

STUDY TOUR

THE HAGUE, AGE-FRIENDLY CITY

MONDAY 7 - FRIDAY 11 OCTOBER 2019

[Scheduled programme](#) | [Traveling to/in The Hague](#) | [Detailed programme](#)

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Co-funded by the
Erasmus+ Programme
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Scheduled programme

3 RD AND 4 TH OCTOBER			
TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
	Preparation study tour <ul style="list-style-type: none"> Age-friendly city in general, age-friendly city The Hague Practical matters 	Local in each country Preparation package provided by AFEdeemy	

MONDAY, 7 TH OCTOBER			
TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
< 13:00	Arrival and lunch in The Hague, check-in	Skotel The Hague Zwolsestraat 189 2587 TZ The Hague	
13:00-14:00	Travel to The Hague University of Applied Sciences	Johanna Westerdijkplein 75 2521 EN Den Haag Room: Ovaal 2.39	
14:00-14:30	Tour de table		
14:30-16:00	Lectures Urban Ageing and Age-friendly The Hague	Professor Joost van Hoof and colleagues	Interactive questions and answers
16:00-16:30	Walk to Laakse Lente		
16:30-18:00	Visit Living Room Laakse Lente Genestetlaan 154		Q&A; Willeke will translate
18:00	Return to the hotel and dinner		

TUESDAY, 8 TH OCTOBER			
TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
08:00-09:00	Breakfast		
09:00-10:00	Travel to IZi house, ICT for independent living smart living and housing	Steenhouwersgaarde 15 ^e 2542 AA Den Haag	
10:00-12:00	Explanation and demonstration iZi by users		Q&A
12:00-13:00	Walk (12 minutes) to library Escamp Underway there are lunchroom facilities		
13:00-15:00	Library Escamp: Projects presented Storytelling by older people and Older people in the neighbourhood (European project also Lithuanian partner)	Leyweg 811 2545 HA Den Haag	Q&A
15:00-15:30	Walk or travel to Sportcampus		
15:30-16:30	Sportcampus in Zuiderpark: physical activity training by students	Meester P. Droogleever Fortuynweg 22, 2533 SR	
16:30-18:00	Public health in The Hague	Meester P. Droogleever Fortuynweg 22, 2533 SR	Interactive session
18:00	Travel to restaurant 't Goude Hooft		
18:30	Joint dinner	't Goude Hooft Dagelijkse Groenmarkt 13 2513 AL Den Haag	
21:00	Return to the hotel		

WEDNESDAY, 9 TH OCTOBER			
TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
08:00-09:00	Breakfast		
08:45-09:30	Travel to Community Centre Mandelaplein in Transvaal	Mandelaplein	
09:30-10:00	Receipt and start activities organized by older people of Transvaal	Community Centre Mandelaplein	
10:00-11:00	City executive Kavita Parbhudayal: current state and future age-friendly The Hague	Community Centre Mandelaplein	Prepare issues in own countries and how to deal with. She is interested to learn from your experiences.
11:00-12:00	Continue activities organized by older people of Transvaal	Community Centre Mandelaplein	
12:00-13:00	Lunch and walk (15 minutes) Lunch facilities underway		
13:00-13:45	Second hand shop including 'dementheek'=things you might need in case of dementia and living at home	Schroeder/Dementheek Community centre of the future Loosduinsekade 156 2571 BV Den Haag Tel: 070 - 7071125	
13:45-14:00	Walk (8 minutes) to Het Zamen	Het Zamen, Esperantostraat 12, 2518 LH Den Haag, 070-7507000	
14:00-15:00	Visit Het Zamen	Het Zamen Presentation on Haags Ontmoeten (meeting in The Hague)	Q&A
15:00-16:30	Older People's Council The Hague Platform monitoring Neighbourhood dialogues	Het Zamen	Q&A
16:00-18:00	Free time and return to the hotel		
18:30	Dinner		

