



United Nations

Department of
Economic and
Social Affairs

**United Nations virtual Expert Group Meeting
2-5, March 2021**

***Building Forward Better for Older
Persons post COVID-19***

Introduction

The United Nations Virtual Expert Group Meeting on Building Forward Better for Older Persons post COVID-19 was held from 2 to 5 March 2021. The meeting brought together 50 experts and participants from across regions representing governments, academia, civil society and intergovernmental organizations.

The COVID-19 pandemic has brought the world to an unprecedented halt and upended societies, and its ramifications are expected to be long lasting. The crisis has also intensified or brought to the forefront other trends, including rampant and growing inequalities, the vulnerability in economies around the world and in our social protection systems, including health care, and the impact human development has on the natural world.

Yet, such a volatile environment provides the opportunity to choose a different type of future. A deliberate concerted action could harness recovery efforts towards building forward better and more inclusive communities, and a more sustainable world. Older persons, who have faced specific and differentiated challenges during the pandemic, will continue to require an informed, inclusive and targeted response as countries engage in recovery efforts¹.

In the Policy Brief “The Impact of Covid-19 on Older Persons”, the UN Secretary General already identified some of the issues that policies will need to pay attention to in ensuring the full inclusion of older persons in recovery efforts. These include, but are not limited to, strengthening health care and social protection systems, improving access to care and support - including long term care, addressing ageism in all its forms, close the digital divide, strengthen services to prevent and protect older persons from violence and abuse and promote the disaggregation of relevant data so that policies are evidence-based. Some sub-groups of older persons, such as those in humanitarian crises or convicted older adults will require targeted action.²

¹ United Nations, DESA (April, 2020) “[Issue brief: older persons and covid-19](#)”

² United Nations (May 2020) “[Policy Brief: The Impact of COVID-19 on older persons](#)”

Initiatives to build forward better should also harness the opportunities provided by demographic ageing, by changing the prevailing narrative on old age whereby older persons are considered a burden to society, towards one that recognize their contributions, realize their right to participation, and identify areas where older persons could further support recovery efforts if given the appropriate conditions.³

The four sessions of the meeting were conducted virtually. Speakers were asked to submit written inputs and pre-record their presentations in advance. These are available in the [website of the meeting](#). The sessions consisted of discussions among speakers and participants based on the substantive inputs towards proposing concrete policy recommendations.

The conclusions and recommendations of this expert group meeting will serve to position UNDESA to better support Member States in the context of two important policy processes: (a) the implementation of the 2030 Agenda for Sustainable Development; and (b) the General Assembly's Open-ended Working Group on Ageing.

Setting the Stage: Building Forward Better for Older Persons post COVID-19

In his presentation, **Dr. Andrew Scott** (Professor of Economics at London Business School) explored the impact of COVID-19 on the agenda that supports the rights and needs of older persons, framed from the economics perspective. He identified and built upon lessons learnt from the pandemic and emerging challenges from the perspective of older persons and ageing societies to provide recommendations. Read his [background paper](#).

Claudia Mahler (Independent Expert on the Enjoyment of all Human Rights by older persons) provided an initial assessment of the impact of the COVID-19 pandemic and related measures and restrictions on the human rights of older persons. Further, she advocated to prioritize the human rights of older persons and strengthening the international legal framework in all building forward initiatives. Read her [paper](#).

Discussion

In the discussion addressing the presentations in the opening session, experts and participants highlighted the following points:

- Human Rights
 - Legal instruments should protect the rights of older persons in all spheres.
 - The right to freedom of movement, and the right to decision making should also be protected in institutional settings.

