



STUDY VISIT PROGRAM **THE AUSTRIAN AGED CARE SYSTEM**

INCLUDES
ATTENDANCE AT CARE 4.0
3rd EAN CONGRESS
"CHANGE IN COMPETENCE"
VIENNA 2022

WITH TRANSLATION
INTO ENGLISH

Dear GAN colleagues,

It is with great pleasure that we introduce the inaugural Global Ageing Network (GAN) study tour in partnership with Dialog Health.

Our first study tour program will be to Austria, on the occasion of the 8th Congress of the European Academy of Neurology (EAN).

Taking place from September 26 to October 1, this study tour is entitled "The Austrian aged care system", and includes attendance at Care 4.0 in Vienna, from September 28 to 30 (with simultaneous translation into English).

Over the past 8 years, our international study tour partner Dialog Health has developed and delivered quality study tour programs throughout the world, investigating new and emerging trends in the field of care and housing for seniors.

This tour to Vienna is designed to give you an insight into the old age sector in Europe, to identify innovative practices and discover the institutions that implement them. Through our program of visits to both public and private cutting-age accommodation facilities, you will explore strengths and challenges of the Austrian elder care system, get an overview of its geriatric pathways, and discover innovations in practice.

As the world's population ages, it is important that we investigate different ways of meeting the challenges of the future. Study tours provide an ideal forum to inform and educate.

The GAN - Dialog Health study tour program will provide an opportunity to build lasting international and domestic collegial friendships, as well as a mechanism to increase dialogue between professionals on the direction of our field.

We encourage all our members and international colleagues to participate in GAN - Dialog Health study tours. We look forward to welcoming you.

Sincerely yours,

Katie Smith Sloan
Executive Director

Jiří Horecký
Board Chairman





AUDIENCE

Aged care administrators, managers, doctors, nurses, etc.

DATES

From September 26 to October 1, 2022: 4 days of visits and conferences.

LOCATION

Vienna, Austria

OBJECTIVES

Discover the latest trends and best practices in Europe's old age sector in Europe at Care 4.0, the largest congress dedicated to directors of long-term care facilities.

Identify innovative practices and discover the institutions that implement them in order to approach from a new angle the challenges to be met in the French context.

Visit innovative accommodation facilities in Austria and discover their integrated care offer in the health and social fields.

Develop your professional network and exchange with European peers on current and future issues related to care and support for the elderly.

Benefit from a comprehensive continuing education experience with e-learning modules and the presence of interpreters translating the visits simultaneously.

WHY PARTICIPATE IN THE CARE 4.0 CONGRESS IN VIENNA?

In 2022, the Austrian Congress for Managers in Work with the Elderly and the Congress of the European Ageing Network are combined in one congress. The aim of this international congress of managers in the field of long-term care is to strengthen cooperation between the actors of old age in Europe, to collectively seek answers to the challenges to be met by stakeholders in the sector, and to share solutions. Exceptionally, all presentations will be translated simultaneously into English. The conference will take place in Vienna, one of the most beautiful capitals in Europe, in a country renowned for the quality of care provided to its seniors.



PROVISIONAL PROGRAM:

SEPTEMBER 26	SEPTEMBER 27	SEPTEMBER 28	SEPTEMBER 29	SEPTEMBER 30	OCTOBER 1ST
	MORNING	MORNING	MORNING	MORNING	MORNING
Arrival in Vienna	Introduction to the Austrian long term care system Social Ministry	Visit to the Vienna Hospital Association (KAV) and geriatrics network, to the Meidling public assisted and Nursing Home	Participation in the Care 4.0 congress 	Participation in the Care 4.0 congress 	Departure from Vienna
AFTERNOON	AFTERNOON	AFTERNOON	AFTERNOON	AFTERNOON	
Sightseeing tour	Meeting with Caritas Austria and visit to St. Barbara long-term care facility	Participation in the Care 4.0 congress 	Participation in the Care 4.0 congress 	Visit to the SeneCura assisted living facility Residenz Grinzing, and to the Schlosspark living facility (Fortuna)	
Evening	Free time	Free time	Evening	Free time	
Introductory dinner			Gala dinner		