THURSDAY, 10TH OCTOBER

TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
08:00-09:00	Breakfast		
09:00-10:00	Travel to city centre The Hague	Het Spui	
10:00-12:00	City tour historic and political The Hague Binnenhof (Houses of Parliament) Lange Voorhout Grote Markt	Gilde Den Haag (Guild The Hague) Older people provide tours in the city. (€ 5 pp) Residential walk	
12:00-14:00	Lunch in the centre		
13:30-14:00	Walk to the city hall (10 minutes)	City hall The Hague, Spui 70, 2511 BT	
14:00-16:00	Introduction and interactive sessions on policy topics	City hall The Hague Spui 70, 2511 BT Den Haag	Interactive sessions
16:00-18:00	Free time and back to hotel		
18:00	Dinner		

FRIDAY, 11TH OCTOBER

TIME	ACTIVITY	PLACE/ORGANISATION/PERSON	STRUCTURE
08:00-09:00	Breakfast and check-out		
09:00-10:00	Travel to city hall The Hague	Spui 70	
10:00-12:00	Evaluate with the AFE Activists consortium	City Hall The Hague Spui 70 2511 BT Den Haag	Evaluation and presentation preparation
12:00-14:00	Lunch and evaluation of the tour with the civil servants of the Municipality of The Hague	City Hall Spui 70 2511 BT Den Haag Lunch offered by the municipality	
14:00	Leave to airport or train station	Den Haag Centraal Station	

Traveling to/in The Hague

TRAVELING TO THE HAGUE

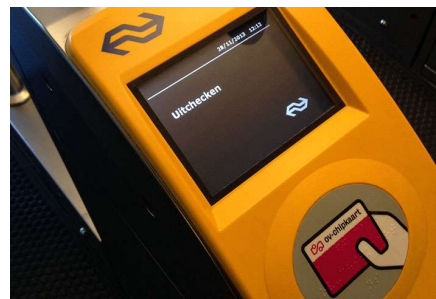
Upon arrival at the airport Schiphol,
buy a NS train ticket in the ticket machine



After buying and before entering the platform,
be sure that you validate your ticket.
Check-in at Schiphol railway station.



Check-out at The Hague railway station



TRAVELING IN THE HAGUE: OV CHIPCARD THE HAGUE

You can buy the OV Chipcard The Hague at the service point at The Hague Central Station and The Hague Hollands Spoor.



Monday to Wednesday: 3-days card €18.00 per person. Your ticket is activated the first time you check in on a tram or bus.



Thursday: a day card: €7.10 per person. Don't let them sell you a so-called tourist day card, that is much more expensive (€14.50).



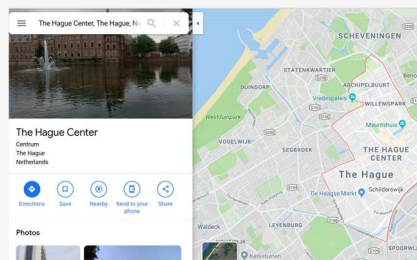
Friday: 2-hours ticket for €4.00: you buy them on the tram from the ticket machine; pay with coins, bank card or credit card.

Please mind to **check-in and check-out each time** you enter and exit the bus or tram.

The check-in and check-out machines are on the bus and tram.



Additional travel information: [Google Maps](#) is rather good to use.



Detailed programme

DAY 1, OCTOBER 7TH 2019

THE HAGUE UNIVERSITY OF APPLIED SCIENCES: RESEARCH GROUP URBAN AGEING (HAAGSE HOGESCHOOL)

Professor Joost van Hoof and colleagues

How can we contribute to the quality of daily living of older adults in the city?

This question is the focus of the Chair of Urban Ageing. This question is increasingly important as older people are expected to fully participate in an ever ageing and urbanizing society.

Every older person should ask herself or himself the question: How can I lead a life in good quality in accordance with my own needs, even if taking part is no longer self-evident or easy? Our society has its responsibilities in facilitating older people lives. How can the optimal participation of ageing people with knowledge from the domains of gerontology, social sciences, public administration, architecture and real estate, as well as technology be facilitated?

In this quest, themes like dementia, participation at high age, vitality, ageing-in-place, and diversity of the urban population are being addressed in Age-friendly City of The Hague, a city in which older people should feel at home.



