Society Austria (User Board – Primary-User), Ramona Rosenthal, Christine Pauli, Caritas Socialis, Vienna (Secondary Users):

Primary and secondary users who have been involved over the whole duration of the project, presented their experience with the FRR.



Some users who had participated in the field test presented their experiences at the final conference, too: Sonja Adolf, Brigitte Fink and Angelika Freist mentioned the following advantages:

- **Transfer back is easier, because standing-up is supported (tilt upwards and frontwards)**
- **Independent flushing is possible (sense of pleasure)**
- **Support bars on both sides are useful for the transfer**

- **very positive because of the grip bars for independent transfer (faster and safer) – stress reduction makes happy)**
- **Adjustability of the toilet**
- **finally, an attempt to solve at least parts of the long-term and everyday problems of people concerned**
- **involvement of people affected – and caring staff is very positive**
- **numerous possibilities of adjustments**
- **Multifunctional input, handheld control, voice input**
- **Storing of user-relevant data on saving medium to shorten the process of toiletting**

**Further comments / findings of users:**

*“Such a toilet would have postponed my impairment of autonomy“*

*Autonomy in pressing the nurse alarm makes me happy !!!“**“FRR can extent independent activity of the users“*

As a conclusion, Robert Schlathau voiced a central wish in the name of the users:

**➤ ... Compulsory implementation of the FRR at local, national and European level**



Robert Schlathau, MS Society Austria was involved over the whole period of the project and has represented users' needs with great commitment. He also established useful contacts with various institutions.

In the course of the concluding discussion, participants had the occasion to address specific questions to FRR Project Partners.

*Here, we would like to express our gratitude to all partners and above all the users who took part – on a honorary basis and with great commitment – in the tests, the questionnaires as well as numerous discussions. They have provided the most essential input so*

*that the FRR project could become a great success.*

*In the name of EURAG, we want to express our thanks to all those who contributed to the FRR Project.*

*Gerhard Teissl*

## **Reception at the Austrian Ministry of Social Security, Generations and Consumer Protection**

In the name of the Austrian Minister of Social Security, Generations and Consumer Protection, Mrs Ursula Haubner, the EURAG General Council Members and our partners from the FRR Consortium were invited to a reception in the Ministry. This reception took place after the FRR Final Conference.

On behalf of Federal Minister Ursula Haubner, Dr. Peter Harring and Dr. Eveline Hönigsperger, presented their speeches.

Dr. Harring praised the precious work of EURAG at European level and that this work also has strong impact on national seniors' policies in the European countries. The Austrian Social Ministry, too, has been closely cooperating with EURAG for many years already.

Dr. Hönigsperger emphasized particularly the close collaboration not only at EU level, but also in the context of the UN Action Plan on Ageing and the Regional Implementation Strategy for Europe.

Together they had set up a Monitoring *Task Force* which observes and also promotes the implementation of the Action plan in the countries.

EURAG is represented in this Task Force by Gertraud Dayé who already had been actively involved to represent the interests of the older generation in the whole process from the Madrid World Assembly to the Regional Implementation Strategy.



### **Gertraud Dayé was honoured for her international social commitment**

In the name of Minister Haubner, Dr. Hönigsperger honoured Gertraud Dayé for her merits and her commitment to the benefit of the older generation in Europe.



## EURAG General Council Meeting, 18 March 2005

The Meeting took place at the Austrian Ministry of Social Security, Generations and Consumer Protection ( A-1010 Vienna, Franz-Josefs-Kai 51).

The chair was assumed by EURAG Treasurer Dr. Cesare PALENZONA and Dr. Ulla HERFORT-WÖRNDLE, EURAG Secretary General.

The General Council treated the actual focal points on EURAG's agenda:

### EURAG Congress in Ljubljana, 29 Sep.-1 Oct. 2005

*„Perspectives of older persons in Europe“*

Prof. Irena Levicnik informed about the state of Congress organization.

At present, they were finalizing the 2nd Announcement to be printed and mailed within short.

She reported that for groups arriving by buses they have provided cheap and suitable accommodation about 20 km outside Ljubljana.

### Organisational information

**Adrija Airways** will be the Official Carrier. Congress participants will benefit from a **20 % reduction** when booking their flight with Adrija Airways.

Prof. Ana Krajnc, Chair of the Programme Committee reported about the contents of the Congress and the submitted proposals for speakers as well as chairs of the Working Groups. The Work Groups are intended to elaborate new strategies and approaches for future solutions. The programme is available also on the Congress website ([www.eurag-congress2005.org](http://www.eurag-congress2005.org)) and on [www.eurag-europe.org](http://www.eurag-europe.org) .(see page 12)

An exhibition will be held in the Congress Centre Cankarjev Dom. Information:

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Lepi pot 6, SI-1000 Ljubljana, Slovenia  
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E-mail: [mateja.peric@cd-cc.si](mailto:mateja.peric@cd-cc.si)

Leo De Coninck had succeeded in getting additional funds in the Netherlands so that participants from Central and Eastern Europe will get reimbursed part of their travel expenses (for 50 to 100 participants).