DETAILED PROGRAM:

MONDAY / SEPTEMBER 26, 2022

MORNING / ARRIVAL IN VIENNA

AFTERNOON / SIGHTSEEING TOUR IN VIENNA

EVENING / INTRODUCTORY DINNER
INTRODUCTION OF THE PARTICIPANTS, OF THE PROGRAM VISITS, AND DISCUSSION AND ANALYSIS OF SHARED PRE-TRAINING MATERIALS.

TUESDAY / SEPTEMBER 27, 2022

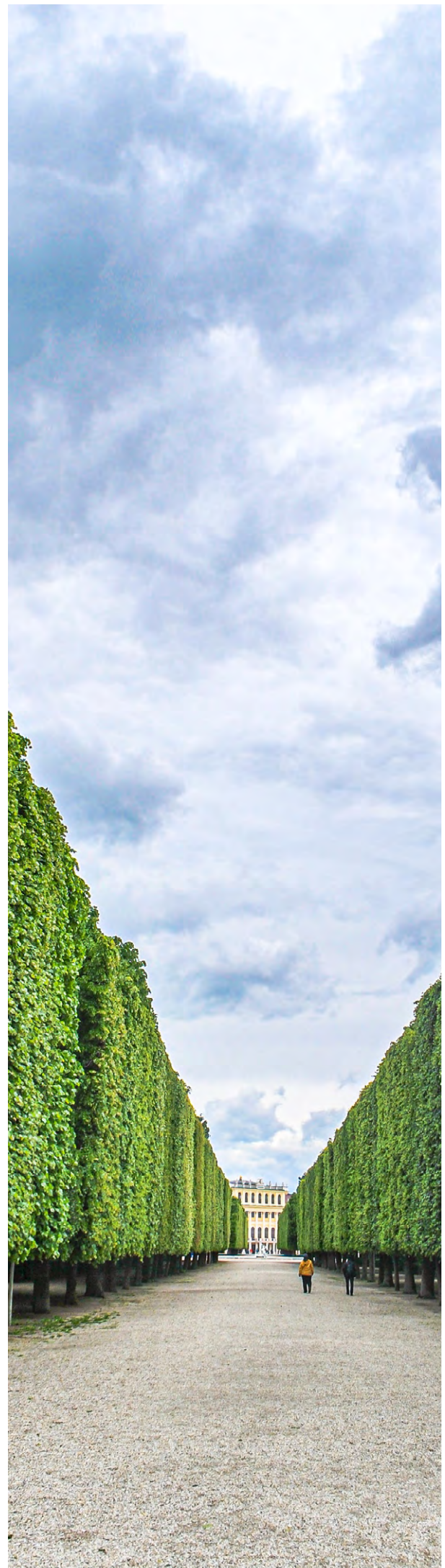
MORNING / VISIT 1: INTRODUCTION TO THE AUSTRIAN LONG-TERM CARE SYSTEM AT THE SOCIAL MINISTRY
SIMULTANEOUS TRANSLATION INTO ENGLISH

In Austria, long-term care policy is anchored in the objectives and values of the current welfare model, where the responsibility of the family for the care of dependent persons is placed before that of the State (principle of subsidiarity). The Austrian model of long-term care is a mixed system, which on the one hand is needs-oriented and, on the other hand, depends on the economic situation (availability of income and assets) of the persons requiring care. In case of need, two types of support systems are available:

- a needs-based long-term care allowance, assessed by medical specialists and qualified caregivers, which is paid at one of seven levels, depending on the severity of need;
- a social security allowance, measured by the income and assets of the person requiring care and, until recently, their extended family, including children.

<https://www.sozialministerium.at>

LUNCH AT THE RESTAURANT / TIME FOR INFORMAL GROUP EXCHANGE AND SHARING OF HOT TAKES FOLLOWING THE MORNING VISIT.





