

# NEWSLETTER

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HOPE

Responding to  
Heatwaves in the Older  
People Ecosystem

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## THIS ISSUE'S FEATURED ARTICLES:

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### RESPONDING TO HEATWAVES, THE POWER OF CO-CREATION

- Editorial: The power of co-creation,  
by Vildana Gacic, city of Rotterdam, Davide Tuis, ISRAA Treviso and Mariana Camacho, SCMA
- HOPE Going local:
  - Focus on the 3rd transnational partner meeting – Amadora 16, 17 January 2023;
  - Amadora's Local Action Group\_”Towards a Helixcentric approach on Heatwaves”  
by Adriano Fernandes - Head of Innovation at SCMA (Santa Casa da Misericordia da Amadora);
- The Rotterdam Heat Network,  
by Esther Wiense - Project leader Rotterdam Heat Plan, Municipality of Rotterdam;
- The HOPE data base of Good Practices  
by Davide Tuis, ISRAA – Treviso, FABER - European “factory”
- EU and partners news;



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# 1. THE POWER OF CO-CREATION

by Vildana Gacic, city of Rotterdam, Davide Tuis ISRAA Treviso and Mariana Camacho SCMA (Santa Casa da Misericordia da Amadora)

Dear reader,

Just after the Easter break, welcome to the third newsletter of the HOPE project (Responding to Heatwaves in the Older People Ecosystem). The aim is to put the severe health threats of heatwaves on the agenda of the older adult service and healthcare sectors with an inclusive approach for the whole ecosystem. **We choose to underline the importance of co-creation in this editorial as key element of success for the whole process of this project.** Indeed it has been the pillar from the very beginning. Even before the project was rewarded the grant from Erasmus+ Funds, the consortium had already started co-creating. While writing the project proposal 7 online sessions were organized over the summer of 2021 to create the project proposal. The tool we used to guide us through the process was Erasmus+ Impact Tool, where we identified the desired impact, strategic objectives, specific results, activities, and resources needed.

The sessions included brainstorming, small group collaborations and decision-making. Through the entire process all partners had a possibility to share their ideas and specify where their expertise was best suited within the project. During these sessions we also spent some time on getting to know each other both professionally and personally. We shared information about our backgrounds, experiences, drives, interests, and cultures.

The creation of the programmes for our transnational project meetings is done in collaboration between the lead partner and the respective host city, with suggestions and input from the rest of the team.

The planning starts several months ahead, where the two-day programme is carefully put together making sure to have sufficient time for reviewing the project's progress so far, planning the next steps, dividing tasks, and presenting findings and developments. The second part of the programme is dedicated to new relevant input from the host organisation, their associated partners and target groups in focus (namely older adults, formal/informal caregivers, and professionals from social, health and care organisations). **This involvement of the target groups** is of special importance to highlight, as this is the foundation of the project: to place the relevant stakeholders at the centre of the intervention and to involve them in the co-creation and co-design of the project's results, in accordance with their needs, their limits and their expectations.

With these exercises we both gain new input, gather information for research and products, get inspired and test our assumptions and project results. We also hope to leverage on this existing network of partners for the dissemination and future replication of the project's results.

So far we have had co-creation sessions on topics such as:

## •Self-empowerment for older adults

- How to put preparation of heatwaves on regional agendas?
- What type of content should guidelines for organisations include?
- Isolating older adult homes against heat
- Empowering informal caregivers
- How can health and housing organisations save on the cooling energy during heatwaves?

Plenty of new ideas and solutions are identified, which we can apply in the development of the project results. Furthermore, the co-design activities made us realise how important it is to work on the issue of heatwaves from a transnational perspective.

The challenge posed by climate change affects all European countries, but it is crucial to listen to the voice and take into account the views of citizens in different countries in order to develop effective approaches. In order to offer citizens useful solutions, we need to take cultural, geographical, economic and social differences into account.

To conclude, the HOPE team truly benefits from co-creating. The bond between the team members is stronger, the ideation is bigger, the work is more structured and yet pleasurable and, in the end, the strategic objectives of the project are more easily reached.