Joost van Hoof (1980) attained his MSc degree at Eindhoven University of Technology (Department of Architecture, Building and Physics). He also studied Environmental Engineering at the Czech Technical University (ČVUT) in Prague. Prof van Hoof attained his doctoral degree from Eindhoven University of Technology (in cooperation with Utrecht University of Applied Sciences and the Academy of Healthcare Utrecht) with a dissertation on ageing-in-place for people with dementia in 2010. From 2011 to 2018 he was affiliated with the Centre for Healthcare & Technology of Fontys University of Applied Sciences and served as the

project leader of the Nursing Home of the Future Programme. From 2012 to 2013, Prof van Hoof worked with the ISSO - the Dutch Building Services Research Institute in Rotterdam in the field of healthy building services. Apart from several board memberships in the domain of older people, technology and housing, Prof. van Hoof collaborates and is affiliated with several universities abroad. Key to his work is a focus on the abilities of older people, not their disabilities, even when participation seems difficult.

LIVING ROOM IN THE NEIGHBOURHOOD

Huiskamer Laakse Lente

Objective: To offer room and free entrance to people (mainly older people) in the neighbourhood to meet each other for a drink and talk.

To reduce public expenditures, the executive board of The Hague decided in 2011 to close down most community centres in local neighbourhoods. A married couple of older persons decided in 2012 to open up

their living room in neighbourhood Laakkwartier for (older) people to meet. They founded the foundation Laakse Lente (Spring in the neighbourhood Laakkwartier) to remind people of the Spring, the season most people are happier.



houses (90%) are located in apartment buildings.

Neighbourhood Laakkwartier was built around 1930. Together with neighbourhood Spoorwijk, the area inhabits almost 42,000 people of which about 3.500 are older than 65 years of age. Laakkwartier-Spoorwijk is a heterogenous neighbourhood. It houses 10.000 people with a Dutch background; the rest of the population has a foreign background. Main groups are Eastern-Europeans, Surinam people and people from other non-Western countries. Other population groups are people from Morocco and Turkey. Laakkwartier-Spoorwijk contains about 19.000 dwellings, of which 2/3 are rented. Most

The initiative for the living room was not funded at first. It started with a couple of opening hours and offering coffee to some older people, but in due time it became known that the living room was available, and people also started to share their daily problems or else. Another fact was that especially during Summer there was a need for older people to meet, because (grand)children and professionals are on holidays. More room and opening hours were needed. During Summer the couple organises 6 weeks of activities for older people, children and grandchildren.

People pay € 5.- per month as contribution fee. For this amount they are welcome for a cup of coffee every day and they get the information magazine. Also, they can monthly join the creative and flower arranging activities. Besides they are offered yearly a free day trip. The website was created by a volunteer: www.delaaakseleente.nl.

DAY 2, OCTOBER 8TH 2019IZI HOUSE, ICT FOR INDEPENDENT LIVING, SMART LIVING AND HOUSING (IZI
ERVAARWONING)

Technology can help older people to stay healthy and self-reliant for longer and to stay in touch with their environment: family, friends, informal carers and carers.

In the iZi Livinglab (www.wijenizi.nl), residents and technology developers test whether (new) applications work well and whether they meet their needs. In this way they make an important contribution to the improvement and further development of applications.

Residents can also take a look at the iZi canal house. In this 3-room apartment on the Steenhouwersgaarde in The Hague, there are over 90 smart solutions that can make the lives of the older people easier and more pleasant. Think for

example of sensors in the house that measure the lifestyle, social and care robots, older people tablets or personal alarms.

iZi is an initiative of the municipality of The Hague.

LIBRARY IN ESCAMP NEIGHBOURHOOD (BIBLIOTHEEK ESCAMP)

Technology can help older people to stay healthy and self-reliant for longer and to stay in touch with their environment: family, friends, informal carers and carers.

Two projects will be presented:

- Life stories of older people
- Older people in the neighbourhood, European project, also including a partner from Lithuania

SPORTCAMPUS



Sport is an important source of power. Sport makes you healthier, more social, happier and gives you more energy. The source of that energy is Sportcampus Zuiderpark. This is where the municipality of The Hague, The Hague University of Applied Sciences and VET Mondriaan set the whole of The Hague in motion. To everyone who has a heart for sport, we say 'Come on'.