**AFTERNOON / VISIT 2: MEETING WITH MEMBERS OF CARITAS
AUSTRIA AND VISIT TO ST BARBARA
LONG-TERM CARE FACILITY**
SIMULTANEOUS TRANSLATION INTO ENGLISH

Caritas, the international section of the Red Cross, is active in Austria in the field of care and support for vulnerable people. Every year, the organization helps several thousand people at home and in 48 facilities. And the need will increase in the coming years: by 2050, the number of people in need of care is expected to rise from 450,000 today to 750,000.

In Vienna, Caritas offers home care and housing. The Caritas Haus St. Barbara, a long-term care home, welcomes elderly people for short or long stays, especially for rehabilitation care after illness, surgery or accidents. This nursing home also has a palliative care unit for people at the end of life. The residence has the capacity to accommodate 264 dependent persons, spread over 8 residential sectors. Residents are housed in single or double rooms and each room has its own bathroom with toilet and shower. Each residential area has a central lounge that provides each resident with a place to enjoy breakfast, lunch and dinner together. St. Barbara Haus has a large garden and a café, where a variety of activities are organized, as well as a kindergarten for intergenerational exchange.

<https://www.caritas-pflege.at>

EVENING / FREE TIME

WEDNESDAY / SEPTEMBER 28, 2022

**MORNING / VISIT TO THE VIENNA HOSPITAL ASSOCIATION (KAV)
AND GERIATRICS NETWORK AND TO THE MEIDLING
ASSISTED-LIVING FACILITY**
SIMULTANEOUS TRANSLATION INTO ENGLISH

The Meidling is an assisted living facility that opened in the spring of 2011 and houses 256 individuals in need of care. The housing units are tailored to the needs of the residents, who enjoy bright, single- or double-bedded rooms with bathrooms and their own loggia or balcony. Eight residential areas are available for long-term care; two other residential areas specialize in dementia care. Residents receive 24-hour medical care and assistance with the presence of health care staff, therapists, psychologists and social workers.

Since the implementation of hospital and palliative care in senior residences in 2013, the facility works according to the principles of palliative geriatrics: all employees participate in its development based on respect, valuation and individuality of each resident.

The Association of Vienna Hospitals (KAV) includes all hospitals and geriatric centers in the city. It is one of the largest hospital operators in Europe. At present, the KAV is responsible for 10 hospitals, including the campus of the general hospital and the medical university, 10 geriatric centers and nursing homes with health and social care in Vienna, the socio-therapeutic center in Ybbs, and 6 training centers for general care and nursing.

<https://gesundheitsverbund.at/pflege/>

LUNCH AT THE RESTAURANT / TIME FOR INFORMAL GROUP EXCHANGE AND SHARING OF HOT TAKES FOLLOWING THE MORNING VISIT.

AFTERNOON / **PARTICIPATION IN THE CARE 4.0 CONGRESS**
SIMULTANEOUS TRANSLATION INTO ENGLISH

03:00 / **CONGRESS KICK-OFF:** WELCOME & OPENING
GREETINGS AND INTRODUCTION BY THE MODERATOR &
MARKUS MATTERBERGER, MMSC MBA MAS

04:00 / **DR. JIRI HORECKY, MBA**
EUROPEAN AGEING NETWORK (EAN) - OVERVIEW OF THE MOST IMPORTANT TASKS, GOALS AND ACTIVITIES

04:30 / **COFFEE BREAK**

05:00 / **DR. ANDREA KDOLSKY, MBA**

05:40 / MAIN SPONSORS INVITE AS HOSTS TO «THEIR» NETLAB
- INTRODUCTION TO THE 4 MAIN TOPICS OF THE NETLABS
TIME FOR SPONSOR-PITCHING-SESSION

