

[Community Impact Network](#) (CIN) member organisations inclusive of their staff and volunteers have access to a range of training and development supports in order to promote learning, share vision, values, align approach, standards and strengthen the network. Access to 4 Training Programmes:

1. CIN Member Development Programme
2. CIN Support & Befriending Programme
3. CIN Positive Living Programme
4. ALONE Intergenerational Digital Champions Programme

To register for the training programmes or for any queries please contact community@alone.ie

The **CIN Member Development Programme** has been developed and designed by ALONE CIN to support and develop the capacity of member organisations and their staff and volunteers. Training modules within this programme are available to, supportive of and relevant to staff or volunteers of our member organisations within varied support services for older persons. CIN Member training & development modules within this programme are designed to support and develop the capacity of member organisations' staff and volunteers which will enhance services for older people. These training topics are selected and compiled based on and input from members nationally which includes statutory, community and voluntary services. Modules include:

1. CIN Members Induction: ***Our community to yours***
2. CIN Service Promotion & Impact
3. CIN Writing Grant Application
4. CIN Boundaries
5. CIN Communication Styles and Dealing with Challenging Calls
6. CIN Organising Local Events
7. CIN Community Advocacy
8. CIN Safeguarding

CIN Members Induction: *Our community to yours*: Your services initial introduction to the ALONE CIN. Within this module information and guidance on:

- Community Impact Network, services, supports & resources included in your membership
- ALONE Services for the Older Person
- Your Role within the CIN
- Initial networking with peers

Open to **all** members **new, current or longer serving**.

New staff members/staff roles of current member group, services and organisation.

CIN Service Promotion & Impact: INPUT Blurb; This module is helpful for community groups and services to guide on promoting your service and communicating on your impact in your community.

Content includes:

- Language and messaging.
- Key audiences and networking.
- Media options.
- Digital options.
- Promotional materials.
- Collecting, structure & using case studies.
- **Format: Zoom/Teams/In-person session Live Session: 1.5 hours**

CIN Writing Grant Application: This module provides guidelines and supports identifying and applying for grants. It will support your service with the key ways to prepare for and write grant applications, covering the areas of:

- Types of grants.
- Knowing your project.
- Knowing your funder.
- Making the application
- Principles for good governance
- **Format: Zoom/Teams/In-person session Live Session: 1.5 hours**

CIN Boundaries: This module content is applicable and supportive to numerous and various staff or volunteer roles. Within this module you will:

- Understand how boundaries can impact our work and home environment.
- Recognise how personal boundaries affect professional & personal relationships.
- Learn about the several types of boundaries that exist.
- Gain valuable insights into boundary-making.
- Learn how to recognise when your boundaries are healthy and unhealthy.
- Determine when to say yes and when to say no within your professional relationships.
- Learn to recognise your motivations toward responsibilities and making that link to your own boundaries.
- Learn to make boundaries when working from home.
- Learn how to say no in your personal and professional life.
- Establishing your boundaries as a volunteer
- **Format:**
 - **Self-directed e-learning: 1 hour**
 - **Zoom/Teams/In-person session Live Session: 1.5 hours**
 - **Total: 2.5 Hour**

CIN Communication Styles and Challenging Calls: This module content is supportive of numerous and various staff or volunteer roles including administrative, befriending, frontline support and customer service with discussion, review and time for reflection on:

- Types of challenging calls
- Communication styles & techniques.
- Dealing with challenging calls.
- Ways to manage difficult calls.
- Self-care post call.
- **Format: Zoom/Teams/In-person session Live Session: 1.5 hours**

CIN Organising Local Events: This module content is helpful for staff or volunteer responsibilities for event organisation, with guidance on:

- Hosting virtual and in person events
- Set your event goals and objectives.
- Develop an event master plan.
- Create an event budget.
- Branding event and publicity.
- Arranging speakers
- Coordinate with event suppliers (catering, equipment, etc).
- Manage event day set up and execution.
- Evaluate the success of your event!
- **Format: Zoom/Teams/In-person session Live Session: 1.5 hours**