Leading centre: To play sports, to exercise, to watch athletes in action or to follow a sports training. Sportcampus Zuiderpark is a leading sports complex with facilities for many different sports. It is also a knowledge centre with sports training, research and innovation.

Teamwork: You are also welcome to take yourself to a higher (sports) level. A better condition? A better performance? A higher level requires teamwork. On our campus you will find a wide range of sports associations and sports organisations.

The heart of the sport in The Hague: This mix creates an inspiring and vibrant meeting place for the sport. A place where you can get further. As a sports enthusiast, student, (top) athlete or professional. Our campus is all about dynamism. A pressure cooker for talent and innovations from which the sport benefits across the board. Together we bring The Hague in top condition. Experience it for yourself and get on with it!

PUBLIC HEALTH IN THE HAGUE, MUNICIPAL HEALTH SERVICES THE HAGUE REGION (GGD HAAGLANDEN)

GGD Haaglanden monitors, protects and promotes the health of the population in the 9 municipalities of The Hague region. You can come to the GGD for advice, prevention and treatment.

The presentation will have the following elements:

- Introduction on the work of GGD Haaglanden and the state of art of health and wellbeing of older people in The Hague
- Positive health approach and tools for older people (based on the article in British Medical Journal: <https://www.bmj.com/content/343/bmj.d4163.full>)
- Interactive discussions and good practices from the Hague on:
 - Older people's fall prevention
 - Raising awareness of older people abuse and signalling its various forms (mental, physical and financial)

DAY 3, OCTOBER 9TH 2019

COMMUNITY CENTRE (BUURTHUIS) MANDELAPLEIN



Community centre (Buurthuis) Mandelaplein is located in the heart of the Transvaal district of The Hague and has a central role in connecting and participating residents in the district. In broad neighbourhood zones, we strengthen the cooperation with (self-)organisations, the local residents and the municipality. The emphasis of our activities is on Transvaal-Zuid.

Our mission is to strengthen the self-reliance, participation and development of the local residents, and also to promote social cohesion and safety in the Transvaal district. We facilitate and stimulate activities that are carried out with and by the residents. In addition, we offer a wide range of demand-driven activities in the areas of (language) education, sports and leisure.

The training on advocacy and age-friendly environments takes place in Buurthuis Mandelaplein. From origin Dutch older people, older people from the Hindustan society (Shanti Transvaal) and hopefully also older people with Turkish and/or Moroccan background will follow the training workshops. The training cycle will be concluded with a local big event to officially install the older people's council of Transvaal.

ALDERMAN (WETHOUDER/CITY EXECUTIVE) OF THE HAGUE

Kavita Parbhudayal

The College of Mayor and Aldermen is responsible for the day-to-day management of the municipality. The mayor is the president of the college and of the municipal council.

Together with the mayor, the aldermen form the College of the Mayor and Aldermen. The council is responsible for the day-to-day management of the city on the basis of a joint policy programme for four years. The municipal council determines the main lines of policy, takes major decisions and supervises the College of Mayor and Aldermen, in short: College of b and w. This form of administration is called dualism.



The aldermen The Hague has 8 aldermen. Each alderman is responsible for a number of policy areas. In addition, all aldermen are responsible for one city district. In that district, an alderman is responsible for the district plan that is drawn up each year. The alderman must keep an eye on whether agreed plans and measures are actually implemented in a district. If there are problems in a district, the alderman must deal with these problems. The mayor also has his own portfolio: public

order and safety. This is laid down in the law.

Kavita Parbhudayal is Alderman Care, Youth and Health since 2018. She will present her policy and plans with health and wellbeing in The Hague and the future of age-friendly city The Hague. She is also very interested to learn more about experiences from the older people from the visiting countries.

DEMENTHEEK THE HAGUE

More and more people have to deal with dementia. Close relatives, informal carers and local residents often do not know how to deal with people with dementia. Florence residential care location Wijndaeler-center and Schroeder Kringloop Loosduinsekade opened a Dementheek in their Neighbourhood House of the Future where everyone can go with questions about dementia.