05:40 / **SHORT BREAK**

06:30 / **COME-TOGETHER** - EAN CONGRESS 2024
INVITATION OF THE HOST 2024

EVENING / **FREE TIME**



CARE 4.0
change in competence
VIENNA 2022



THURSDAY / SEPTEMBER 29, 2022

DAY /	PARTICIPATION IN THE CARE 4.0 CONGRESS SIMULTANEOUS TRANSLATION INTO ENGLISH
09:00 /	PROF. BRENDAN MCCORMACK «LEADING AND DEVELOPING PERSON-CENTERED CULTURES: UNLEARNING RULES, NORMS AND BEHAVIORS».
09:40 /	COFFEE BREAK
10:00 /	NETLABS – PARALLEL ACTIVITIES ON THE 4 KEY TOPICS CARE LEADERSHIP & MANAGEMENT DIGITALIZATION SUSTAINABLE SYSTEMS
11:30 /	ANJA FÖRSTER «HOW TO THINK DIFFERENTLY»
AFTERNOON /	LUNCH BRAKE
01:30 /	NETLABS – PARALLEL ACTIVITIES ON THE 4 KEY TOPICS CARE LEADERSHIP & MANAGEMENT DIGITALIZATION SUSTAINABLE SYSTEMS
02:10 /	NETLABS – PARALLEL ACTIVITIES ON THE 4 KEY TOPICS CARE LEADERSHIP & MANAGEMENT DIGITALIZATION SUSTAINABLE SYSTEMS
03:30 /	BREAK
04:00 /	DR. THEO BOER «HOW FAR DOES OUR RESPONSIBILITY FOR A GOOD (END) LIFE EXTEND?»
04:40 /	PODIUM DISCUSSION «THE VALUE OF THE ELDERLY – A SOCIO-CRITICAL PERSPECTIVE»
06:00 /	CLOSURE OF THE DISCUSSION
EVENING /	GALA DINNER IN THE VIENNA CITY HALL MAYOR'S DINNER

FRIDAY / SEPTEMBER 30, 2022

MORNING / PODIUM DISCUSSION

10:00 / COFFEE BREAK

10:30 / **NETLABS** – PARALLEL ACTIVITIES ON THE 4 KEY TOPICS
CARE
LEADERSHIP & MANAGEMENT
DIGITALIZATION
SUSTAINABLE SYSTEMS

12:00 / **LAURA DEKKER**
«HOW TO CONQUER THE WORLD WHEN EVERYONE ELSE SAYS NO»

AFTERNOON / **VISIT TO THE SENECURA RESIDENZ GRINZING ASSISTED LIVING FACILITY**
SIMULTANEOUS TRANSLATION INTO ENGLISH



The SeneCura Residenz Grinzing for seniors is located in the beautiful district of Döbling in Vienna, near the Beethoven country house. Qualified staff takes care of the 144 residents 24 hours a day. The assisted living facility accommodates seniors for long-term care, short-term care, temporary stays (vacations), follow-up and rehabilitation care, and dementia care. The building has bright and inviting rooms that can be furnished to your liking, lounges and meeting rooms, an indoor restaurant with terrace and a large park with century-old trees. The residence also has 21 furnished apartments in a facility for active and independent seniors who wish to be close to leisure activities and benefit from the best care.

The residence and its garden are regularly used as a meeting point between different generations thanks to the links established with associations, parishes, schools and kindergartens in the area. A familiar care team accompanies the residents according to the concept of «integral care». This personalized assistance creates a stable, close and safe relationship for the residents and reflects SeneCura's motto: «Closer to the people».

<https://grinzing.senecura.at/>

Fortuna is an upscale private complex located in the middle of greenery, which offers seniors private apartments with the continuous presence of a care team. The building has 213 apartments ranging from 44 to 89m² with an entrance hall, kitchen, toilet, bedroom, storage space, shower, and possibly a terrace. Numerous services are available: inpatient area (hospitalization), pharmacy, general practitioner and specialist consultations, therapy room, library and internet room, hairdresser and pedicurist, laundry, cafeteria, roof terrace with view of Vienna, large garden, leisure facilities (spa, swimming pool, hammam), parking, etc.

