

**World Elder Abuse Awareness Day**  
**The impact of COVID-19 on violence, abuse and neglect of older persons**  
**Webinar - Tuesday 16 June 2020, 2PM Geneva / 8 AM New York**

**Opening remarks**



**Ambassador Milenko E. Skoknic**  
**Permanent Representative of Chile to the United Nations in New York, Chair of The Group of Friends of Older Persons, New York**

Prior to his position in NY, Mr Skoknic was Political Director at his country's Ministry of Foreign Affairs, having previously served as Consul-General in La Paz, Bolivia, from 2014 to 2016 and as Ambassador to Argentina from 2013 to 2014. Between 2012 and 2014, he was Chile's Representative in the Dialogue of Peace between Colombia and the Revolutionary Armed Forces of Colombia (FARC), in Havana, Cuba.

Earlier in his diplomatic career, Mr. Skoknic was Chef de Cabinet to the Minister for Foreign Affairs from 2010 to 2013. Between 2005 and 2010, he was Ambassador to Austria, Slovenia and Slovakia, serving concurrently as Permanent Representative to the international organizations based in Vienna, including as President of the Board of Governors of the International Atomic Energy Agency (IAEA) between 2007 and 2008. He also held positions in Chile's Permanent Mission to the United Nations in New York; its embassies in the Holy See, Turkey and Argentina; and its consulates in Toronto, Canada, and Rio de Janeiro, Brazil.

Mr. Skoknic holds a diploma in International Politics and Economics from St. Antony's College, Oxford, United Kingdom. He studied law at the University of Chile. He is married and has three children



**Ambassador Robert MÜLLER,**  
**Deputy Permanent Representative of Austria to the UN, Geneva**

Ambassador Müller has worked in the Foreign Ministry since 1997 and has been posted to New York, Brussels, Berne and Geneva. He has an extensive experience in multilateral diplomacy having covered UN, NATO, OSCE and Council of Europe. He is currently President of the Conference on Disarmament, Head of Delegation to the Conference on Disarmament and Deputy Head of Mission of the Permanent Mission of Austria to the United Nations in Geneva.

Ambassador Müller has studied History, Philosophy and Geography and holds a Ph.D. He is also a graduate of the Vienna Diplomatic Academy.

**Panelists**



**Claudia MAHLER**  
**Independent Expert on the enjoyment of all human rights by older persons**

Ms Mahler started her mandate as [the Independent Expert on the enjoyment of all human rights by older persons](#) on May 2020.

Ms. Mahler, of Austrian nationality, has been working for the German Institute for Human Rights as a senior researcher in the field of economic, social and cultural rights since 2010. She is also a visiting professor at the Alice Salomon Hochschule.

From 2001 to 2009, Ms. Mahler conducted research at the Human Rights Centre of the University of Potsdam where her main fields were in human rights education, minority rights and the law of asylum. In 2000, she was appointed as Vice President of the Human Rights Commission for Tyrol and Vorarlberg. She has also worked as a lecturer in the field of human rights law and as a consultant to OHCHR in Geneva. From 1997-2001, she held the position of an assistant at the Leopold-Franzens-University Innsbruck, Austria in the field of Criminal Law and Criminal Procedures. Ms. Mahler received her doctoral degree in 2000.



**Etienne Krug, MD, MPH**  
**Director of the Department for Social Determinants of Health at the World Health Organization in Geneva, Switzerland**

Dr Krug leads global efforts to prevent violence and injuries, to address social determinants of health and promote healthy ageing. He oversees the development of intergovernmental resolutions and global reports, the implementation of multi-country development projects, and advocacy campaigns. He chairs the International Organizing Committee for World Conferences on Injury Prevention, the United Nations Road Safety Collaboration and co-chairs the Executive Committee of the Global Partnership to End Violence against Children. He is a member of the Editorial Board of several scientific journals. Before joining WHO, Dr Krug worked at the Centers for Disease Control and Prevention in Atlanta, USA, with Médecins sans Frontières and the United Nations High Commissioner for Refugees. Dr Krug holds a degree as Medical Doctor from the University of Louvain in Brussels, Belgium and a Masters Degree in Public Health from Harvard University and has received many awards.