³ See SG Report A/75/218

- The SG Brief reinforced the message that the GA mandate on the human rights of older persons remains to be satisfied.
- The list of rights set out by the Chair of the OEWG in the 7th session report could be a good starting point for examining the human rights of older persons and their dimensions.
- A systematic coordinated multisector short and long-term road map of implementation is lacking.
- **Combatting ageism**
 - The WHO's Ageism report provides an opportunity to see ageism as both a critical and central part of the argument for a possible convention on the human rights of older persons.
 - Ageism has manifested in many ways during the pandemic: age discrimination, age harassment, vilification and incitement to hatred and violence, stereotyping, benevolent and hostile prejudice, violence/abuse/exploitation/neglect. The normative standards that exist have not kept this treatment at bay and thus have failed older persons. Ageism is a structural inequality (an ism) without a protective shield (a convention) and so it, and how it intersects with other isms has not been dealt with.
 - Ageism needs a guiding standard like all other structural inequalities.
- **Older Persons in a pro-Growth agenda**
 - It is key to understand what a pro-growth agenda that includes older persons' issues and concerns looks like.
 - Pro-growth agendas include stimulus packages to jumpstart the economy. Assistance to businesses to generate employment is positive, but such frameworks need to identify older persons and enable them to participate in the labor market as we recover from the pandemic.
 - Given existing discrimination against older persons in economies, COVID-19 will result in a greater economic impact on older persons.
 - Gender considerations need to be fully included in economic analyses, since research in the US shows that older women age 50 and over are more likely to lose their jobs and less likely to find new employment than other groups.

Session I. Economic and Social Inclusion post COVID 19

Split into two days, the first session identified, analyzed and provided recommendations on how to ensure the economic and social inclusion of older persons after the pandemic.

Florian Juergens (Global Advisor on Social Protection at HelpAge International) addressed the negative impact of COVID-19 on the wellbeing and income security of many older people, highlighting the importance of realizing the universal right to social protection. Read his [paper](#) and watch his [presentation](#). His findings were largely based upon research on Kenya in [October 2020](#) and [January 2021](#), and Nepal in [October 2020](#) and [December 2020](#), shared by **Amanda Lenhardt** (Research Associate Overseas Development Institute)

Rio Hada (Officer in Charge, Human Rights and Economic and Social Issues Section, OHCHR) addressed the impact of intersectional discrimination on older persons in the COVID-19 pandemic and suggested ideas on how to build better towards a more age-friendly and

inclusive society, addressing the multiple discrimination faced by many older persons. Read his [paper](#) and watch his [presentation](#).

Israel Doron (head of the Center for Research and Study on Ageing, University of Haifa) discussed the significance of care and support for the human rights of older persons and provided key insights in this field as the world rebuilds from COVID-19 to prevent some failures identified in the LTCSS. Read his [paper](#) and watch his [presentation](#).

Two presentations discussed the key role played by cities and age-friendly environments for the inclusion of older persons. **Ignacio de la Puerta** (Director of Territorial Planning and Urban Agenda of the Basque Country, Spain) shared the experience of his region, introducing ideas such as the city model, the city of care and mobility of care, among others. Read his [paper](#) and watch his [presentation](#). **Angela Mwai** (Chief, Human Rights and Social Inclusion, UN-Habitat) brought the main outcomes of several Expert meetings organized by UN-Habitat on best practices and lessons learned regarding human rights and social inclusion in cities to the discussion, and identified key areas on the interaction between urbanization, older persons and building forward better post-pandemic. Watch her [presentation](#).

Yumiko Kamiya (Population Affairs Officer, Fertility and Population Ageing, Population Division, DESA) shared key findings from the [United Nations Database on the Households and Living Arrangements of Older Persons 2019](#) and addressed the consequences of living arrangements for the wellbeing of older persons, as well as their impact on international differences in the age pattern of COVID-19 mortality. Watch her [presentation](#).

In her presentation, **Natasa Todorovic** (Health and Care Program Manager, Red Cross of Serbia) discussed prevention and response to violence, abuse and neglect of older persons in the context of COVID-19 and argued that emergencies such as this pandemic create a storm of risk factors for elder abuse. She advocated for improving public policy to promote and ensure older persons' access to human rights. Read her [paper](#) and watch her [presentation](#).

Ruthy Lowenstein Lazar (Head of the Center for Clinical Education and Lecturer at the Haim Striks School of Law) focused on sexual violence against older women, an issue that, she explained, has largely been neglected by researchers and therefore is unrecognized and under-reported. In her presentation, she discussed the prevalence, characteristics of sexual abuse of older women, and provided key findings of current research and how these can inform future actions in this field. Read her [paper](#) and watch her [presentation](#).

