



Citi Foundation



# 2022 Using Youth Power to Create Aging Friendly Environments Program Outcome Report



# Contents



[www.ysfoundation.org.tw](http://www.ysfoundation.org.tw)

Self-Healing is a natural born healing power, that coordinates respective physiological system function smoothly. It keeps our body and mind in a homeostasis state. We could empower older adults to keep independent life as long as possible.

Foreword .....	02	Part Three: Outcome of Key Events .....	22
Executive Summary .....	04	3.1 Self-healing Enhancement Program (Basic Training) .....	24
<b>Part One: Introduction</b> .....	<b>06</b>	3.2 Self-healing Enhancement Training Program .....	26
1.1 Program Background .....	08	3.3 Community Internship and On-site Supervision .....	28
1.2 Taiwan's Response to Population Aging .....	08	3.4 Future Awesome Teammates Online Forum and Interactive Exhibition .....	30
1.3 Emerging Issues in Taiwan .....	09	3.5 Digital Learning Platform (DLP) .....	34
1.4 Program Goals .....	09	3.6 Accumulated Impacts of 2021-2022 .....	46
<b>Part Two: Key Events</b> .....	<b>10</b>	3.7 Summary of Key Findings .....	48
2.1 Self-healing Enhancement Program (Basic Training) .....	12	<b>Part Four: Future Trends and Implications</b> .....	<b>52</b>
2.2 Train-the-trainers Workshop (Advanced Training) .....	13	4.1 Digital Inclusion for Older Adults .....	54
2.3 Community Internship and On-site Supervision .....	14	4.2 Intergenerational Relationships .....	54
2.4 Future Awesome Teammates Online Forum and Interactive Exhibition .....	16	4.3 Potential in Silver Economy .....	55
2.5 Active Aging Festival .....	18	4.4 Conclusions .....	55



## Foreword

With an extended life expectancy and decreased fertility, the global population is aging. Although unforeseen demographic changes bring challenges to the current social system, they may also be opportunities if human society understands how to capture them fully. Active aging in good health has been frequently promoted by governments across nations, as it benefits the aging parties and community as a whole. Established in 2012, Yang Sheng Foundation aimed to promote self-healing concepts that align with the goals of healthy aging. Cross-disciplinary experts have defined self-healing as a natural-born power that the individual can cultivate. Many medical and gerontological experts state that prevention is better than cure. By activating and strengthening the self-healing powers, the quality of life remains promising as one ages. With sufficient and effective interventions, global aging can become a positive development for sustainability and prosperity.





## Executive Summary

This outcome report aims to assess the effectiveness of the training events carried out in the Intergenerational Co-creation and Youth Career Development Program by Yang Sheng Foundation (YSF). The report provides an integrated perspective on all training efforts, including the continuous improvement of 2020-2021 created curriculums, subsequent revised training sessions conducted in communities for youths and older adults, and implementation of the Digital Learning Program across the island. With a total attendance of 8,145 participants, YSF partnered with 117 communities and hosted 265 sessions of trainings. In general, this engaged 4,122 older adults (over 64 years old), 2,312 youths (under 31 years old), and 1,710 individuals (aged 31 to 64 years old).

Overall, the events and activities were well received by young and old participants, who rated their experience as either good or excellent. The majority of them would recommend this type of training to their friends or peers. Older participants reported increased awareness of their role in illness prevention, health maintenance, and digital literacy skills via the introduction of self-healing concepts and digital learning platforms. On the other hand, younger participants reported overall effectiveness in learning about old age, coordinating curriculums that are suitable for seniors, and having an interest in working for the aging service market. To better achieve stated objectives, all participants' learning, knowledge transfer, and organizational and personal impact evaluation have been identified through questionnaires. The outcomes of the program are considered fruitful and invaluable for future actions.



88,665

Total Attendance

62,903 older adults

2,515 youths

23,247 individuals

219 communities



# 1

## Introduction





# 1.1 Program Background

Occurring in most countries, global aging has become one of the most significant transitions this century. According to the World Health Organization (WHO), more people will be over 60 than those under 14 by 2025. Furthermore, as documented by the United Nations (UN), the older population from developing regions is growing much more rapidly than most developed regions due to low fertility. This type of demographic transition can be

considered a human race success, likely caused by the development of biomedical advancements, democratic politics, and lifelong education. Nevertheless, individual aging is often correlated with physical illness and functional loss, which may burden the existing public health systems and economic structure. In this case, what is Taiwan's current status in this era of population aging?

# 1.2 Taiwan's Response to Population Aging

As stated by the UN and WHO, the proportion of a country's population, which is comprised of persons aged 65 or older, is called the "aging rate," and those reaching 14% are called an "aged society." In 2018, Taiwan officially became an aged society, with people over 65 slightly exceeding the 14% mark. It has been predicted that by 2025, the island will become a "super-aged society," meaning that 20% of the Taiwanese population is 65 years or older. In other words, one in every five people will be an older adult.

With the demographic shift surpassing any developing country today, Taiwan's accelerated rate of aging has compelled the need to complete preparation for building the society for active aging. The Taiwanese government addressed aging issues by initiating various policies and plans, mainly focusing on the following four aspects: 1) economic safety, 2) health maintenance, 3) long-term care service system, and 4) social participation and education.

# 1.3 Emerging Issues in Taiwan

Although the Taiwanese government continues to undergo service developments for the older population, they also encourage more non-governmental organizations to get involved in the aging industry. The expanding aged population can be seen as a growth driver if appropriate policies and interventions are implemented. Population aging does not necessarily mean additional costs to society if opportunities are developed among trends. For example, to encourage older adults to continue participating in the community, the Taiwanese government promotes lifelong learning, which is a contributing factor to social participation. More recently, although the adoption

of information and communication technologies (ICT) has been expanding for years, evidence has shown that the senior population needs to catch up in digital engagement and skills. On the other hand, due to the demographic transition, intergenerational relations have become a salient issue within society. The growing numbers of seniors create an increasing demand for the "silver economy"-a market developed to serve the aging population. Creating supportive and strategic interventions to cope with the challenges individuals face in all generational positions will assist in maximizing a more aging friendly society.