**We are certain that we will reach the desired impact by continuing co-creating together.**



Amadora 3rd Transnational Meeting, 17/01/23 - Interviews with SCMA professionals and caregivers

## 2. HOPE GOING LOCAL:

There is "HOPE" in Amadora 3rd Transnational Project Meeting - 16, 17 January 2023

by Adriano Fernandes - Head of Innovation at SCMA (Santa Casa da Misericórdia da Amadora)

Santa Casa da Misericórdia da Amadora (SCMA), proudly hosted at its facilities in Amadora, the 3rd Transnational Project Meeting of HOPE's project that occurred on the 16th and 17th of January 2023.

Amadora is a Portuguese city and municipality located in the Lisbon Metropolitan Area. It has an urban area of 23.79 km<sup>2</sup> and 171,500 inhabitants, being the region in Portugal with the highest demographic density. Amadora encompasses several sociodemographic challenges regarding ageing, being 20% of the population aged over 65 years old and of those, 42% aged over 75. Alongside, there is a high representativeness of older adults living alone.

SCMA is a Charity with 37 years of existence that daily provides services to 5800 end users across four areas: Education (1 basic and elementary school and 6 kindergartens); Social Support (psychosocial support and capacity building to 1300 people dependant on financial governmental support); Healthcare (1 Medical Clinic and 1 Long Term Care Unit for long dependant people); Older Adults area (3 nursing homes, 2 day care centres and 4 homecare support services). Of the 5800 daily end users, 600 are older adults.

It was under this scope that the 3rd transnational meeting took place. There are always three premises that make part of the cultural identity of the consortium meetings since day 1: Co-creation, collaborative work in between consortium partners and involvement of relevant and local stakeholders.

As so, the 1st day was held in a training room in where the Consortium partners from Amadora, Rotterdam, Treviso, Syros and Paris seated in a U-shape format to discuss the project's progress, the challenges encountered so far and the next steps. The agenda encompassed 3 working sessions organized around the project results: Session 1-Grey literature- format and results from Italy and Portugal; Session 2- Local Action Groups: Structuring the round table interviews; Session 3- Structure + content for the e-learning.

The last part of the day was dedicated to the preparation of the presentations of the Associated Partners of Amadora: Amadora Municipality, ISCSP- University of Lisbon and Hei-Lab from University Lusófona; as well as to the briefing for the co-creation sessions with older adults supported by SCMA, caregivers and professionals from the social and healthcare areas of Misericórdia.

The 2nd day was held at the auditorium of SCMA and was dedicated to the presentations of the work done so far from Local Action Group of SCMA as well as to do the co-creation sessions.

**Adriano Fernandes**, Head of Innovation at SCMA, shared with the audience the work done by SCMA in the four core areas, the Integrated and Person Centered Care Model focused on older adults and the added value that the axis of heatwaves mitigation can bring to its robustness and effectiveness, namely under the topics of self-empowerment and capacity building of the professionals.

**Luís Carvalho**, from the Civil Protection Department of Amadora Municipality focused on the work done to mitigate heat and cold waves in the council, both on a historical perspective as well as on the plans for the future.

**Pedro Gamito**, researcher and professor at Universidade Lusófona shared the experience of his innovation department on the development of IT tools that can enhance older adults' self-empowerment supported by cognitive, physical and social stimulations.

**Fernando Serra**, Professor at ISCSP-University of Lisbon, challenged the audience through a closed link in between the Impact of climate change and the role of social work.

**Mariana Camacho**, Innovation consultant at SCMA, presented the work done so far by the Organisation on the mitigation of heatwaves.

The closing session of the morning presentations was chaired by the General Director of SCMA, **Manuel Girão**, who made a point of being there to welcome the consortium and to thank all the partners for the good work done.

The second part of the morning was dedicated to the co-creation sessions that gathered representatives from the Consortium of partners- The sessions were chaired by SCMA's project team around the following topics: What can organisations do to promote self-empowerment among the older adults?; SCMA's challenge – How to put preparation of heatwaves on our regional agenda? What type of content should guidelines for organisations include?

The afternoon was dedicated to another very special moment, the three interview sessions with 4 older adults supported by SCMA, 3 caregivers and 3 social and healthcare Coordinators from SCMA's team, that were at the disposal of the consortium partners to share their experiences and visions on the topics of ageing, impact of heatwaves and self-empowerment.

The closing session of the transnational project meeting was held by **Vildana Gacic** and **Adriano Fernandes** that resumed the work done in the two days and thanked the participants and the good atmosphere experienced that is another good sign for the future of the project.