Heidrun Mollenkopf (Board Member, German National Association of Senior Citizens' Organizations) brought the importance of digital inclusion to the discussion, addressing the digital divide and its implications for older persons during the pandemic and providing specific recommendations to address this issue. Read her [paper](#) and watch her [presentation](#).

As the voice of older persons, **Rosita Lacson** (President, Confederation of Older Persons Association of the Philippines – COPAC) reflected and shared the ways in which the pandemic

has affected older persons in the Philippines and advocated for universal social protection to achieve economic security among all older persons. Watch her [presentation](#).

Discussion

In the discussion, the following issues were raised:

- Social Protection and poverty reduction
 - Put in place social protection systems that can adequately respond to future crises.
 - Address existing challenges of current social protection systems. These include but are not limited to age proxies used in both contributory and non-contributory schemes; poor coverage; lack of access.
 - Ensure that social security and social protection schemes are not impacted by austerity measures adopted in the recovery phase and are provided sufficient budget allocations.
 - Further promote good standards of living among older persons.
 - Address the impact of COVID19 on older person's health and wellbeing in cases where older persons support family members affected by the economic downturn of the pandemic with their own income and financial resources.
 - Build on existing primary health care infrastructure to support integrated health and social support in communities, especially in low- and middle-income countries. See for examples the [Global platform on COVID-19 and older adults in low- and middle-income countries](#).
 - Recognise the positive impact of universal social pensions for older women, who are the main beneficiaries of these schemes, as they are much less likely to have savings or have worked in the formal economy, they have usually carried higher unpaid care/work burdens than men and are easily left out of finely targeted social assistance schemes.
 - To see an example from Zambia showing how social pensions by allowing older people and in particular older women to retain their status in communities reduced witchcraft accusations read this [paper](#).

- Human rights and the intersectionality of discrimination
 - Adopt policies that respond to the intersecting discriminations experienced by older persons, including on the basis of gender, race, disability, location, ethnicity, among others. As an example, evidence in the United States shows that older black/African American members of the community have suffered more discrimination.
 - Human rights issues and the needs of older persons intersect. For instance, for older persons in LTC facilities, issues of relevance to their human rights include autonomy and independence, adequate standard of living, health, life, social protection, freedom from violence and neglect, family and privacy, non-discrimination intersect.
 - Move new narratives away from a welfare model to a rights-based model, and strongly endorse efforts in key areas of rights violations that have been exacerbated by COVID-19. These include: the paucity of LTC, lack of autonomy and independence, the loss of free movement and association, the use of institutional care as a detention setting without adequate oversight, restrictions on the right to work, inadequate access to health services, the loss of critical visiting support and care services, the loss of end-of-life care and planned arrangements such as end-of-life plans, social isolation and loneliness, and increased risk and experience of abuse and violence.