# 1.4 Program Goals

With the aim of creating a more aging friendly community, this program will contribute to strengthening the following aspects:

## ● Senior population

1. Health maintenance
2. Social participation
3. Digital skills

## ● Youth population

1. Employability in the silver economy
2. Decrease in age discrimination





# 2 Key Events

A series of key events were organized and launched in communities across Taiwan. The following content will elaborate on each key event's purpose, development, and objectives.





## 2.1 Self-healing Enhancement Program (Basic Training)

A half-day program that integrated immersion experience and gamification elements was hosted to facilitate youths' health literacy, such as cultivating self-healing techniques through proper physical exercise, healthy diet, good lifestyle, and social interaction. An introduction to the current population's aging status and issues also provides an overview of the silver economy and older adults' needs and preferences due to physical and psychological changes. Those who participated in the basic training session were encouraged to continue their training at the Train-the-trainers Workshop if interested.

## 2.2 Train-the-trainers Workshop (Advanced Training)

After completing all basic training sessions, an advanced four-day workshop, "Train-the-Trainers workshop," was offered. The workshop introduced the advanced concept of self-healing, which included extended theories and demonstration of physical activities, healthy dietary practices, oral health awareness, and social interaction methods. Complementary interventions such as board games were introduced to give trainers a practical and effective intervention for old-age learners. The YSF staff provided professional mentorship for all trainers throughout the four-day workshop.





## 2.3 Community Internship and On-site Supervision

As a follow-up to the Train-the-trainers workshop, the trainers were required to intern at local communities for six weeks. Throughout this experience, trainers were able to transform their learned knowledge and skills into practice. To ensure more holistic training, the YSF staff also provided them with timely individual and group supervision. In addition, on-site supervision supports trainers by offering oversight and support during their internship. Those who qualified the certification exam will be listed as certified lecturers by the New Taipei City Government, with the possibility of joining the Taiwan Ministry of Health and Welfare lecturer system later that year. Certified lecturers are then able to instruct paid courses in local communities.





## 2.4 Future Awesome Teammates Online Forum and Interactive Exhibition

The virtual forum and interactive exhibition were launched on October 1<sup>st</sup>, 2022, to celebrate the International Day of Older Persons. A series of events were held to share the emergence of the silver economy and to attract youths to invest in this field. Two virtual interaction platforms focusing on self-healing concepts were presented for the public to access online. One of the interactive games, "The Making of a Celebrity," presented real-life scenarios and dialogues. The participant was required to select a character as a "celebrity to-be" and guide the character while encountering various scenarios and challenges. Each option in the designated scenario is integrated with relative knowledge and guidance, whether it be aging-friendly comments or healthy dietary practice recommendations. While incorporating the concept of health promotion and adding interesting content to the digital game, animatic graphics, visual effects, and immersive stimulation were presented on this platform. Furthermore, YSF hosted an intergenerational co-creation workshop focusing on developing senior-friendly curriculums and programs.

### Online Expert Forums

To better promote the self-healing concept and contribute to a more aging friendly society via cross-disciplinary expertise, YSF hosted an online forum in three series – unlock career potential, strengthen career competencies, and empower work endurance. The four themes below were navigated throughout the entire forum.

- **Strategic planning for aging:** Share potential trends and policies in the societal and economic aspects of an aging society
- **Design thinking:** Analyze the optimization of senior living products and design thinking



- **Social value:** Re-examine the relationship and meaning among individuals, work, and society to achieve the golden years of the third age
- **Case studies:** Share the practical experience in the implementation of diverse senior-related interdisciplinary themed projects

A total of 25 professionals, practitioners, scholars, entrepreneurs, and active aging promoters in diverse fields were invited to share their knowledge and key findings from their studies and experience. Similar to last year's forum, this year's themes continued to emphasize the emergence of new economic opportunities for the youth-the silver economy. Sessions ranged from explaining what aging is like to how the demographic shift can be seen as a driver for employment opportunities. The online forum was also inclusive and open to the public, and an array of topics was designed for all individuals interested in promoting an aging-friendly society. The digital platform also allowed interested parties to gather together conveniently to learn what professionals have understood so far about living well in this aging society. Handouts and practice exercises were included at the end of every session, effectively assisting the participant in assessing their self-directed learning. The forum was implemented to explore more opportunities via the congregation of interdisciplinary resources and demonstration of local cases. In general, the public and older adults can learn the experience of healthy living in a holistic way in which they prefer to live active and independent lives. On the other hand, the youth can explore future career developments by understanding more about the aging market. If done right, the emergence of the silver economy can be seen as both the driver and beneficiary of our senior community among generations.



# 2.5 Active Aging Festival

Designated by the UN, October 1<sup>st</sup> is the International Day of Older Persons, which is also an opportunity to raise public awareness about the challenges presented to aging populations. For the past two years, YSF has hosted the Active Aging Festival, an exclusive festival for seniors. It was also implemented explicitly as an opportunity to combat ageism among generations. This year, a combination of three implementations was held to celebrate Active Aging Festival, including a game-based health promotion program (KABAN!), and a newly released digital learning program.



## Interactive Drama

Youths and older adults collaborated to perform in a drama - We Are Different from What You Think. This performance's humorous and relaxing atmosphere has expanded intergenerational understanding of the aging society.



## Game-based Health Promotion Program (KABAN!)

A game-based health promotion program (KABAN!) was designed and implemented across the island. Topics include physiological aspects, such as healthy diets, physical activity, oral care, cognitive stimulation, and psychological elements via social interactions. In addition, the innovative health literacy gamified learning intervention incorporates healthy aging knowledge through game-based elements, allowing the older population to learn via an immersive experience.