Offers for the organization of daily planning and support help residents to participate in social life and to maintain their health. Targeted group activities, such as sitting gymnastics, memory exercises, music practice, etc., contribute to the joy of living and give meaning to daily life.

No care allowance is required to take advantage of the services offered by Fortuna, since the residents pay for their stay themselves.

<https://www.fortuna-swa.at/standorte/schlosspark/>

SATURDAY / OCTOBER 1ST, 2022

END OF PROGRAM - DEPARTURE FROM VIENNA

INCLUDED

FOR PROFESSIONAL PROGRAM DELEGATES

- Study tour booklet for participants
- Provision of a full tour report for all delegates
- Simultaneous translation during visits and conferences
- Full registration at Care 4.0 Vienna 2022 for 3 days
- A dedicated study tour leader for the duration of the stay

LOGISTICS

- Transportation by private and comfortable bus during the whole tour
- 5 nights 4-star accommodation in the center of Vienna
- Welcome reception
- Meals as listed
 - 5 breakfasts
 - 4 lunches
 - 2 dinners (including Gala Dinner at the Vienna City Hall on September 29, 2022)

SIGHTSEEING PROGRAM

- Private guided group tour of the main tourist attractions in Vienna

NOT INCLUDED ARE

- Visa fees
- Flights to/from Vienna
- Airport-hotel-airport transfers
- Meals other than those indicated
- Personal expenses
- Tips for personal activities
- Travel and cancellation insurance.

COSTS (USD)

The program fee is based on a minimum participation of 12 delegates.

PROGRAM

Single delegate rate \$USD

Participating in the entire Dialog Health program

Preferred rate until June 30, 2022	\$3690
Full rate from July 1, 2022	\$3990

Twin delegate rate \$USD

(2 delegates sharing the same room and attending the full program)

Preferred rate until June 30, 2022	\$3470
Full rate from July 1, 2022	\$3770

Delegate partner rate \$USD

(Person sharing room with a delegate not participating in facility tours/study program. All social events are included)

\$580

THE AUSTRIAN SYSTEM OF CARE FOR THE ELDERLY

VIENNA

STUDY TOUR | 6 days - 26 September to 1 October, 2022

DialogHealth

in partnership with



REGISTRATION FORM

Name: _____
First Name: _____
Company: _____
Position: _____
Address: _____
ZIP Code: _____
City: _____
Email: _____
Phone: _____
Food restrictions: _____
How did you learn about this study tour? _____

EXTRA BOOKINGS

International flights _____
Private airport transfers _____
Extra hotel nights _____

If you choose one or several of these services, a Dialog Health booking officer will be in touch for more details and a quote.

Please contact us at: **contact@dialog-health.com**
+33 9 86 28 54 22

COSTS (\$USD)

	EARLY BIRD Until 30 June 2022	FULL PRICE From 1 July 2022
Single delegate rate <i>One delegate participating in full program</i>	\$3690	\$3990
Twin delegate rate <i>Two delegates sharing room & participating in full program</i>	\$3470	\$3770
Delegate partner rate <i>Person sharing room with a delegate not participating in facility tours/study program. All social events included)</i>	\$580	\$680
Name of the delegate who shares the room: _____		

**REGISTRATION INCLUDES 1 YEAR INDIVIDUAL
MEMBERSHIP TO GAN.**

REGISTRATION

In order to validate your registration, please send back:

- 1 completed and signed form
- 1 legible copy of your passport (ePassport)

By email: **contact@dialog-health.com**

I have read and accepted the general terms and conditions:

Date: _____ Place: _____
Signature: _____

GENERAL SELLING CONDITIONS

PRICE INCLUDES

- Professional program of technical visits and presentations
- Study tour booklet & study tour full report
- Tour leader from Dialog Consulting (Dialog Health)
- 5 nights in a 4-star hotel in Vienna
- 5 breakfasts, 4 lunches and 2 dinners
- Private bus transportation for the entire professional program.
- Full registration at Care 4.0 Vienna 2022 for 3 days
- Simultaneous translation into english during visits and conferences

PRICE DOES NOT INCLUDE

- Drinks
- All personal expenses
- The possible costs of visas
- All products and services not mentioned in «Price Includes».