- Analyse and better understand the connection and intersections between age friendliness and human rights approaches and how they complement each other. The age friendly domains imply human rights as an essential component of age friendliness.
- During the COVID-19 pandemic, both age friendliness and human rights of older persons have suffered. The pandemic provided many examples of where age friendliness is lost because of measures taken that reduce the strength or effectiveness of the domains.
- Voice, participation and inclusion
 - Include older persons and their representatives in both macro and micro measures and decision-making processes.
 - Participation would be a fundamental part of any convention to ensure that Member States are required to engage in meaningful consultation, review of policies and programs so that policies are adapted to the needs and realities of older persons and keep pace with societal changes that impact ageing.
 - Empower organizations of older persons to promote their participation, social accountability and amplify their voice.
 - Political identity: a positive impact of the crisis in some settings has been the rise of political identity among older persons as a group. It is important to define OP's political identity and locate their position/situation while at the same time recognizing their diversity in the context of COVID-19 responses.
- Care and support: Residential living, ageing in place
 - Informal and unpaid caregivers need to be recognized and valued (including legally), especially in contexts where family members, mainly women, are expected to care for older persons without any other support.
 - Provide support to informal caregivers, including through labour legislation, increased funding of formal LTC services, automatization of care, training on adequate care to care providers. Such measures would not only support caregivers but also reduce elder abuse caused by the burden of care.
 - Caregivers, including institutional, community and family caregivers, have been negatively impacted by the pandemic. Their capacity to provide care and assistance to older persons has diminished as jobs and livelihoods were lost due to the lockdowns and economic slowdown.
 - Understand care through the multi-faceted lens of autonomy and choice, appropriate presumptions (all have legal capacity), the benefits of home care and proper resourcing, the structures, pricing, rights-base and functionality of LTC systems and how these issues impact of human rights guarantees and are linked to social protection schemes.
 - Adopt an adequate balance between formal and informal care, with awareness of its ramifications in other social areas, to ensure the future sustainability of LTC systems.
 - Policies supporting informal care should not be substitutional but rather complementary to funded services.
 - Adopt a normative base to protect older person's human rights both in institutional care and ageing in place settings.
 - Use the Convention against Torture in its application to LTC and other forms of institutional care and detention.
 - Promote ageing in place.
 - Identify and promote international best practices in LTC institutions during the pandemic.

- Provide attention to the impact of isolation and psychosocial health on the overall health of older persons.
- Create innovative funding models for residential homes and services.
- Living arrangements
 - Living arrangements can significantly impact the risk for elder abuse, with the crisis escalating the impact of living arrangements on both risk and incidence of abuse. In settings such as LTCs, or where social isolation occurs the risk is magnified.
 - Protect older persons' autonomy in choosing their living arrangements.
 - Move away from uninformed assumptions regarding the impact of different living arrangements on the wellbeing of older persons.
 - Rethink what appropriate accommodation looks like. During the COVID-19 pandemic, issues related to overcrowding within the household or residential settings, as well as the impossibility to isolate during the pandemic have affected older persons' wellbeing.
 - Utilize data on the difference between older men and older women with regards to living arrangements to inform policymaking.
- Intergenerational solidarity
 - Promote generational exchange of knowledge in the context of education, as well as the critical role played by older persons in cultural teaching, religious observances, and ceremony, across life skills and as life-long learners themselves.
- Age friendly cities
 - Recognize and address the impact of housing on the wellbeing of older persons, including in informal settlements, through urban policies that consider the effect of access to safe public spaces, mobility and transportation, homelessness, rural settings, and autonomy for older persons.
 - Policies on age friendly cities must adopt a comprehensive perspective that provides a detailed analysis of the urban vulnerability conditions for older persons, including dependency, loneliness, violence, and isolation among others. From this perspective, interventions should be holistic. In the Basque Country, for instance, policies on age friendly cities work together with the Health, Employment and Social Affairs areas.
 - Advocate for safe public space in cities for older persons to promote their psychosocial support and mental wellness.
 - Good practices in this area include the "10-minute city"⁴.
 - A measurable human rights standard in this area could include reference to age friendly domains as practical examples of the assertion of human rights by older persons.
- Violence and abuse (including sexual abuse)
 - Violence, abuse and neglect is a central aspect of how COVID has impacted older persons. Incidence has increased across all forms, yet there has been a critical increase in areas of highest vulnerability, such as in institutional settings.
 - Data on the impact of neglect and abuse both on the incidence of COVID as well as its mortality in LTCs is needed to better prepare for future crises.

⁴ For examples see: *PACTE* (2019) Brussels' next challenge: Create a 10-minute city and control the transport's demand. Available [here](#); *Popupcity* (2021) "Welcome to the x-Minute City" " Available [here](#)