## Digital Learning Program (DLP)

Due to the severity of Covid-19, digital interventions in life have become more extensive. Still, older adults are less familiar with ICT appliances than younger people. Moreover, current media discourse suggests that older adults lag in engagement with digital technology. Therefore, to improve digital literacy among older adults, YSF combined gamification learning with healthy aging knowledge on a digital platform. The "One Day Celebrity Project" continued the immersive curriculum design but transformed it into a digital format with a brand-new theme.

Through self-directed learning, older adults can easily understand the importance of self-healing concepts and have the opportunity to gain digital literacy while having fun. The relationship between diet, muscle loss, and cognitive ability exercises are relatively seldom touched, especially through the use of digital games to carry out activities. For most interactive activities, QR codes were frequently used to reduce the anxiety of older adults using digital

devices (since QR codes are widely used during the pandemic). Older adults could pick up their smartphones to scan and participate in simple interactive games online. In the end, there will also be a virtual newspaper that records the activity process so older adults can download it to share with their relatives and friends. To further promote DLP to the entire island this year, 101 promotional ambassadors (including 4 from YSF) were trained across Taiwan. During the training, these ambassadors played the "director" role, as they entered 220 communities and led more than 220 sessions. Among these DLP promotional ambassadors, a group of university students participated as youth promotional ambassadors. After the completion of all DLP activities, a program reflection workshop was held to gather evaluations on the DLP training design, sustainability, and efficiency. Engaging in reflection helped identify the number of improvements needed to better achieve stated objectives.



2022年10月20日  
水寮社區據點

# 風箏報

KITE NEWS

揚生慈善基金會

## 民眾直擊大批明星參與銀齡樂活節

### 知名導演楊曉瑛與眾多明星合作

揚生慈善基金會從2019年開始策畫銀齡樂活節，這是一個送給55歲以上族群的樂活安老人生預習，也是陪伴65歲以上族群的活在當下練習。2022在疫情更加嚴峻之際，數位對生活的介入也更加廣泛。揚生基金會準備登台表演的情境，設計了「一日明星計畫」，讓長者能夠在輕鬆有趣的氛圍下，體驗自癒力的概念及遊玩數位遊戲！

搜尋 揚生旺來

## 揚生慈善基金會 播種自癒力的園丁

### 動動手 體驗有趣的數位遊戲

想要玩數位遊戲不用花大錢！在「銀齡樂活節」，只要有一支手機，就可以輕鬆動手玩。體驗有趣的數位遊戲！同時在玩遊戲的過程，還能體驗自癒力的內容，不但能多動腦，更能學到如何透過飲食預防肌少症！

### 線上選好餐 肌少症別來

在舞台上要有好表現，除了打扮得美美的之外，更要有好的體能，而更難得的好體能，身體需要補充適合食物，因此補充「蛋白質」就是很重要的事了！為什麼蛋白質這麼重要呢？因為這是我們最先減少從這重要的營養！那麼肌少症是什麼呢？「肌少症」是指隨著老化所引起的肌肉質與量的減少，年齡越高，肌少症比例越高，80歲的長者將近30%的人有肌少症的問題。肌少症會明顯地導致高齡者活動能力及生活品質下降，增加失能風險，因此要積極預防肌少症，增加補充不可或缺！

## 一日明星計畫 演出大受好評

### 實踐夢想的發跡地

這裡是承載著許多銀齡長輩日常的地方，不論是每日的陪伴，或是有特別活動的日子，這個地方跟在地長者們都一起留下了許多美好的回憶。而現在即將在此演長輩心中的明星夢華麗呈現！

## 打造完美自癒力 全場看我SHOW

### 眾星展現絕佳舞台默契

### 驚！明星展現絕妙嗓音

要有最佳的表演，明星們的嗓音絕對是必須的！透過導演在事前引導大家透過日常就可以進行的「口腔運動」，在按摩地滾球以及發聲練習的幫助下，明星們的口水不但能大大增加，聲音更能大聲響亮的發出！也因此明星們在表演中各個展現了絕妙嗓音！

### 在後台拉近彼此間的距離



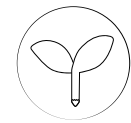
# 3 Outcome of Key Events

Several questionnaires were conducted to collect data about those who participated in this program, including their background information, preferences, and experience evaluation. The previous year's success continued to elevate the overall impact of 2022, which revealed promising growth in the targeted aims.





# 3.1 Self-healing Enhancement Program (Basic Training)



**246 youths**  
**5 universities**

A total of 246 university students (44 males and 176 females) from 5 universities participated in 5 sessions. According to our collected questionnaires, 220 valid responses (44 males and 176 females) were collected. Among all, around 66% of the students reported a moderate to frequent interaction with older adults, and 86% reported having a moderate to close intimacy. Most of them also reported having experience in either taking courses related to the older population (72%) or having participated in serving the aging community (56.8%). A total of 81% showed great interest in learning more about trends in old age. Results indicated that after attending the half-day training session, they learned more about old age (84%) and gained interest in joining the silver economy in the future (78%). A survey on the undergraduates' willingness to serve the seniors were also collected. Results showed that 95% had favorable attitudes toward working with older adults.

*Among the youth participants,*

**84%** *learned more about old age.*

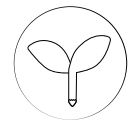
**78%** *gained interest in joining the silver economy in the future.*

**95%** *had favorable attitudes toward working with older adults.*





## 3.2 Self-healing enhancement training program



50 youths

A total of 50 outstanding youths (6 males and 44 females) were then selected to participate in the Train-the-trainers Workshop, a four-day extensive training session for youths interested in working with the older population. More than half of them (58%) have taken courses related to old age and are interested in issues regarding older people (76%). Their motivations for participating in this advanced training are listed below:



***“This is a rare opportunity for me to understand more about the issues of the older population, and I hope to become a lecturer in the future.”***

***“I hope to understand the aging community more and develop empathy for aging.”***

***“I can take this opportunity to meet more people and make friends from different universities.”***

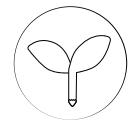
***“I want to practice my ability to deliver speeches fluently. I also want to know more about the self-healing program.”***

***“I hope to contribute to the silver industry in the future and learn more about my grandparents.”***





## 3.3 Community Internship and On-site Supervision



39 youths

Following the four-day advanced training workshop, 50 youth trainers interned at different communities to transform their knowledge into practice. Unfortunately, COVID-19 case counts had considerably increased in the country this June. Significant shifts of schedules were implemented; therefore 11 youth trainers opted out due to personal infection or a change of career plans. In the end, 39 of them completed the online survey after they completed their internship. According to their feedback, most trainers agreed that the course material, internship training, on-site supervision, and the entire workshop were effective.