Last but not least, it is of high relevance to mention the networking dinner that the Consortium held in the first day that served the purpose of reinforcing the relationship among the partners and the cultural DNA of the group, served alongside storytelling, smiles and nice food.



Amadora 3rd Transnational Meeting, 16-17/01/23 - Adriano Fernandes, Santa Casa da Misericórdia da Amadora

## Amadora's Local Action Group\_Towards a Helixcentric approach on Heatwaves

by Adriano Fernandes - Head of Innovation at SCMA (Santa Casa da Misericórdia da Amadora)

Santa Casa da Misericórdia da Amadora (SCMA), as civil society Organisation, kindly invited three strategic players in the metropolitan area of Lisbon to assume the role of **associated partners** in HOPE's project, from the Governmental/policy making side (**Amadora Municipality**), **Academia (ISCSP- Institute of social and political sciences of the University of Lisbon)** and from the Industry side (**Hei-Lab from University Lusófona**).

This invitation was promptly accepted by those Organisations and this ecosystem has been dynamically cooperating since day 1 of the project.

The partnership between those four Organisations is long-lasting and has been very effective and active under the **umbrella of Amadora Ageing Thinking 4 stars Reference Site**, representing, among other 8 formal partners, the quadruple helix partnership that each Reference Site should encompass: Government/Health Providers- Academia- Civil Society- Industry.

SCMA is the Coordinator of the Reference Site that has been having a special **focus on the robustness and scaling up of the Integrated and Person Centered Care Model** focused on older adults that Misericórdia of Amadora has been designing and implementing during the past 8 years.

The conceptual and practical approach to **integrated care** comprehends the collaborative work of professionals from the care and healthcare side.

It promotes a unique and single experience of holistic care to the end users.

Furthermore, **technology** is introduced as a service, supporting the decentralization of the intervention, taking the services to the houses of the older adults, and the dematerialization of the information, though the usage of integrated information systems that can be accessible anywhere and anytime.

The concept of **person centred care model** is related to the tailored intervention that SCMA has been very focused in delivering to the end users, assessing and integrating not only the needs but also their expectations and preferences, in a clear respect for the limits of every person.

The work done so far by the partners of the **quadruple helix** has been tackling four main dimensions: **Integrated Care, Health promotion and disease prevention, Age friendly environments and Independent Living**.

Having in mind those dimensions, HOPE project fits perfectly all of them, in the sense that SCMA and the associated partners are working towards a **complementary approach on heatwaves mitigation** that can address simultaneously the individual level and the environmental level.

The individual level is addressed through processes of capacity building and awareness raising to older adults and professionals on the best practices to deal with and mitigate the impact of cold and heatwaves, promoting, at the same time, the confidence of the professionals on decisions making and the self-empowerment of older adults.

The environmental level is focused on the improvement of the acclimatization and ergonomic conditions of SCMA's facilities as well as of the houses of the older adults. Also in here, technology through domotics can play an important role on those facilities and houses with sensors that can predict heat and cold waves and automatically trigger the adequate acclimatization of those environments.

The complementarity of roles among the Amadora consortium of partners, assuming the Municipality the role of policy maker and contributor to the scaling up of the interventions; ISCSP, the scientific and methodological validation and Heil-Lab the linkage to innovative and personalised technology, has been very encouraging to the further developments of the project.

HOPE represents, in this way, a great opportunity to reinforce the robustness of the interventions of the Integrated and Person Centred Care Model, not only in SCMA's services but also to spread it across other social and healthcare Organisations of the metropolitan area of Lisbon, triggering as such a more secure and protected helixcentrism approach around the sun effects.



Amadora 3rd Transnational Meeting, 17/01/23 - Team Group

# 3. THE ROTTERDAM HEAT NETWORK

by Esther Wienese - Project leader Rotterdam Heat Plan Municipality of Rotterdam

## Brainstorm meeting with the Rotterdam Heat Network

Climate change is leading to more weather extremes. Heat is the most threatening to health. **That is why some Dutch municipalities have taken steps to draw up a Local Heat Plan** - a logical follow-up to the National Heat Plan that communicates nationally to the press and to health care organisations when and where a heat wave is approaching. The municipality of Rotterdam - partner in HOPE - is working on a Rotterdam Heat Plan. Important players find each other in the Rotterdam Heat Network with people from care, welfare, housing, dietetics, advocacy for the elderly and religious communities. Together with the emergency organisation GHOR, the Red Cross, the municipality, GGD (regional health authority) and Rotterdam University of Applied Sciences, they looked back on the hot and dry summer of 2022 on December 7.

