

Latvia – Lithuania

D.1.2.3. The ACE (Active. Connected. Engaged) Volunteer Training Project “Positive Ageing Hub” (P-AgeHub, LL-00225)

Latvian Red Cross

August 26-27, 2026

Rezekne

AIM OF TRAINING. To equip 55+ volunteers, hub coordinators, and program developers from Latvia and Lithuania with essential peer-support competencies to provide emotional support, facilitate access to resources, promote health and well-being, and strengthen community connections within ACE Positive Ageing Hubs.

RESULT OF TRAINING. Enhanced practical peer-volunteering skills among 24 LV and LT participants in delivering companionship, reducing isolation, guiding peers through local services, and promoting healthy aging, fostering cross-border collaboration and a refined ACE volunteering framework.

DAY 1 – From “Helping” to Active Participation of Older People

Time	
09:00	Onboarding session for volunteers: Introduction to the project, its purpose and objectives and HDLB model, the Latvian Red Cross mission within the project, its significance for the local community, and volunteers’ roles and responsibilities following the training
9:30	Volunteering: helping or enabling? “What does an older person need most from a volunteer?” The volunteer’s role; balance in the relationship between the volunteer and the older person; motivation; autonomy; dignity; mutual benefit; the “helping trap”.
	Coffee and snacks
10:40	The three dimensions of the ACE approach and their practical application when working with older people. How can different situations involving older people be viewed through the ACE approach?

11:30	What prevents an older person from being ACE? Barriers to participation: loneliness, low self-confidence, transport, health and mobility limitations, lack of information, fear of a new environment, “I am already too old”.
12:30	Lunch
13:30	Understanding the needs of an older person: “What lies behind the behaviour?” Needs, expectations and opportunities. The older person’s resources, interests, life experience, strengths and goals.
	Coffee and snacks
15:10	Communication with an older person: a conversation that increases participation. Active listening; open questions; reflection; use of silence; offering choices; encouragement; conversation rather than “interrogation”.

DAY 2 – From Contact to Engagement: Organising Volunteer Work, Results and Sustainability

9:00	From an older person’s needs to participation. The importance of the first “small step”. The mechanism of habit formation. Assessing the older person’s readiness to engage in cooperation.
	Coffee and snacks
10:40	Organising volunteer work: from selecting the right person to safe engagement. The volunteer’s role; selection; expected responsibilities; induction; training; boundaries; confidentiality; safety; coordinator.
12:00	Difficult situations and professional boundaries (“the older person does not want help”; “the older person becomes very dependent”; “the older person repeatedly talks about a problem that the volunteer cannot solve”; conflict; emotional overload, etc.).
13:00	Lunch
14:00	How do we know that our work is producing results? The difference between an activity, an outcome and an impact. What can be measured: number of contacts, participation, new activities, self-confidence, social contacts, the older person’s perceived benefit.
	Coffee and snacks

- 15:10 Feedback as a tool for growth.
Feedback to the older person; feedback to the volunteer; positive and corrective feedback; how to prevent feedback from becoming criticism.
- 16:10 How to maintain volunteer motivation?
Motivation, belonging, autonomy, development, seeing one's impact, team, recognition. Risks of volunteer overload.
- 17:10 ACE mini-project: from idea to realisation
Target group, need, ACE component, activity, volunteer's role, indicators, feedback.
- 17:45 Summary and closing.

This event is organised with the financial support of the European Union. Its contents are the sole responsibility of and do not necessarily reflect the views of the European Union.

Project partners:

Northern Lithuania College



Latvian Red Cross



www.latlit.eu