After participating, most trainers (95%) indicated that they would recommend their friends or classmates to join. 95% also reported an increased willingness to interact with older adults after participating. In addition, 80% of the trainers claimed an increase in their desire to join the silver economy. Most trainers pointed out that other than learning more about the self-healing concepts, this training experience also advanced their public speaking skills, communication ability with older adults, and instruction for the seniors. The trainers also revealed what impressed them the most throughout their internship:

**Among the youth participants,**

**95% would recommend their friends or classmates to join.**

**95% increased willingness to interact with older adults after participating.**

**80% claimed an increase in their desire to join the silver economy.**



***“The older adults said they experienced less loneliness after these six weeks.”***

***“An aunt who always wore a hat said we’re like her great-grandchildren. I also remember the moments we hugged.”***

***“Some older adults weren’t that interested initially but later commented that our method and materials were very effective.”***

***“Some were a little shy, but they became very enthusiastic and participated fully during the games and discussions.”***

***“They all remember the 3+1 self-healing concept we shared, like a seed slowly growing in their hearts.”***

We also collected the trainers’ comments on the provided on-site supervision. Many reported that it was especially effective when supervisors advised them on interaction techniques (such as talking speed and verbal language) and methods to lead the course (such as how to deal with unexpected issues). The trainer’s attitude toward old people were also collected via a questionnaire; 95% responded with positive attitudes toward older adults.

During the trainer’s internship, the older adults also completed a simple survey on their experience and perspective of the self-healing activities led by trainers. Two hundred twenty-eight older adults (54 males and 174 females) responded to the survey. Most of them (98%) commented that the program was effective for them and would like to attend similar events in the future (98%). Furthermore, 97% of them indicated that they would recommend their friends to participate. The collected responses revealed an overall satisfaction with the courses provided by the interning trainers.



# 3.4

## Future Awesome Teammates Online Forum and Interactive Exhibition

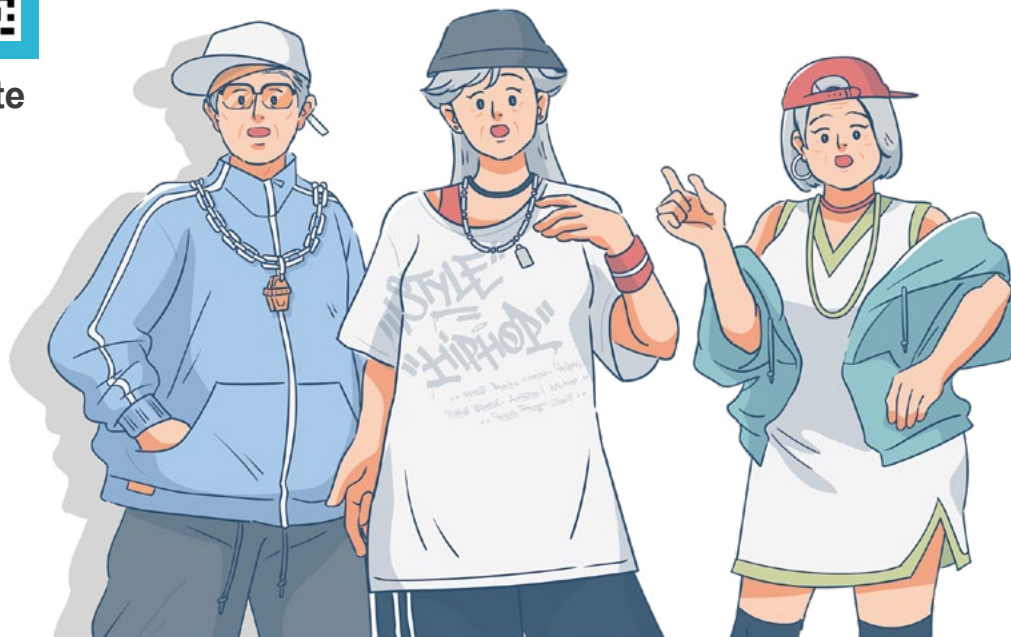
 **2,857** participants

### Online Interactive Exhibition

A total of 2,428 participants joined the online interactive exhibition, and 52 valid questionnaires (9 males and 43 females) were collected. The majority of those who replied were 19-25 years old. The results revealed that the online exhibition helped participants gain interest in understanding more about old age (96%), raised their self-health awareness (100%), and increased their willingness to interact with older people (83%). The most popular levels of the interactive exhibition focused on postures, dietary habits, relationships during the pandemic, and "the making of a celebrity."



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Yang Sheng Foundation × Citi Foundation

Paulus Mok, Chairman of Citibank Taiwan (4th from left) and Citi Taiwan staff show support to YSF's partnership with Citi Foundation

Among the participants,

**96%** gained interest in understanding more about old age.

**100%** raised their self-health awareness.

**83%** increased their willingness to interact with older people.



## Online Expert Forum

A total of 429 people participated in the online forum, and 53 valid questionnaires (11 males and 42 females) were collected. The majority of the participants who completed the questionnaire were below 60. Overall, participants agreed that the online forum assisted in improving knowledge about older adults (98%), increased interest in knowledge about older adults (96%), promoted health awareness (98%), and willingness to interact with older adults (91%), and their willingness to work in old-age related industry in the future (94%). In general, the first series on unlocking career potential was the most popular (67%); the second series on strengthening career competencies was also well recommended by respondents (58%).