### EURAG General Assembly, Ljubljana, 29 Sep. 2005

**The General Assembly will take place on 29 September 2005**

**Time: 1 – 4 p.m.**

**Venue:** Cankarjev dom, Conference and Cultural Centre, Prešernova 10, SI-1000 Ljubljana, Slovenia

#### Personnel

As already discussed in Paris, Gertraud Dayé will continue to represent EURAG – on a honorary basis – with the European Union, Social Platform and UN.

**The General Council decided to provide Gertraud Dayé with the official mandate „International Cooperation Officer“. Thus, Gertraud Dayé now is official EURAG representative with the EU, UN and other international institutions.**



## Introduction of new General Council Members

**Carmen Diaz, Spain** explained that she is active for IMSERSO and that she had been involved for Spain in the World Assembly on Ageing in Madrid, in the elaboration of the Action Plan and the Regional Implementation Strategy and that since then she has been collaborating in Spain for the implementation of the Action Plan.



**Eva Hegyesiné Orsós, Hungary**, represents the national Hungarian Association of Older People, the largest age organization in Hungary (with Clubs in 1100 municipalities !)

Among others, she consults local administrations in age questions. She further is an expert for ethnic minorities, in particular with regard to age-related topics.

In addition, she has advisory function for age matters with the Hungarian Prime Minister and also collaborated in the fields of culture and services for older persons.



**Isabel Saldida is the new delegate for Portugal.** She worked in the Directorate General for Social Security of the Portuguese Ministry and was in charge of age matters. She has been active-

ly involved in the implementation of the International Plan of Action in Portugal.

**Kamil Vajnorski and Mr Sikora represent Slovakia** in the EURAG General Council. Ing. Potocky had already been involved for many years. At present, their main focus was in the field of quality of life for older persons and solidarity East-West.

Margareta Annen-Ruf informed about a change in Switzerland: the new Director of Pro Senecture Switzerland, **Marc Pfirter**, succeeded to Martin Mezger as EURAG General Council Member.

## EURAG events 2006 and beyond

### Budapest, March 2005

Our Hungarian Member organization „Életet az Éveknek“ will organize a General Council Meeting in 2006 in Budapest. Eva Orsos pointed out that the meeting will be held in Budapest with an official reception.

### EURAG Congress 2008

Dr. Cesare Palenzona informed that some GC Member voiced the proposal to hold the Congress in **LISBON**

The General Council would appreciate to hold the next EURAG Congress in Lisbon. Isabel Saldida was asked to hold first exploratory talks in Portugal and inform the GC about the Portuguese decision as soon as possible.

## EURAG: Representation at European level

The General Secretariat had worked out a detailed overview in preparation of the meeting and sent it out to General Council Members.

This paper gave an overview on the topical issues on the EU agenda as well as EURAG's recent contributions to those issues.

- Lisbon-Agenda
- Social services and social agenda

- Research, identification of re-research key topics for the 7<sup>th</sup> Framework programme

Gerhard Teissl emphasized that EURAG had made intensive input on all major topics and been trying to protect the interests of the older generation in Europe. One central point was without doubt EURAG's campaign launched after Commission President Barroso's announcement with regard to a re-orientation in the Lisbon Agenda. EURAG had made an important input together with other key actors trying to secure the social dimension of the EU.

Dr. Hönigsperger added that the forthcoming spring summit in Brussels would pave the way for future developments. Also the report to be elaborated by Wim Kok by 2006 will be a crucial one, as it will treat active ageing, social security, old-age assistance, lifelong learning etc. Jan Lorman referred to the recent communication of the European Commission on "Employment and Growth".

In several meetings with EU Commissioner Špidla in Brussels and in Prague (together with Gertraud Dayé) they discussed topical issues and presented EURAG's positions to the Commissioner. Mr Špidla was also very much in favour of protecting social cohesion as a focal dimension in the Lisbon Agenda.

## EURAG and EU-funded Projects

### Ongoing EU funded projects (FRR, Still Active, Teaming up, A+G+E)

The General Secretariat had worked out an overview on all ongoing projects and proposals and sent to the GC Members. Gerhard Teissl provided additional information to this report and referred to the **FRR Final Conference** held the day before. EURAG; having organized this Conference, thus could give a good impression of the work and the results of a User-Driven Research project. The us-

ers - who also had the opportunity to make an input and to raise their voices in the Conference - had given highly positive feedback to our work.

With this project, EURAG had given a best-practice example for user involvement in the development of social services or assistive technologies. Also the reaction by EU Commission delegate from DG Research - Dr Gesa Hansen - has confirmed that.