- Recognize violence and abuse against older persons in policy and legal frameworks.
 - Recognize, collect and analyse adequate disaggregated data on sexual violence against older persons. Sexual violence against older women remains a hidden issue for many reasons, among others: low reporting, lack of law enforcement, lack of awareness by social workers, medical professionals and others, reluctance among victims to disclose information on sexual violence.
 - Intersecting discriminations makes some older persons more vulnerable to violence and abuse, such as older women.
 - Training of medical professionals, mental health professionals, social workers, policy and legal professionals, local community and staff at LTC institutions is crucial to recognise elder abuse and sexual abuse against older women, especially when the person suffers from cognitive decline.
 - Violence, neglect and abuse are among the worst violations of the human rights of older persons and therefore should be prioritized in policy debates.
- Digital Inclusion
 - Provide appropriate options for everyone who wants to use available technologies and services to do so, including adequate learning opportunities and respective training programmes.
 - Guarantee the right to remain off-line.
 - Develop and enforce legal regulation on artificial intelligence.
 - Develop a globally valid and binding instrument in the field of digitalisation and incorporate it into a comprehensive convention for the rights of older people.

Session II. Learning from COVID-19 to strengthen health care for older people

Dr. Ritu Sadana (Head, WHO Secretariat, WHO Council on the Economics of Health for All) introduced the Baseline Report that sets the stage for the UN Decade of Healthy Ageing 2021-2030 and shared available data on capacities and abilities of older people. Dr. Sadana reflected on the potential of policy choices to impact the underlying determinants of healthy ageing trajectories across the life course and discussed three scenarios that could be expected by 2030 in light of policy responses and actions. Read her [paper](#) and watch her [presentation](#).

In her [presentation](#), **Dr. Yuka Sumi** (Medical Officer, Ageing and Health, WHO) presented available data on COVID-19 confirmed cases and deaths. She stressed the outsized impact of COVID-19 on older people and reflected on the consequences for long term care systems and essential health services for older people with pre-existing chronic conditions, identifying existing gaps in such systems. Read her [Paper](#).

Peter Lloyd-Sherlock (Professor, School of International Development UEA) gave a presentation on “*Vaccinations and trials*” for older persons in the context of COVID-19, providing an overview of the regular exclusion of older persons in vaccine trials key in fighting COVID-19 as well as vaccination campaigns. Dr. Lloyd-Sherlock further provided specific

recommendations to ensure that older persons are better integrated in COVID-19 recovery efforts related to vaccinations and vaccine trials. Watch his [presentation](#).

Rose Gahire (NSINDAGIZA Organisation, Rwanda) shared a testimony from Rwanda, reflecting on the situation of older persons in the country, in particular from data gathered by the organization through a multi-sector Rapid Needs Assessment on access to health for older people, and shared some of the lessons learnt from the pandemic. Watch her [presentation](#)

Discussion

In the discussion, the following issues and points were raised:

- Data
 - It is key that Member States report COVID-19 related data disaggregated by age, sex, ethnicity, socioeconomic status and disability.
 - It is insufficient to simply gather data: when data is available, it should be analysed and used.
 - Given that surveys are expensive and often donor-driven, it is key to secure funding for them.
 - In the context of COVID-19, types of data needed for public policy and action include: covid-19 data (cases, deaths), data on post-ICU symptoms, and data on mental and physical capacities of older persons without covid-19 as a consequence of covid-19 medications.
 - Challenges include data barriers, concerns of privacy and protection of privacy, certain regulations and rules, and lack of basic data in some contexts, such as death registrations.
 - Incomplete sets of data should not hinder government action.

- Meeting basic health care needs
 - It is very important to accelerate commitments to implement basic needs delivery, which is currently unequal and not fast enough and, as a result, often go unmet.
 - Ensure that older persons are part of response planning and efforts.
 - Importance of working across sectoral ministries.
 - There is a need for comprehensive assessment policies that lead to delivery of integrated care.
 - Health care systems should be reoriented towards prevention and promotion, accordant with a life-course approach to healthy ageing.
 - Investment in healthcare infrastructure is required.
 - Diagnostic services should capture the functional abilities of older persons.
 - Care pathways, which are currently diagnostic linear, should be coordinated and streamlined.
 - Choice, autonomy preferences and listening to the voices and wishes of older persons in delivering basic healthcare services is paramount.
 - Community-based healthcare services is and should remain a cornerstone of health care systems.
 - There is a need for accessible and coordinated pathways for screening, treatment and management that incorporate equity.