Among the participants,

**98%** claimed an improvement on knowledge about older adults.

**98%** reported increased interest in knowledge about older adults.

**91%** increased their willingness to interact with older adults.

**94%** increased their willingness to work in old-age related industry in the future.

# 2 線上論壇 | 4大主題 × 24位講師解析

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國立中央大學  
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**John Beard**  
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**楊振甫**  
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合勤共生宅及  
合勤健康事業  
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惠生大藥局  
執行長

**張瑞夫**  
「萬秀洗衣店」  
計畫主理人

**紀金山** × **紀鈞惟**  
好好圖館  
創辦人

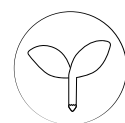
**劉彥宏**  
愛長照  
營運總監

**潘人豪**  
銀髮一起玩  
創辦人

**潘人豪**  
WaCare  
創辦人暨執行長



## 3.5 Digital Learning Platform (DLP)



101 DLP ambassadors

YSF implemented four training sessions before the DLP was launched in local communities. A total of 101 DLP ambassadors participated. Among all, 13 were youths, and the remaining 88 aged between 31 to 64 years old. Ninety (7 males and 83 females) responded to an online questionnaire before training. Most reported having frequent interactions with older adults (91%), and many indicated having close relationships with seniors (87%). A majority of them also had experience working in the elder care-related industry (99%) and were interested to learn more about the silver economy (99%). The questionnaire further collected their experience in digital learning. More than half of them reported being familiar with digital learning (62%), but only one-third reported familiarity with digital literacy instruction for older adults (34%). 84% agreed that teaching the aging population digital literacy skills is essential. Many indicated that they hope to use various methods to interact and communicate with older adults and wish to deliver innovative knowledge to the aging community.

*“It is important to provide older adults with the correct concept of nutrition and exercise. With the simulation of real-life situations, older people can fully understand and integrate their new knowledge into practice. This is indeed good training for older people.”*

*“Teaching and learning help both parties grow. By doing so, we can co-create a healthy aging city in the future.”*

*“Learning new knowledge can enrich oneself and help older people learn. Digital learning can especially assist in reducing the intergenerational gap and increase opportunities to interact with the younger generation.”*

*“Improves the self-directed learning ability of the older adults which promotes successful aging.”*



2022 Active Aging Festival



After their training, another questionnaire was distributed to collect their evaluations. A total of 81 DLP promotional ambassadors completed the questionnaire. Most of them rated positively on the entire training. The training helped them gain a further understanding of older adults' digital learning preference (98%), the aging population's service knowledge and logic (98%), digital curriculum design (98%), and digital learning instruction (96%). After their participation, there was a significant increase in willingness to interact with older adults (99%) and work in the silver market in the future (98%). Many also commented that they highly approve of this training course and would recommend this to their peers (99%).

**Among the ambassadors,**

**99%** increased their willingness to interact with older adults.

**98%** increased their willingness to work in the silver market in the future.

**99%** highly approve of this training course and would recommend this to their peers.



***“I didn’t expect the inclusion of technology could make a course more interesting! The only interactive platform I knew before attending was Kahoot, and this experience has been very refreshing to me.”***

***“The YSF fully understands the unfamiliarity and anxiety the older population may feel about digital platforms. With the view of social changes and the digital era environment in mind, this training course is carefully designed, so those who lack digital learning opportunities can also learn. Learning by doing and feeling the benefits and convenience digital services bring to life.”***

***“The older population in the community can learn and recognize the importance of self-healing concepts via different methods, such as learning how to use computers and mobile phones.”***

***“Ambassadors who are also approaching 65 years old can learn and break through the challenges of using 3C products to interact with elders. Through the relaxing and interesting digital activities, the older adults participating in the activities can simultaneously overcome their anxieties about digital learning and usage.”***

***“By implementing simple instructions, we can guide older adults to get familiar with digital devices. Easy operation reduces frustration and increases their sense of accomplishment.”***

***“In the post-pandemic era, using ICT products can help seniors maintain their participation in health and cognitive promotion. By doing so also substantially prevents and delays aging and disability.”***

***“The entire series of activities, from teaching the curriculum to course implementation on YSF platforms, are all very carefully designed and well structured.”***

The YSF staff also collected the older adults’ evaluation on their DLP experience. A total of 4,250 older adults participated, and 222 valid questionnaires were collected. Most of them agreed that the DLP improved their physical and mental health (97%), social participation (97%), learning motivation (97%), and digital learning ability (91%). Overall, 98% of them agreed that the DLP activity was helpful to them.

## **Extended Investigation on the Promotional Ambassadors’ Experience**

An extended follow-up on the DLP promotional ambassador’s experience was further collected after they completed their lectures. Many of them provided informative insights on what worked and what could be improved.



### **Youth Promotional Ambassadors**

A total of 13 youth promotional ambassadors led 41 sessions in communities across Taiwan; 821 people participated, and 698 of them were seniors. Of the 13 youth promotional ambassadors, nine responded to a further follow-up on their personal experience and feedback on promoting DLP among the older population. Most of them had experience in serving the aging population. Some did part-time jobs while others had the experience of volunteering. However, none of them had experience in digital literacy instruction.