To evoke the atmosphere of the warm summer in the cold December day, the group started playing the 'Scorching Hot Bingo', a fun and educational game from the Red Cross with practical tips on what to do when it's hot.

After the warm-up, three informative presentations followed.

**Presentations: How was summer 2022?**

- The GGD and the Rotterdam University of Applied Sciences (RUAS) spoke about heat and the risks to the health of the elderly, in particular, and explained what had happened since the first meeting of the network in June 2022.

- RUAS shared the results of the Heat is hot survey that was completed in November 2022 by the members of the heat network. This showed how the professionals experienced the summer and what their challenges were.

- Finally, a PhD candidate from Rotterdam University of Applied Sciences shared the results of his research into heat in the house. This showed, among other things, that it had been 37 degrees in the bedroom in the stone neighborhood Bloemhof (south Rotterdam) for many nights.



Warm Summer: playing 'Scorching Hot Bingo',



## 6 Theme tables

After a short break, the participants successively shared their knowledge and experience at six interactive theme tables:

- **Experiences** – Tips obtained about what actions did and did not work out well last summer.
- **Communication** (means) – Inventory: do the members of the network know the existing means of communication, how do they appreciate them and what can be improved?
- **Heat in the house** – Have the members themselves or with others experienced that it was too hot inside the house and do they know how to act then?
- **Cool places** – Inventory: does the network have cool indoor places in the neighborhood (e.g. auditoriums) where people can go if it is too hot at home?

- **Behavior of residents/clients** – Think along: How do you inform the elderly about self-care in case of heat without patronizing them and giving them the feeling that they ‘must’ do something?

- **Self-care** – Do you (know how to) take good care of yourself (first) in high heat, so that you can then take good care of vulnerable people.

## Next step

The municipality will include the day's harvest in the elaboration of the Rotterdam Heat Plan. In HOPE, Rotterdam is participating in the 'e-learning heat and the elderly' for care providers (in training). The members of the Rotterdam Heat Network can test the beta version in due course.



Rotterdam Heat network Meeting, December 7 2022  
Steps to draw up a Local Heat Plan

## 4. THE HOPE DATA BASE OF GOOD PRACTICES:

### A useful tool to learn about European heat wave management initiatives

by Davide Tuis, ISRAA – Treviso, FABER - European “factory”

In the framework of the project HOPE the activities of the transnational working team focused on an important output that the European initiative intends to complete, namely the creation of a **Database of Good Practices**.

Through the creation of a Database of Good Practices, the project intends to offer a useful tool to all local communities that want to respond effectively to heatwaves, while at the same time exploiting the different knowledges already developed in different contexts.

To ensure the achievement of this objective and the coherence of the research activity, the working team identified a **shared definition**:

“‘Good practices’ can be defined in multiple ways. However, a thread common to most definitions implies strategies, approaches and/or activities that have been shown through research and evaluation to be effective, efficient, sustainable and/or transferable, and to reliably lead to a desired result” (EUROPEAN COMMISSION).

The research work focused primarily on the **European context**, investigating the most interesting initiatives in the various Member States. At the same time, some initiatives developed in **non-European** contexts were examined, such as the United States and Australia, where interesting strategies with a high degree of replicability in the European context have been developed over the past decades. Interesting insights emerge that can be summarised in these lines:

First of all, it is significant that several States have only started to address the challenges posed by heatwaves since 2003. During that summer, Europe was hit by a massive heat wave, which peaked in August.

The sudden rise in temperatures caused serious consequences and an excess of mortality, which particularly affected elderly and frail citizens.

To understand the seriousness of the phenomenon, it is worth highlighting the **French case**, where an estimated 15,000 excess deaths occurred during the first two decades of August 2003 (Inserm, INSEE, INED).

The heatwave affected the whole Europe and triggered an increase in awareness in many countries, such as those in **Northern Europe**, which had never before been so severely affected by this phenomenon.