EURAG's involvement in EU funded projects is a success story. Thus, we are not only active in representation of older people's interests, but also involved in concrete projects with multiplying consequences and, at least, EU projects are part and results of what we were proposing to the EU institutions for implementation (Action programmes)

Without any doubt, we can be happy that the outcome of EU funded projects was perceived by the target groups (like in FRR) as significantly improving their quality of life.

The **Teaming up Project**, too, is a very good example for EURAG's concrete work with sustainable effects (as had been also the case with the Still Active and the Mobility55 projects in the same field).

Those exchange programme for older volunteers enabled EURAG to address and to mobilise a broad population group and to get active as volunteers to the benefit of society (not only in exchange programmes but also at local level).

The „**Still Active**“ project, too, aimed at the promotion of the exchange of older volunteers. The General Secretariat had launched broad dissemination campaigns in the framework of this project.

„**A+G+E**“ (age + gender + ethnicity): a project coordinated by NPOE (NL) dealing with re-integration of older migrant women (in that case 40+) into the labour market.

## CONGRESS CALENDER

**1 - 3 June 2005, Lucerne (Switzerland):**  
*The future of the European social model*

**Social Switzerland – Social Europe**

Conference of the International Council on Social Welfare European Region

**Programme and registration:**

<http://www.socialswitzerland-socialeurope.org/template.php?rgn=5&lng=de>

Information:

Alexandra Richter, Lucerne School of Social Work, Werftstr. 1, CH-6002 Luzern  
Tel 0041 (0) 41 367 48 98

**1 - 4 June 2005, Stockholm, Sweden**  
**Best practice for better health**  
**6<sup>th</sup> IUHPE European Conference on the Effectiveness and Quality of Health Promotion: Evidence for practice**

On-line registration:

[www.bestpractice2005.se](http://www.bestpractice2005.se)

or contact:

Mrs Mineko von Euler  
Swedish National Institute of Public Health  
E-mail: [mineko.von.euler@fhi.se](mailto:mineko.von.euler@fhi.se)  
Tel.: +46 8 5661 3554  
Fax: +46 8 5661 3505

**7-8 June 2005 London, Savoy Place**  
**8th Annual Congress Care of the Elderly 2005**

**Themes:** A two day case study based conference examining the latest developments in improving care for older people, with a practical focus on: delivering person centred care, developing collaborative working, improving patient safety for older people & nursing older people.

**Organisation:**

Healthcare Events Ltd.  
2 Acre Road  
GB Kingston Surrey KT2 6EF  
Großbritannien  
Tel.: +44 208 5411-499  
Fax: +44 208 5472-300  
[info@healthcare-events.co.uk](mailto:info@healthcare-events.co.uk)  
<http://www.healthcare-events.co.uk>

**9-12 June 2005, Killarney, Ireland:**  
**15th Alzheimer Europe Conference**

Organised by Alzheimer Europe

<http://www.alzheimer-europe.org/>

Information:

[http://www.alzheimer-conference.org/Home/Home\\_Page/index.html](http://www.alzheimer-conference.org/Home/Home_Page/index.html)

**15 June 2005, Washington D.C., USA**  
**AARP Global Ageing Program**  
**Universal Village: Livable Communities in the 21<sup>st</sup> century**

Programme and registration:

[www.aarp.org/livable](http://www.aarp.org/livable)

**29 June – 1 July 2005, Moscow:**  
**ISSA-Conference**  
**11 International Conference on Information and Communication technology as means and instrument of change of social security**

Information & Conference documents:

[www.issa.int](http://www.issa.int)

ISSA General Secretariat, Case postale 1,  
CH-1211 Geneva 22

Tel.: (41-22) 799 6247

email: [verdu@ilu.org](mailto:verdu@ilu.org)

**18th World Congress of Gerontology**  
**26.-30.6.2005 Rio de Janeiro, Brasilien**  
Centro de Conv.RioCentro  
New Perspective: Healthy Aging in the XXIst century: "Building Bridges Between Research and Practice"

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## **XVIII INTERNATIONAL EURAG CONGRESS 2005**

**29 September – 1 October, 2005  
Ljubljana, Slovenia  
Congress Centre CANKARJEV DOM**

*„Perspectives of older people in Europe“*

**Organisation:** EURAG Member “Zveza Drustev Upokojencev Slovenije” (Slovenian Federation of pensioners’ organizations) in collaboration with the EURAG General Secretariat.

**Venue:** Congress Centre Cankarjev Dom, Prešernova 10, SI-1000 Ljubljana, Slovenia, [http://www.cd-cc.si/Cankarjev\\_Dom/english/](http://www.cd-cc.si/Cankarjev_Dom/english/)

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**You can also register via Internet: information about on-line registration are included on**  
<http://www.eurag-congress2005.org>

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<http://www.eurag-congress2005.org>

You also find information on:  
[www.eurag-europe.org](http://www.eurag-europe.org)