**How did you prepare to become a promotional ambassador? What are your motivations?**

*“I prepared the lessons before class and practiced them with friends. I wanted to better understand the seniors in our community and strengthen my leadership skills.”*

*“I tried to get familiar with the operation of software and computers. If I'm still uncertain, I used the teaching materials for the six-week internship to strengthen my instruction techniques. I also arrived early at the venue to test the equipment. Through these activities, I aim to increase my instructing experience and let the seniors around me understand the power of self-healing.”*

*“I didn't do much preparation when I applied for the promotional ambassador training, because I interact with a group of older adults quite frequently in school, so I am quite familiar with them! I applied to become an ambassador because I wanted more opportunities to interact with them. And I really enjoyed the Active Aging Festival theme this year!”*

*“I wanted to know how to use ICT products to interact with the seniors and how to combine health knowledge via digital learning.”*

*“I wanted to break down the stereotypes of old age and hope to learn how to teach our older adults.”*

Most of them pointed out that the ambassador's role was to become a bridge between YSF and the community. They also mentioned that their ultimate function was to elevate the youth energy within the aging community. Some indicated their role was to bring health literacy knowledge to older adults.

**What are the qualities of a competent DLP ambassador?**

*“Confident”, “cheerful”, “friendly”, “responsible”, “responsive”, “energetic”, “enthusiastic”, “good communication skills”, “good observation skills”*

**What is the most prominent feature in the training process of DLP? Did it meet your expectations and goals when you participated in the training?**

*“The YSF provided a complete training structure, which helped reduce the pressure of many following lesson preparation. In addition, the training was aligned with my expectations.”*

*“The digital courses were well packaged and perfectly matched the designated themes, which helped create special experiences and memories.”*

*“I have noticed the Active Aging Festival the past few years. Their most significant feature is that the theme is different every year (and if you pass the registration deadline, you won't be able to attend!). It met my original expectations for the Active Aging Festival! The props, presentations, and multimedia that YSF provided are very immersive! And the props were prepared with great care!”*

*“You can use simple effects to package and learn how to use digital devices. I think it is quite innovative and more interesting than simply teaching older adults how to use smartphones.”*

*“Older adults can now play online games and experience the daily life of their grandchildren.”*





**Please share your sense of self-accomplishment and possible contribution to the community (or society) during the training and opening of the Active Aging Festival.**

*“For the seniors in the south-central area of Taiwan, the community generally provides a variety of courses, but the effect of self-healing is an unfamiliar content. The activities are especially related to health, so the seniors paid extra attention which gave the ambassadors a sense of achievement. This improved overall self-healing awareness and accurate health knowledge combined with digital content allowed seniors to have a digital learning experience.”*

*“I think I improved my vision and experience in leading older adults. Their responses and interactions during the process were very fulfilling. For the community, I believe that through “One Day Celebrity Project”, the seniors will increase their motivation to go outdoors to learn and socially participate.”*

*“At the end of the event, when they received the virtual newspaper and eagerly shared it with their relatives and friends, it gave me a special sense of accomplishment!”*

*“Although only one event is held in each community, seniors may only absorb some of the knowledge introduced in this event. But I think the most important thing is that we bring them happiness. Although we do hope that they received all of the knowledge, I believe happiness is the most important thing! And it will motivate them to leave their house to attend classes at community centers in the future~”*

*“For myself, it is the improvement of the sense of accomplishment and the experience. As for social contribution, I think motivating seniors to meet more people and at the same time, let them understand the concept of healthy eating and self-healing power through our activities.”*



Many reported on-site technical difficulties when we asked about the challenges the youth ambassadors encountered while promoting the DLP. Some of them pointed out that Internet connection was also an issue at some point. As a result, they recommend arriving earlier at the venue to ensure technical stability to avoid unexpected issues.

**Did the older adults encounter any learning difficulties? What kind of support or technical guidance was provided to assist them?**

*“The digital learning section was more challenging for them. I used patience and explained a concept repeatedly before moving on to the next step.”*

*“Around 50-60% of the older learners need help during digital learning. I tried encouraging them to operate it by themselves.”*

*“Most of them don't know how to scan a QR code, and they find it troublesome to scan the QR code again when changing games. In general, the first time I assist an older adult who does not know how to do it, I will explain while operating it for them. The second time fewer people need help. After the game is over, I will take a moment to talk about the situation I just encountered, help them solve it together, and encourage them to complete the QR code scanning task and game challenges.”*

*“Some seniors are not familiar with smartphones, so we guide them individually and let them understand that the operation of a smartphone is not as difficult as they imagined.”*



All respondents reported a substantial improvement in their leadership and instruction skills. Some pointed out that every community is different, and new challenges will emerge. But gradually, their problem-solving ability improved, and they can now utilize these experiences as examples to support their future instructions. Others also stated that they were unfamiliar with digital literacy instructions before actually leading a course, but their instruction ability such as verbal delivery skills improved via this interactive experience.

**What impressed you the most during this entire experience?**

*“During the process of contacting course details, I met several seniors who were much older than me. They broke down my stereotype of “older adults” and gave me a lot of assistance. As a result, I am now more willing to connect with people of different ages to increase my vision.”*

*“After the event, the older learners were still dancing to the self-healing song! Through the simple format of the song, they can have a better understanding of self-healing.”*

*“The community I taught in was very friendly! Although it was my first time there, the administrator, the older adults, and the environment all made me feel their warmth! And later, the administrator told us that an uncle doesn’t talk much in class. But that day when we initiated the Active Aging Festival content, he chatted with us and participated enthusiastically during the activity! During the break, he also taught us how to exercise, and even demonstrated push-ups! It felt like we really opened his heart and encouraged him to interact with us!”*

*“All of the older adults were very involved in the role setting (as an actor), and I really felt like a director myself.”*

**After participating in this training, what are your visions for the future old age service community?**

*“An aging society is inevitable, but most of the older adults in Taiwan are healthy to sub-healthy; they are not as weak as we imagined. Therefore, it is important to improve older adults’ confidence in their health, and change the public’s stereotype of old age.”*

*“For a few sessions, I had to lead the course alone, and was afraid that I would be too busy, so I asked my high school classmates for help. After chatting with them, I found out that no matter their expertise, they all had experiences in serving the older population and are eager to share their experience. I truly believe this is a good phenomenon. As long as young people have the opportunity to know more about the older population, it will eventually reduce the generation gap.”*