TERMS AND CONDITIONS OF TRAVEL

- The study tour will not be run unless a minimum of 12 delegates register
- Terms and conditions signed as a commitment to make payments as per listed payment schedule
- No insurance is provided in the package. It is compulsory for all delegates to have travel insurance
- Maximum number of delegates is 30
- No bookings are held
- Hotels/venues subject to change until booked.

TARIFF

These prices were calculated on the basis of 12 participants minimum. We reserve the right to cancel the trip or to readjust the tariff if these conditions are not fulfilled.

PROGRAM CHANGES

If, despite all their efforts, circumstances compel them, Dialog Consulting (Dialog Health) and their partners reserve themselves the right to modify the program without consulting the participants, who cannot claim any compensation.

PAYMENT TERMS

A payment of at least \$2000 (deposit) must be done at the moment of the registration to secure a place in the delegation.

Delegates may choose between the two payment plans, demanding one or two invoices.

Full balance is due by 30 June 2022 for all price options and payment plans.

All invoices will be sent electronically by Dialog Consulting (Dialog Health) directly to the email address informed on this registration form.

Dialog Consulting (Dialog Health) will be unable to retain registrations and reservations without full payment by the due date.

CANCELLATION - INCURRED COST

The existence of many intermediates and payment terms imposed by them on the trip organizers justified the charging cancellation fees even more important than the date of departure is near (transfer equivalent to cancellation):

- More than 91 days before departure: no costs
- 90 to 61 days before departure: 50% of the total amount
- 60 to 31 days before departure: 75% of the total amount
- Less than 30 days before departure: 100% of the total amount.

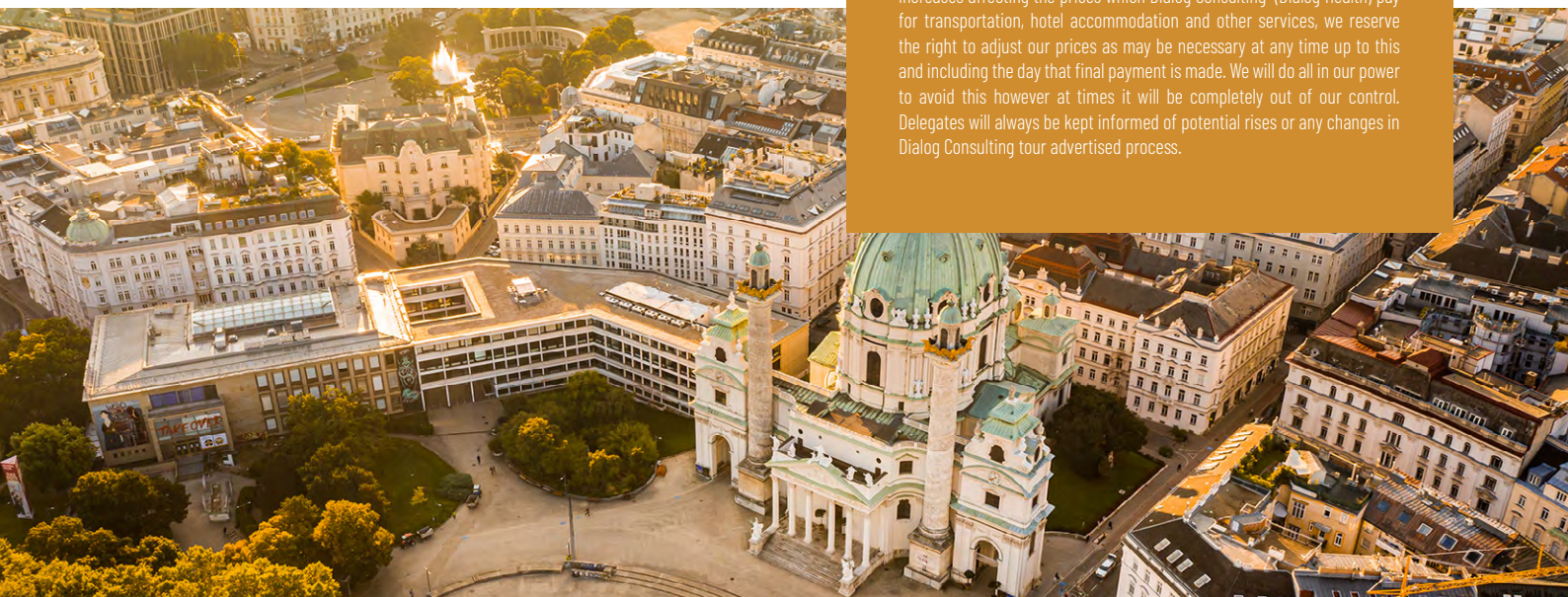
However, if cancellation is made a refund may be considered if a replacement delegate is found.