CIN Community Advocacy: This module content will inform participants on what community advocacy is and how collectively we can advocate to enable older people to age at home and be connected to their communities. Participants will:

- Describe and discuss the meaning of community.
- Know what our communities mean to us.
- Have awareness on Advocacy, what it is and the different forms of advocacy.
- Know information on policy, advocacy and campaigning.
- Be guided on the importance of community advocacy to influence policy and change.
- Knowledgeable on how community advocacy can support older people in your community.
- Learn ways to advocate for and within their community
- **Format: Zoom/Teams/In-person session Live Session: 1.5 hours**

CIN Safeguarding: This module is recommended for services who are new to supporting older people or services who would like to refresh their safeguarding support and policies. Following this training participants will gain knowledge about what safeguarding adults is and what it involves.

- Know what may impact on vulnerability and risk to abuse.
- Know what you need to consider before putting in place or refreshing your safeguarding procedures.
- Understand duties, roles and responsibilities for you, your service, staff and volunteers.
- List and identify types of abuse.
- How to recognize types and indicators of harm and abuse.
- Understand reasons for non-disclosures.
- Know the reason for policies and procedures.
- What to do if you suspect that someone is being harmed.
- Awareness of self-care and support with reporting.
- Access to additional information resources.
- **Format:**
 - **Self-directed e-learning: 1.5 hour**
 - **Zoom/Teams/In-person session Live Session: 1.5 hour**
 - **Total: 3 Hours**

We recommend this training in addition to, if available to your group, service or organisation:

HSELAND Safeguarding Vulnerable Adults at Risk of Abuse Training. Safeguarding awareness training is available on HSeLanD and is a requirement for all people working in older persons services and services for adults with disabilities:

<https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/sgpracticetrainingguide.html>

CIN Support & Befriending Training Programme

ALONEs [Community Impact Networks \(CIN\)](#) provides a range of trainings designed to support organisations and groups with guidance on how to set-up and run a support & befriending service in Ireland. This training is also useful to existing befriending services who would like guidance and support. For befriending services starting out, we recommend that they complete the first 3 training modules below at a minimum: *CIN Support and Befriending Set-Up*, *CIN Support and Befriending Coordination*, *CIN Volunteer Support & Befriending Training*.

Listed below are the modules within the CIN Support & Befriending Training Programme:

- All modules are relevant for Coordinator/s or similar staff/volunteer role.
- Module 3 is for both Coordinator and Volunteers

1. **CIN Support and Befriending Service Set-Up (staff of befriending services):**

This is for those is specifically designed for those who are in the process of, or interested in, setting up a befriending service in Ireland. It covers all of the areas that need to be considered and worked on before befriending service gets up and running. After attending this training, attendees will:

- Know what you need to consider before setting up a service.
- Be able to identify what kind of befriending and related services operate in Ireland.
- Know what costs are involved in running a befriending service.
- Understand sustainability and ways you can fund your service.
- Be able to identify ways to create a brand for your service.
- List the key policies and paperwork needed for your service.
- Know the recommended staffing structure of a befriending service.
- Be able to identify the key legal requirements needed for your service.
- Have an understanding of a basic office and IT set-up for your service.
- **Format: Self-directed e-learning: 1- 2 hours to complete.**

2. **CIN Support and Befriending Coordination (staff of befriending services):**

This training is an ideal follow-on from Service Set up training for services who are just starting up. This training is also suitable for established services that would like a refresher or advice on Befriending Coordination. After attending this training, attendees will:

- Know methods and steps to source and recruit befrienders.
- Be able to list referral sources and ways to generate referrals to your service.
- Know methods to successfully assess a befriender for your service.
- Understand matching and how to go about setting up befriending matches.
- Know how to support befrienders and befriendees in befriending relationships.
- Be able to list ways to manage risk and to safeguard befriendees and befrienders.
- Know typical ways to store service information and data.
- **Format:**
 - e-learning 1.5
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

3. CIN Volunteer Support & Befriending Training (for volunteers & staff Befrienders)

(The CIN can train the coordinator and/or your volunteers directly (with Coordinator present))

In this module all of the essential areas to support a volunteer in advance of their role as a befriender are covered. This module is available for both visitation and/or telephone volunteers.