*“I hope this event will allow more students to know and participate in the future! The lively nature of the event is very suitable for students to lead them! But at the moment, I feel that young students around me are not interested in the old people. This is probably because they still have some stereotypical beliefs about the old age that needs to be changed!”*

*“I hope we can create a wider variety of activities for the older population, so they can live and learn and have more motivation to participate in this society.”*







### Middle Adulthood Promotional Ambassadors

Other than the youth promotional ambassadors, 88 ambassadors in middle adulthood were trained and led 179 sessions across the island. A total of 3,429 people participated, and 2,915 were older adults. Another follow-up questionnaire was distributed, and 36 participants responded. Ninety-four percent of them reported that the overall promoting experience was helpful, such as enhancing their innovative leadership technique (94%) and self-confidence (92%). In addition, most of them indicated that after this experience, they are willing to attend similar promotion activities that are focused on the older community (94%),



### What impressed you the most during this entire experience?

*“In the section on introducing sarcopenia, I asked the older adults to answer with their smartphones. At first, they were a little anxious, but after a detailed explanation, everyone did a good job.”*

*“When I asked students to practice cognitive activities, one student said that they would remember it now and forget about it later! Immediately, a student commented: You need to exercise your brain to avoid dementia. I was very delighted when I heard it. I have been promoting ways to delay dementia and disability, which means you need to stay active to live well.”*

*“When the older adults answered correctly, the entire class would clap and cheer for their peers. As the memory game came close to the end, the older adults started to understand the technique. As a result, their correction rate increased, so did their self-confidence. After finishing this section, a student told me his cognitive memory function seemed to improve and hoped I could bring similar activities every time I come for class.”*

*“Although the older adults weren’t familiar with smartphones, they were very patient. If the Internet connection fails, they would ask me to help them scan the QR code and follow the instructions.”*

Similar to the youth promotional ambassadors, the middle adulthood ambassadors reported technical difficulties as one of the biggest challenges. Some pointed out that most older adults don't have smartphones or aren't familiar with other digital functions. In addition, many older adults in rural areas preferred physical exercises over digital literacy learning. Overall, many ambassadors reported that they need more assistance in blended learning.



## 3.6 Overall Impact in 2022: A Continuation of 2021's Success

As a continuation of YSF's effort to promote self-healing for all ages, this year's program extended its impact from the previous year. Qualified SEP trainers from the past were invited to participate in continued training sessions to keep them competent and updated on additional knowledge. A total of 100 sessions were held in 100 communities, with 1,700 participants joining the program, and 80% of them are older adults. Targeted at benefiting seniors, courses on promoting SEP were also frequently held at the Yang Sheng 60 Club Houses in the great Taipei metropolitan area; a total of 273 attended. In addition, nine intergenerational co-creation workshops were held to bridge generations and contribute to an aging-friendly society, with 327 participants joining the events.

Among all, 125 were older adults and 202 were youths. Video courses produced from last year with professionals functioned as supplemental aids on learning new knowledge on swallowing issues, posture correction, and core exercises. In sum, 78,220 accumulated video views were collected on these three YouTube videos. The most viewed video was the one on swallowing strength training which had 77,361 views in total.





## 3.7 Summary of Key Findings

To promote healthy aging from a holistic view of the self-healing concept, YSF created a series of activities and events to benefit the aging society. While promoting self-healing concepts, significant efforts on improving health literacy, mitigating ageism, increasing intergenerational interactions, and stimulating youth career interest in the silver economy have been continuously advocated throughout these years. A new addition this year was the release of DLP, which catered to a global need- promoting senior digital literacy. Although, due to the pandemic, the number of senior participants was lesser than expected, but the results indicate that the overall impact of the program remains valuable. Follow-up assessments for most events are aligned with learning objectives to ensure effectiveness. The following are the key findings and program outcomes in brief.





Senior Population		
1. Health maintenance		Event Type
<b>Indicator 1-1</b>	<b>Increased health maintenance awareness</b>	
	98% increased understanding in the self-healing concept	Community Internship
	99% would put more emphasis on eating a balanced diet	Community Internship
	97% would put more focus on maintaining a regular physical activity	Community Internship
	93% would do more oral motor exercises to reduce abnormal swallowing	Community Internship
	97% claimed an increase in their physical and mental health	DLP
<b>Indicator 1-2</b>	<b>Increased cognitive health awareness</b>	
	98% would participate in more mental complex activities to avoid cognitive decline	Community Internship
	97% reported an increase in learning motivation	DLP
2. Social participation		
<b>Indicator 2-1</b>	<b>Increased social participation</b>	
	97% would participate in more social activities	Community Internship
	97% claimed an increase in social participation	DLP
3. Digital skills		
<b>Indicator 3-1</b>	<b>Enhanced digital skills</b>	
	91% reported an increase in digital learning skills	DLP
4. Overall program satisfaction		
<b>Indicator 4-1</b>	<b>Program effectiveness</b>	
	98% found the program effective	Community Internship
	98% would enroll in similar programs in the future	Community Internship
	97% would recommend this program to friends	Community Internship
	98% believe the program was effective	DLP

Youth Population		
1. Employability in the silver economy		Event Type
<b>Indicator 1-1</b>	<b>Gained interest in working with older adults or joining the silver economy</b>	
	78% gained interest in joining the silver economy in the future	SEP Basic Training
	95% had favorable attitudes toward working with older adults	SEP Basic Training
	95% would recommend their friends or classmates to join	Community Internship
	80% claimed an increase in their desire to join the silver economy	Community Internship
	94% increased their willingness to work in old-age related industry in the future	Online Forum
	98% increased their willingness to work in the silver market in the future	DLP
<b>Indicator 1-2</b>	<b>Satisfied with the learning of the program</b>	
	99% highly approve of this training course and would recommend this to their peers	DLP
2. Decrease in age discrimination		
<b>Indicator 2-1</b>	<b>Gained knowledge about old age and older adults</b>	
	84% learned more about old age	SEP Basic Training
	96% gained interest in understanding more about old age	Online Exhibition
	98% claimed an improvement on knowledge about older adults	Online Forum
<b>Indicator 2-2</b>	<b>Increase interest in interacting with older adults</b>	
	95% increased willingness to interact with older adults after participating	Community Internship
	83% increased their willingness to interact with older people	Online Exhibition
	98% reported increased interest in knowledge about older adults	Online Forum
	91% increased their willingness to interact with older adults	Online Forum
	99% increased their willingness to interact with older adults	DLP