Any amount due to Dialog Consulting (Dialog Health) cannot be reported on a future trip.

Airline tickets cannot be changed, nor be refunded.

IMPORTANT NOTE:

Prices are based on tariffs and airfares current at 1 October 2021. In this time of escalating prices and economic instability, it is impossible to predict accurately fluctuations in exchange rates or increases to cost elements of tours. Unfortunately, Dialog Consulting (Dialog Health) does not have control of airfares, fuel, airport and airlines taxes and surcharges, hotel rates and other service provider tariffs. In the event of such fluctuations or increases affecting the prices which Dialog Consulting (Dialog Health) pay for transportation, hotel accommodation and other services, we reserve the right to adjust our prices as may be necessary at any time up to this and including the day that final payment is made. We will do all in our power to avoid this however at times it will be completely out of our control. Delegates will always be kept informed of potential rises or any changes in Dialog Consulting tour advertised process.





WHO ARE WE?

Dialog Health designs and organizes international study tours. We offer a unique opportunity for health and social service executives to learn about the latest innovations in the field.

Our team is composed of a core group of qualified consultants and trainers. For each mission, we develop a program of visits, training and conferences with professional and technical experts. We also work with a worldwide network of valuable partners. This allows us to meet the needs and expectations of each client.

Dialog Health is a French company based in Paris. Our study tours are all-inclusive as we are certified as both a continuing education organization and a travel agency.

OUR INTERNATIONAL EXPERTISE

To date, we have organized study tours to the following countries:

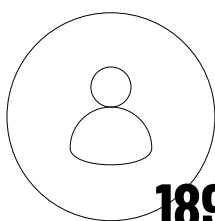
Australia, Austria, Brazil, Canada, China, Czech Republic, Denmark, France, Germany, Italy, Japan, Kazakhstan, Netherlands, Russia, Singapore, South Africa, South Korea, Sweden, Switzerland, United Kingdom, and United States.

DIALOG HEALTH EXPERTISE IN NUMBERS



108

STUDY TOURS



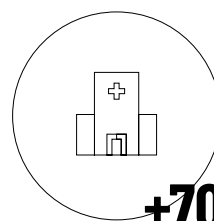
1890

DELEGATES



22

COUNTRIES
VISITED WORLDWIDE



+700

VISITS
public administrations,
hospitals, nursing homes,
companies, etc.

CONTACT US:

DIALOG HEALTH

23/25 rue Jean-Jacques Rousseau

75001 Paris

France

Tel: +33.(0)9.86.28.54.22

Email: contact@dialog-health.com

**Dialog
Health**

23/25 rue Jean-Jacques Rousseau
75001 Paris
+33 9 86 28 54 22
contact@dialog-health.com
www.dialog-health.com



2519 Connecticut Ave, NW
Washington, DC 20008 USA
+1 (202) 508-9484
info@globalageing.org
www.globalageing.org