Within this module:

- What befriending is and the befriending role
- Boundaries
- Communication Skills
- Health and Safety Support Network
- Change of Circumstances
- Matching Steps
- **Format:**
 - e-learning 1.5
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

4. CIN Support and Case management (staff of befriending services/ other types of services):

This training provides a framework for Support and Case Management. This training is ideal for organisations who work with older people or with individuals with additional support needs. This training is modelled on the Support Coordination service that ALONE provides to older people both in housing and in the community.

- After attending this training, you will:
 - Know techniques to identify the issue(s) a person presents with.
 - Have an understanding of the different support work levels.
 - Understand comprehensive assessments and techniques.
 - Know what steps to take post assessment.
 - Understand the case noting system and know how to write case notes.
 - Gain an understanding of Support Plan Objectives.
 - Know ways to advocate for a person you are supporting.
 - Gain and understanding of gaps and blocks in support and case management.
- **Format:**
 - e-learning 1.5
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

5. CIN Learn How to Train Your Befrienders (staff of befriending services):

This training course is designed specifically for services who are looking to design and deliver their own core befriender training to their befrienders. This module takes the stress out of knowing what to train your befrienders on and how to create a comprehensive training course to best prepare your befrienders for their roles.

After attending this module, you will:

- Be able to identify topics need to be covered in core befriender training
- List and discuss what training methods are most suitable for befriender training
- Know how to structure a training session for befriender training
- Be able to explain learning styles and how to cater to all learning styles in befriender training
- Know assessment and evaluation techniques suitable for befriender training
- Be able to manage diversity in befriender training
- Be able to identify training materials useful for befriender training
- Know methods to refresh befrienders in befriender training over the longer term
- **Format:**
 - e-learning 1.5
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

6. CIN Safeguarding for Support & Befriending services

This module is beneficial and suitable for new or established services. This module for befriending services covers all aspects of safeguarding in regards staff, befriending service and volunteer responsibilities. It provides you with information, tools and resources to prepare for and communicate on safeguarding within your support and befriending services. If available to your service, we recommend as an addition to: HSELAND Safeguarding Vulnerable Adults at Risk of Abuse Training. Safeguarding awareness training is available on HSELAND and is a requirement for all people working in older persons services and services for adults with disabilities.

After attending this training, you will:

- understand safeguarding within your role/service
- Be resourced with information and guidance on additional safeguarding resource

Have knowledge on:

- Communicating safeguarding concerns
- When reporting is to be carried out
- Supports with safeguarding
- **Format:**
 - e-learning 1.5
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

The **CIN Positive Living Programme** is a new suite of training modules crafted to deepen your understanding and enhance your skills in supporting Older People. The programme seeks to develop a compassionate understanding of the older person, and of the issues that they face, and is aiming to enable staff and volunteers to be efficient in their work and supports. We understand that staff and volunteers face different challenges over time as their work with the older person continues. We wish to provide awareness, further learning and development to support those in their work or volunteering roles engaging with older persons. Training Programme creation and material contributions:

- ALONE Learning & Development
- Margaret (Mags) Bowen, Accredited Psychotherapist (Msc, Bsc, MIACP)
- [National Cancer Control Programme \(NCCP\)](#)
- [Fettle Therapy](#)

Current modules are:

1. CIN Supporting Older People with their Mental Health
2. CIN Supporting Older People with Early Signs of Cancer
3. CIN Self-Care for Staff
4. CIN Dementia Awareness
5. CIN Grief & Bereavement
6. CIN Financial Challenges Faced by Older People
7. CIN Supporting Older People with Crime, Fraud, Scams and Cybersecurity Awareness
8. CIN Social Prescribing for older People
9. CIN Personal Care of Older Person
10. CIN Older People in Housing Need

Supporting Older People and their Mental Health: This module will provide participants with knowledge, information and guidance on mental health support for older people and well-being supports for self and others. Thank you to *Margaret Bowen Psychotherapy* for involvement in course creation and for providing video information and guidance through the training information. Course content:

- Build awareness on the mental health continuum.
- Knowledge and tools on supporting mental health at different points on the continuum.
- Identify and the importance of self-care.
- Learn simple coping skills to manage stress.
- **Format:**
 - e-learning 1.5 hours
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

CIN Supporting Older People with Early Signs of Cancer: This is a module for groups, services or organisations that would like to provide training and information on cancer awareness to support older people. Thank you to Margaret Bowen Psychotherapy and [National Cancer Control Programme \(NCCP\)](#) for their contributions and support to this module material. Course content:

- Communication & Overcoming Barriers when supporting an Older Person who has symptoms that may be caused by cancer
- How to support yourself when supporting an Older Person who has symptoms that may be caused by cancer
- The importance of early diagnosis of cancer
- Cancer signs and symptoms
- Cancer risk factors
- **Format: Self-directed e-learning 1.5 hours**

CIN Self-Care for Staff: This an ideal training module for services that would like to provide access to training and supports on self care for their staff and teams. Course content:

- Basic terms and concepts of mental health and self-care
- Ways we can look after our mental health with kindness and care.
- Self-compassion and self-care as our mental health goes up and down
- Burnout & self-care
- How we can acknowledge our pain and respond with kindness
- Simple to use self-care strategies
- **Format:**
 - e-learning 1.5 hours
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

CIN Dementia Awareness: This training module is offered as information in developing participants knowledge, skills and understanding of what Dementia is and the needs of people with dementia. It is also designed to support family members/care givers how they should respond to people with dementia. The training provides knowledge, skills and understanding on:

- What Dementia is and what it is not.
- Types, causes and behaviours of Dementia.
- Stages of Dementia
- How Dementia is Diagnosed
- Next Steps – Pathway of Care
- Living with Dementia
- Dementia in the community
- **Format:**
 - e-learning 1.5 hours
 - Zoom/Teams/In-person session Live Session: 1.5 hours
 - Total 3 Hours

CIN Grief and Bereavement: This module covers various aspects of grieving, loss and bereavement as well as supports available. This session e-learning content is supported by [Fettle Therapy For All](#).

Course content:

- What grief and anticipatory grief is
- Types of grief
- Stages of grief
- What loss is
- How to look after yourself after loss
- How to support an OP in grief
- **Format:**
 - e-learning 1.5 hours
 - Zoom/Teams/In-person session Live Session: 1 hour
 - Total 2.5 Hours

CIN Financial Challenges Faced by Older People: This module outlines the financial challenges faced by vulnerable older people. Understanding these challenges is crucial for us to provide targeted support and effective advocacy for the older person. Key issues, risk factors, and resources available to help are covered. Course content:

- Older person finances in general
- The challenge of an ageing demographic
- Healthcare and finances
- Savings and debt
- ALONE's role in supporting financial wellbeing
- **Format: Self-directed e-learning 1.5 hours**

CIN Supporting Older People with Crime, Fraud, Scams and Cybersecurity Awareness: Like anyone, older people may become victims of a wide variety of crimes against their person or property. This module will focus on the highest risk crimes today, which are perpetrated through misuse of technology. The rise of digital technology and the internet has opened up new avenues for scams and fraud. Since a high proportion of older people are unfamiliar with IT this puts them in a higher category of risk of these crimes. Course content:

- Elder Abuse
- Crime Risks for Older People
- Home Security
- Doorstep Crime
- Financial Exploitation
- Financial Exploitation Online
- Investment Fraud
- Cybersecurity
- **Format: Self-directed e-learning 1.5 hours**

CIN Social Prescribing for older People: This module contains information about social prescribing for older people to provide you with understanding of how various types of social prescribing impact older people and their relationships. We'll explore social prescribing, a growing movement within healthcare that aims to connect people with non-medical supports and services in their communities. Course content:

- What Social Prescribing is
- Social Prescribing and ALONE
- Social Prescribing Link Workers
- Benefits of Social Prescribing
- **Format: Self-directed e-learning 1.5 hours**

CIN Personal Care of Older People: This module covers various aspects of personal care, including primary care, nutrition, hygiene, medication, mobility aids and more. Course content:

- Understanding personal care needs
- Primary care services
- Nutrition
- Hygiene
- Mobility Aids
- Chiropody (aka Podiatry)
- Clothing
- Dental Health
- **Format: Self-directed e-learning 1.5 hours**

CIN Vulnerable Older People in Housing Need: Within this training module we will explore the challenges faced by vulnerable older people in securing suitable accommodation. Understanding their experiences and support options helps us to assist them in finding solutions for them to live comfort and dignity. Course content:

- Older people in housing need
- Causes of housing insecurity
- Unsuitable housing
- The human cost of unsuitable housing
- Identifying housing-related problems
- Supports in place for older persons in housing need
- **Format: Self-directed e-learning 1.5 hours**

CIN Saving Money by Understanding Your Energy Bill

Purpose:

We are delighted to introduce our tailored workshop for older people. This innovative educational program is designed to empower Older People by equipping them with essential knowledge to navigate their energy bills, explore energy providers, understand entitlements, adopt energy-saving tips and more.

Key Learnings:

- Understanding energy sources and energy bills
- Managing estimated bills and reading meters
- Calculating energy costs and comparing providers
- Accessing energy entitlements and budgeting effectively
- Practical energy-saving tips

Key highlights:

- The workshop aims to promote independence and confidence among Older People by shifting responsibility to them in a supportive way.
- Training materials and a 32-page A4 booklet were developed in collaboration with CIN and one of our trusted energy provider partners.
- Each workshop participant will receive a booklet to take home, which includes valuable information, key contacts, practical tips, and tools for calculations.

Background:

- In 2024, we piloted this workshop nationwide with four groups of Older People.
- The pilot was conducted as a half-day social event, which included a 2.5-hour workshop supported by MABS, energy provider volunteers, ALONE staff, and external CIN members.
- The feedback was overwhelmingly positive, with participants rating the workshop **9.7 out of 10**.

Workshop:

- **Duration:** 2.5 hours, including a tea break in the middle.
- **Format:** In-person delivery up to 25 Older people per session.
- **Cost:** A flat fee of €200 per session applies. This includes provision of a **32-page A4 booklet** per Older Person attending.

The training aligns climate control initiatives by promoting energy efficiency and sustainable practices. The session will focus on:

- Reducing energy consumption, including optimising appliance use and minimising heating costs, which contributes to lower carbon emissions.
- Exploring renewable energy options and efficient appliances, helping participants make environmentally friendly and cost-effective choices.
- Highlighting grants and support for energy upgrades, encouraging sustainable home improvements.
- Raising awareness of personal actions for climate control, empowering older people to reduce their carbon footprint and support environmental sustainability.

Partner Organisation Responsibilities

- The partner organisation is responsible for securing the venue and providing refreshments if necessary.
 - The partner organisation is also responsible for recruiting older persons to attend the workshop.
 - A representative from the partner organisation must be present for the duration of the training/workshop.
 - The invitation to the workshop extends to ALONE older people in the community (up to 5 participants).
 - **Format:**
 - **In person session**
 - **2.5 hours**
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Digital Champions

ALONE is a national organisation that supports older persons to age well in their homes and communities. We are offering Digital Champion training and supports in a number of ways:

1. **Hi Digital Website** - www.hidigital.ie is a free online course designed for anyone who needs a bit of help developing their digital skills, particularly those who have rarely or never been online (often 65+ years old. You can access it for free and start learning today!
2. **Digital Champions training programme** – run by ALONE CIN (Community Impact Network) creates 'Digital Champions' by giving them the information and resources to support older people use their device and develop their digital skills.
3. **Intergenerational Digital Champions Programme** – run by ALONE CIN, training to students and youths, via e-learning and facilitated workshop and then matched with a local community group/service to provide digital skills supports to the older person. This is run individual to each group/service and we can support on this.

Training audiences and offerings within this training programme:

- A. Hi Digital Community & Voluntary groups, services or organisations.
- B. Hi Digital Intergenerational (Schools & Youths)
- C. Hi Digital Corporates and Drop-ins

For any queries or registering for the Digital Champion training programmes please contact:

digitalskills@alone.ie