The Dementheek is an advisory and lending centre for the district and focuses on supporting, meeting, providing information, lectures and lending books, CDs and leaflets. The aim of the Dementheek is to provide support to people with (early) dementia and to family, informal carers and professionals working in guidance and counselling. This takes place from the Neighbourhood House of the Future; a familiar place where fellow sufferers can meet each other throughout the week. The social caretakers present take care of the guidance, implementation and support. From the meeting room of the Wine Grower Centre of Florence, many activities are offered to the residents and for the district.

MEETING EACH OTHER IN THE HAGUE (HAAGS ONTMOETEN)

Haags Ontmoeten was commissioned by the municipality of The Hague as part of The Hague's Senior Friendly City and the Informal Care action programme. It is a new facility that aims to enhance the enjoyment of life and vitality of the older people and is housed in existing centres and institutions for the older people. This is where professionals and volunteers work, who can tell you all about The Hague Meeting.

Haags Ontmoeten is aimed at older people who have or will have difficulty living independently. The older people often notice this for themselves, as do the people who help and assist the older people, such as their partner, children, friends or neighbours. Both the older people and the people around them who offer help - their 'informal carers' - can come to The Hague.

The locations Haags Ontmoeten can be found in every district. So, there is always one near you! Professionals and volunteers work at each location. The locations work together with other district and older people organizations.

HET ZAMEN

Het Zamen is a private, safe place in a large building full of regular older people care provided by the Eykenburg Foundation. The comfortable new building is spacious, has a beautiful atrium and all kinds of shared facilities. Humanitas DMH offers care to 31 older people with a mild to moderate mental handicap. 7 receive outpatient care, the remaining 24 live in small groups of 6 apartments. Everyone knows each other well, they go for coffee together, and there are close friendships. Just, in between "normal" older people. In the heart of The Hague. A place to grow old happily.



OLDER PEOPLE'S COUNCIL THE HAGUE

The Urban Elderly Committee was founded in 1990 as an umbrella organisation (association) of affiliated associations and associations for the older people in The Hague. The SOC has an executive board consisting of treasurer, secretary and chairman (all three elected and independent). There is also a General Board and a Council of Members consisting of the affiliated members.

Themes: outdoor public spaces, mobility, participation, housing, communication and information, respect and social inclusion, community and healthcare.

DAY 4, OCTOBER 10TH 2019

CITY TOUR HISTORIC AND POLITICAL THE HAGUE BY OLDER PEOPLE OF THE GUILD



Hague dedicate themselves with their knowledge, skills and (life) experience to their fellow townsmen. For example, the Guild organises various guided city walks for around 10.000 people a year, there is the language buddy project SamenSprak and coaches/advisors/language trainers can be deployed on the basis of Individual Advice. The Hagology course gives participants a special opportunity to learn about the history of The Hague.

CITY HALL THE HAGUE



The Hague is the third largest city in the Netherlands. At the city hall local policy measures are made that apply to the city of The Hague. In the city hall people work on areas like mobility, economy, wellbeing, participation, a clean environment and much more. At the City Hall the group will receive more information on how local policy measures are prepared by civil servants. This afternoon we focus on policy measures to make the city more age-friendly.



The group will discuss and brainstorm on two cases. During the first case we will speak with policy makers who make plans for the renewal of the public space. We will discuss the question how to make the public space more accessible for people with less physical abilities. The second case will be given by policy makers who are specifically working on older people policy in The Hague. We will discuss measures to make the city more age-friendly.

DAY 5, OCTOBER 11TH 2019**EVALUATION OF THE STUDY TOUR TO AGE-FRIENDLY CITY THE HAGUE**

The participants will meet the members of the consortium of AFE-Activists and will discuss what they have learned and how they will transfer the knowledge into action plans at their own communities. The group will jointly prepare the presentation of their findings to the civil servants and hosts of Age-friendly City The Hague.

LUNCH WITH THE CIVIL SERVANTS AND HOSTS OF AGE-FRIENDLY CITY THE HAGUE

The closing lunch is facilitated by the municipality of The Hague. The group will present their findings, best practices and lessons learned to the civil servants and hosts.

TIME TO LEAVE AGAIN...