- Older people must be part of UHC schemes in terms of service delivery as well as financing so that they and their families are not burdened.
- Information & Disinformation
 - A community strategy that goes beyond the mere sharing of information is crucial.
 - The role and impact of social media and social media giants must be taken into account and addressed in communication strategies.
 - Information should be available, accessible, secured and, where needed, incorporate informed consent by older persons.
 - Providers of basic healthcare in communities need to be empowered as trusted sources of information for older persons.
 - Health literacy strategies should leverage community-based mechanisms to deliver health messaging and information.
 - Technology places a key role in connecting older people as well as sharing relevant information.
 - Address lack of trust in public officials through combatting disinformation and launching stronger health education campaigns
- Vaccines
 - For the first time, older people are at the front of vaccination efforts.
 - Older people, with only few exceptions, should be included in vaccination trials.
 - COVAX rollout needs to be expedited.
 - COVID-19 vaccination should be set in the context of routine adult vaccination, with this pandemic providing the chance to break down barriers and create opportunities for older people to get vaccinated as part of their routine health plan.

Session III. Post COVID-19 Development and Humanitarian Action

Andrew Byrnes (Professor of International Law, University of New South Wales) provided a synopsis of lessons learnt during the pandemic and emphasized steps that can be taken in many countries to help scrutinize existing laws and procedures to ensure adequate protection against violations of human rights in or on the ground of older age. Mr. Byrnes argued for the need for legal changes specifically to ensure the enjoyment of human rights in older age as part of a post-pandemic response. The presentation was based on the background paper “*The human rights of older persons, 20th Informal ASEM Seminar on Human Rights*”, February 2021, by Andrew Byrnes and Titti Mattsson. Read his [paper](#) and watch his [presentation](#).

Pytrik Oosterhof (Founder and Senior Sustainable Development Consultant at O-land Consulting) highlighted the significance of the 2030 Agenda for ageing and the need to seize the opportunity and scale up ageing-related efforts to accelerate the achievement of the SDGs. She proposed six recommendations that can support stepping up ageing-related SDG action: Read her [paper](#) and watch her [presentation](#).

Karen Gomez Dumpit (Commissioner Republic of the Philippines Commission on Human Rights) argued for the need for a human rights-based approach in addressing the situation of older persons in a post-Covid world. While legislative measures are important, post-Covid measures should include older persons' access to employment and livelihood opportunities in order to stimulate the economy. Additionally, it is imperative for countries to implement an adequate non-contributory pension system to support a dignified life in older age and address coverage gaps left by contributory pension systems. Read her [paper](#) and [presentation](#).

Aneta Trgachevska (Health and Ageing Advisor for Europe at the International Federation of Red Cross and Red Crescent Societies (IFRC) & **Ina Girard** (Representative of the Austrian Red Cross in the South Caucasus) shared key findings of a study conducted to assess the impact of COVID-19 on older persons and care givers -including volunteers from the Red Cross and Red Crescent (RCRC) of the general care system in Armenia, Azerbaijan, and Georgia. The study focused on national frameworks, policies and strategies and their implementation and a further analysis of the perceptions of older persons and professional caregivers before and after the COVID-19 pandemic. Read the [paper](#) and watch their [presentation](#).

Jeremiah Dery (Regional Statistician, Ghana Statistical Service) shared Ghana's approach to addressing ageing issues post COVID-19- arguing for utilizing a variety of data sources (traditional and non-traditional methods) to help understand current challenges affecting older persons, including access to medicines, food security and innovative coping strategies. Watch his [presentation](#).