**Jilene Gunther, MSW, JD**

Jilene Gunther is the national director of AARP's BankSafe Initiative. She focuses on the intersection between financial exploitation, dementia, caregiving and the accessibility of the banking environment for older adults. Core to that effort is her work leading the development of a game-changing financial exploitation prevention training program that is empowering the frontlines of financial institutions nationwide to curb exploitation. She's spent the last 15 years developing programs and conducting groundbreaking research that have advanced financial exploitation prevention across the country, including the creation of the nation's first banking account feature to help family and caregivers prevent exploitation.

Jilene has authored two books on consumer rights and elder law, and has written a pioneering analysis on the economic cost of financial exploitation. Jilene has received 15 awards and counting, including the State of Utah's Woman of the Year Achievement Award. She holds a Masters in Social Work from Washington University in St. Louis, and a Juris Doctor from the University of Utah.



**Chief Kikelomo (Kiki) Lanionu Edwards**

Nigerian Chief Kiki Lanionu Edwards has over 30 years' experience in elder care provision and management. She is the founder and CEO of the Dementia Care Society of Nigeria (DCSoN); the founder and director of Rossetti Care Ltd, Nigeria; the first home for older persons in Ibadan, Nigeria. She also founded [DementiaNigeria.com](http://DementiaNigeria.com) an online platform to raise awareness, educate and support families of Nigerians living with dementia. Kiki (as her friends fondly refer to her) was elected in 1996 as a Full Member of the World Dementia Council. She vowed to use her 3-year tenure to ensure Nigeria and other African countries continue to work towards reducing the stigma, contributing effort into finding a cure, and developing a dementia strategy to care for people with living with Dementia.



**Michael S. Mulvey, PhD**

Michael S. Mulvey is Section Head of Marketing/OB-HR at the University of Ottawa's Telfer School of Management and a member of the LIFE Research Institute. He is an expert in using qualitative research methods to uncover how customers think, especially the impact that meanings have on decision-making. His academic interests include perceived value, brand positioning strategy, visual rhetoric and reader-response theory, customer journey mapping, cross-border shopping, and advice-giving and advice-taking in online forums.

Michael has published on these topics in academic journals including *Advances in Consumer Research*, *International Journal of Research in Marketing*, *Journal of Brand Management*, *Journal of Economic and Public Policy*, *Journal of Leisure Research*, *Journal of Public Policy and Marketing*, *Journal of Retailing*, *Psychology & Marketing*, and *Qualitative Market Research: An International Journal*. His current research focuses on developing age-friendly business practices in the retail and travel sectors. On the industry side, Michael consults with companies and law firms, is an active keynote speaker, and is a go-to media expert on the topics of branding, consumer trends, and marketing strategy.

## Moderators



**Amal Abou Rafeh**  
**Chief of Programme on Ageing Unit at the United Nations Department of Economic and Social Affairs in New York**

Amal Abou Rafeh serves on the Secretariat of the General Assembly's Open-ended Working Group on Ageing and is a member of the Steering Group of the Titchfield City Group on Ageing-related Statistics and Age-disaggregated Data.

Amal joined the United Nations in 2001, working in the areas of social policy, sustainable development and demography, and served on the Secretariats of the World Summit on Sustainable Development (2002) and the High-level Meeting on Youth (2011). She held positions in Beirut and New York. Before joining the United Nations, Amal lectured on analysis of social and demographic data.

Amal was born in Riyadh, Kingdom of Saudi Arabia and holds a Master of Science in Population Studies from the American University of Beirut.



**Monica Ferro, Director of the UNFPA Office in Geneva**

Monica Ferro is the Director of the UNFPA office in Geneva since April 2017. She has worked to promote equality, development and human rights for the past 20 years.

Prior to joining UNFPA, Ms. Ferro had a twenty-year career of public service in Portugal, during which she served as the Secretary of State for National Defense, as a university lecturer, a media personality and an activist.

She was a Member of Parliament; Chair of the All Party Parliamentarian Group on Population and Development; and Vice-President of the European Forum of Parliamentarians for Population and Development. She has been a columnist for several national newspapers and magazines, and authored several articles, books and book chapters on the United Nations, Development Cooperation, Human Rights, Security Sector Reform and Gender equality.



**United Nations**

Department of Economic and Social Affairs

**NGO Committee on Ageing**  
 GENEVA



**GENEVA GoF-HROP**  
 Group of Friends of the Human Rights of Older Persons