## Older Adults

- Older adults reported a significant increase in their health knowledge and wellbeing after participating in health promotion activities provided by YSF.
- Game-based learning activities support old adults' learning motivation and allow them to transfer their learning from the classroom to real-life context.
- Although the world is interconnected with the Internet, older adults may still need help in embracing digital life. The Taiwanese aging community is not exempted from the digital divide, especially in rural areas.



## Youths

- Participating in health promotion workshops allows young people to understand more about the aging population and review their personal health maintenance habits.
- Training in older adult instructing programs gave the younger generation a different perspective on aging and old age.
- Adequate on-site supervision provided young trainers with customized feedback during their internship, which was found to be extremely helpful and practical.
- Youths who participate in the trainings reported a significant increase in the willingness to work for the silver economy.



## Intergenerational Findings

- Role play and identification with virtual avatars are critical to learning in immersive worlds. Game-based learning and the use of simulations provide the opportunity for learners to identify with others, rehearse skills, learn in groups, and develop higher cognitive skills.
- Learning can be undertaken in different settings and with different groups. The younger and older generation can learn from each other while preparing for the curriculum, establishing a collaborative learning mode.
- For both generations, the development of real-life scenarios in the course material allows the transfer of learning from rehearsal to real-life contexts.
- With meaningful communications and interactions, this can help establish a mutual understanding between multigeneration. Intergenerational barriers can be broken down.

In particular, YSF has expanded its impact by providing important opportunities for the young and old generation to understand health-related knowledge, which empowers them to make healthy choices in the future. An accumulation of last year's impact was also extended this year, ranging from intergenerational co-creation workshops, SEP sessions for seniors, to video production as supplemental learning aids. The overall extended value has assisted in fostering mutual understanding among generations, promoted seniors' wellbeing, and initiated a breakthrough for seniors' digital learning. The report's last section summarizes some of the important trends and implications for health promotion and elder wellbeing in the future.

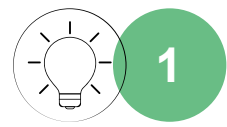


# 4 Future Trends and Implications

The program explored multiple ways to utilize youth energy among the aging population, revealing positive outcomes. This section will provide an overview of selected trends that may affect how institutional implementations or societal policies may be arranged to support an aging-friendly society.

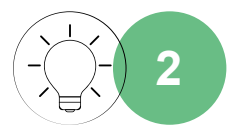






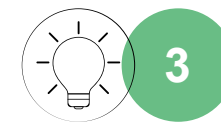
## Digital Inclusion for Older Adults

Especially after the pandemic, information and services are often available in the "cloud"; however, an increasing number of older people are unaware of this trend and digitally excluded. This crisis has urged the older population to learn and adopt new digital techniques to fulfill their tasks. Digital literacy has rapidly become one of the most critical abilities in this digital era; therefore, increasing training and making technology more available for older people becomes an urgent need. The development of digital technology for the third age will assist in closing the gap between seniors and the digital divide. However, the digital divide in Taiwan remains an issue, especially in rural areas. It is needless to say that more needs to be done, such as offering more digital inclusion courses to the older population and creating digital platforms that enable older citizens to learn in ease.



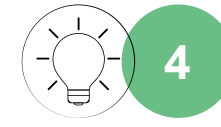
## Intergenerational Relationships

Our society has become a multigenerational environment, especially in the workforce today. Miscommunication, misunderstandings, and in some cases, no communication at all can result from the generation gap between baby boomers, Millennials, and Generation X to Z. There is a growing recognition of the significance of social integration, which are based on interdependence among generations throughout their lifetime. Multigenerational activities and events have proven to be effective in bridging generations and mitigating age stereotypes. Government and institutions should promote opportunities for constructive interaction between the young and the old. Creating community programs and promoting intergenerational communication will eventually eliminate age-related barriers at the family, community, and societal levels.



## Potential in Silver Economy

As the population ages, new economic opportunities in the so-called "silver economy" continue to grow. However, if appropriate actions are not taken, this may result in labor shortages, slower economic growth, and poverty and inequality in old age. Promoting an active aging society requires all generations to participate in the market needs. Through compelling education and training, youth employment opportunities may be more guaranteed if they invest in cultivating their skills in serving the old age. A demographic shift is inevitable, but supportive policies and the right incentives can be the key to facilitating this transition. These efforts can be established via informal and formal education that delivers the potential and innovative capability in the emerging silver economy, which may prepare the younger population for a profound employability in the job market.



## Conclusions

According to this outcome report, there is substantial potential in maximizing the potential of aging populations via health promotion interventions. To conclude, the rapidly changing demographics can be seen as an opportunity with appropriate interventions and policies. With a greater emphasis on the learning experiences of old age and the cultivation of youth ability in serving the older population, YSF has continued to contribute to developing a sustainable active aging society across the island. In order to motivate participation in health maintenance, health knowledge must be grounded, connected to daily life, engaging, and promoting interpersonal interaction. Through innovative services and the fostering of intergeneration collaboration, the support for creating a community to age gracefully is possible.





## About the Author

Dr. Stephanie F. Yang is an assistant professor in the Department of Psychology at National Cheng Kung University. She earned her Ph.D. in Educational Psychology at National Taiwan Normal University. Her research is motivated by addressing aging biases, and exploring potential conflicts and undermined cohesion among generations. Through her research, she aims to identify potential threats to seniors' wellbeing and eventually promote an age-friendly society.

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