Aleksandr Mihnovits (Consultant) presented a paper focusing on the need for good quality disaggregated data on older women and men in development and humanitarian contexts. Mt. Mihnovits highlighted the importance of age-inclusive data systems comprising timely and good quality disaggregated data which must foster transparency and accountability and guide the recovery from COVID. Read his [paper](#)

Naiara Costa (Senior Sustainable Development Officer, Division for Sustainable Development, DESA) presented key findings from a survey addressing the current and future impacts of COVID-19 on stakeholder engagement and partnerships necessary for implementation, follow up and review of the SDGs. The data was based on two surveys distributed to governments of countries undertaking a Voluntary National Review (VNR) of the SDGs in 2020 and 2021, and the other distributed to stakeholders worldwide. Read the study findings, recommendations and full report here: [paper](#)

Testimonies: Two testimonies via video were presented focusing on the impact of COVID-19 on older persons from two different geographical regions (Armenia, Azerbaijan, and Georgia) and the Rohingya refugee camp (Bangladesh). Watch the videos below:

1. IFRC Study of Impact of COVID-19 on older people and caregivers in the South Caucasus – [Pre-recorded video](#)
2. Testimonies from Rohingya refugee camp – [Pre-recorded video](#)

Discussion

In the ensuing discussion, experts and participants highlighted and reiterated the following points:

- **Humanitarian Contexts**
 - The inclusion of older persons in all levels of prevention, preparedness and evacuation plans for all emergencies is urgent.
 - Ensure that older persons are involved in all levels of decision-making including consultations, policy making efforts, information dissemination, among other areas, to empower them and promote their full participation.
 - There is a need to ensure that key services in emergency settings are available and accessible to older persons.
 - Older persons continue to be perceived as a vulnerable group despite their many contributions to their families and communities in emergency/humanitarian settings, with such contributions often overlooked.
 - A call for global awareness on ageing issues should include violation of human rights, violence and abuse of older persons in humanitarian settings.
 - Provide adequate training to service deliverers to help catalyse efficient assistance to older persons in humanitarian settings.
 - Acknowledge the role of volunteers, including older volunteers, in assisting older persons during the pandemic.
 - Better coordination and communication between humanitarian organizations and governments needs to be established during emergencies.
 - Financial investment and support are essential in emergency contexts, especially for older persons who rely on other family members.
 - Strengthen data collection methods including rapid needs assessments to avoid the overlooking/undercounting of older persons in humanitarian settings.

- **Human Rights**
 - Strengthen coordination and support, including involvement of UN regional Commissions, to champion the human rights of older persons at the regional level.
 - Promote and advance global awareness, education and advocacy on ageing issues. Advocacy efforts can help mobilize political will among governments to prioritise the protection of older persons' human rights.
 - Highlight the role played by intergenerational and inter-cohort justice in protecting the rights of older persons.
 - Encourage governments to invest adequate resources, including financial, in the protection of the rights of older persons.
 - Support organisations aimed at helping older persons and those led by older persons.
 - Provide support to governments who have openly supported a convention, to motivate other States to commit to the drafting and adoption of a convention. Various stakeholders including NHRIs at the national levels can play a crucial role in this regard.

- Data

- Strengthen data collection efforts, including household surveys, while considering new ways to gather, analyse and disseminate data, as a lesson learnt from COVID-19.
- Support the role of the Titchfield group, and the utilisation of a standardised framework focusing on ageing statistics.
- Coordinate with NSOs to help generate and promote the use of disaggregated data at the national level.
- Work with relevant stakeholders including private sector, government ministries and NGOs during household surveys and other forms of data collection to ensure that older persons are adequately included.
- Establish standardized systems to collect and share data on morbidity and mortality due to COVID-19. Such data should be disaggregated by age, sex and residential status, including residence in nursing homes or other institutional settings.
- Rethink how ageing is measured beyond the three-stage life course (youth/education - work - retirement) and replace discriminatory measures such as 'dependency ratios' within economic policy. This calls for more prospective measures, which are gradually gaining traction.

- SDGs

- The impact of COVID-19 has affected the participation of stakeholders in the implementation of the SDGs.
- Encourage governments to mainstream ageing at all levels of development and strengthen partnerships with relevant stakeholders.
- Monitor progress on SDG related goals and targets that are of interest to the needs of older persons, especially at national level, while underscoring the importance of sustainability.
- A call for reform of SDG 3.4. target, which discriminates against older persons by excluding deaths over age 69.
- Stimulus packages should include issues of relevance to older persons and address the sectors in which they are employed.
- Promote intergenerational collaboration between the young and old for greater sustainability.