Thus, it was primarily the impact of the difficult summer of 2003 that triggered public reflection on heat wave management.

Over the past two decades, **the growing impact of climate change has meant that the issue of heat wave management has become increasingly central, even in public and political discussion.**



Davide Tuis, ISRAA - FABER

## 6. EU AND PARTNERS NEWS

- **European State of the Climate (ESOTC)**, annual report by the Copernicus Climate Change Service (on behalf of the European Commission)

2022 WAS THE 5TH WARMEST YEAR GLOBALLY AND 2ND WARMEST YEAR FOR EUROPE

Copernicus: 2022 was a year of climate extremes, with record high temperatures and rising concentrations of greenhouse gases

<https://climate.copernicus.eu/copernicus-2022-was-year-climate-extremes-record-high-temperatures-and-rising-concentrations#:~:text=Record%2Dbreaking%20temperatures%20in%20Europe,-Ranking%20of%202022&text=Temperatures%20in%20Europe%20across%20the,above%20the%201991%2D2020%20average.>

- **ELISAN General Assembly 2023 and the HOPE Project**

The yearly General Assembly of the ELISAN Network of elected representatives working in social policies and member of HOPE consortium took place in the Regional Council of the Veneto Region on March 2 2023.

On the agenda, the launch of the updated Venice Declaration for the implementation of the SDG 11 on Inclusive cities and communities. **The HOPE project was selected as a most relevant topic to be shared, the presentation was done by ISRAA Treviso, Oscar Zanutto.**

Among the active stakeholders, the President of the network Sylvie Carrega city of Marseille, the president of the Veneto Regional Council Roberto Ciambetti, the Veneto Regional Minister on Social and Health Affairs Manuela Lanzarin, the President of the Kujawsko-Pomorskie Region Piotr Calbecki, the Mayor of Fyli Attica Region (Greece) Christos Pappous, the Regional Councillor of Carinthia Beate Prettner, the IFFD International Federation for Family Development, Ignacio Socias, the representative of the Council of Europe Conference, president of INGOs Commission on Environmental and Health Crisis of Anne Marie Chavanon, Léon Dujardin from the Commission on Action for Social Rights and the ESAN European Social Action Network.



Veneto Regional Council, 2/03/23 - ELISAN General Assembly

# 7.THE HOPE NEXT TRANSNATIONAL MEETING, ROTTERDAM, 6, 7, 8 JUNE 2023

The third transnational meeting of the HOPE Project will be held by the **City of Rotterdam** with the participation of the **Vice Mayor Ronald Buijt**.

The agenda will start with presentations from the **Rotterdam University of Applied Sciences** on the topic of healthcare and built environment training. The perspective will include views from a student. Working sessions are foreseen on the **Database of Good Practices** to be developed in collaboration with associated partners, older adults and caregivers, on **Policy Recommendations** and on **Guidelines for ecosystems**.

The activities scheduled include the **evaluation of interviews** with independently living fragile older adults and **focus groups** carried out in Rotterdam, Amadora and Treviso

Furthermore, stakeholders presentations from the **City of Rotterdam, the Red Cross, Housing Corporation, Participatory Organization** will be held. The main topic will tackle heat: addressing the energy chain, heat in homes, communication about heat and resilience of refugees in Rotterdam. **An interactive theatre session** will be foreseen as an example of how to engage older adults on heatwave prevention. In addition a code red workshop will be organised.

The team collaboration goes on at full speed. Get ready for innovative policies and approaches, knowledge exchange to work on services adapted to the emerging needs.



# HEARING VOICES OF PROFESSIONALS FROM SCMA (PORTUGAL)

"It's important to train and empower people to manage the effects of heat"

Sandra Sequeira - Day Care Centre  
Technical Director

"Efforts should be made so that people with chronic diseases don't exacerbate their condition with heatwaves"

Pedro Ferreira - Health Coordinator and Nurse

"Prevention, planning, communication, being able and alert to signs"

Alexandra Andrade - Home Care Support Services Coordinator

## GREETINGS FROM THE HOPE PARTNERSHIP!



## INTERESTED TO LEARN MORE ABOUT THE PROJECT?

Visit our website at <https://hope-heatwaves.eu>  
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<https://hope-heatwaves.eu/newsletters/>

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