

EUROPEAN PLATFORM FOR REHABILITATION

The network of leading service providers to people with disabilities

NEWSLETTER

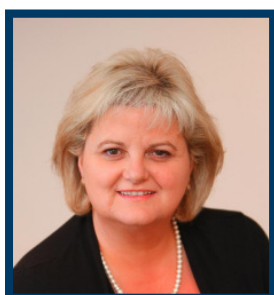
Editorial

Special:

- **Calendar of EPR Activities in 2012**
- **EPR Annual Conference 2012**
- **Latest developments in EPR member centres**

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Dear EPR members,

I am delighted to have been elected in December as the President of the EPR for the period 2012-2014. This is a challenging time for all social services

organisations in Europe; however, our skills, experiences and flexible 'can-do' ethos make it also a time of opportunity, for each one of our organisations and for us collectively as the EPR. I am confident that with all your support, the EPR will have a highly successful period, achieving the ambitious goals laid out in its strategic plan.

The EPR is in many ways a unique organisation, because it is driven by its members, and the input and work of members is intrinsic to its success. The added value that EPR member organisations bring to our clients and to government and private customers in each of our countries has become even more valuable. The platforms that EPR provides us all with for innovation, collaboration and shared learning across organisations and across borders help us to stay to the forefront of advances in rehabilitation and in services to people with disabilities and others who are marginalised, benefiting all the people we serve.

The impact of the work of the EPR member organisations is immense. Every day, the lives of thousands of people across Europe are fundamentally improved by the work that is carried out by dedicated, professional staff. The EPR's Strategic Plan for 2012-2014 focuses on supporting members to further develop their activities as successful and sustainable

organisations, through facilitating mutual learning, providing platforms and opportunities for research and innovation as well as business development activities. In achieving this, we will also enhance the disability and social services sector in Europe, and ensure that our collective expertise can offer real benefits in proposing solutions at European level, and in leading and developing change.

To achieve these ambitious strategic goals the contribution of each and every member organisation is essential. An effective EPR is an organisation that fully harnesses the energy and the talent pool available in each of our organisations. EPR relies on the engagement and the contributions of members. My own organisation, the Rehab Group, has benefited greatly from its involvement in many EPR activities, and we will continue to invest time and effort in participating in EPR because the return is excellent, for our clients and our staff.

I would urge you to disseminate this newsletter widely within your organisation, and encourage them to become involved in EPR-related activities. New technology means that engagement by a wider group of people can be inexpensive, and encouraging a wide pool of staff with diverging experiences and fresh ideas to share their experiences and learn from each other will benefit all of our organisations.

I would like to thank my predecessor Bjorn Paulsen for all of his work, and thank my colleagues on the EPR board for their contributions to the EPR as well as Jan Spooren and his team in the secretariat for their hard work. I look forward to working with you all over the coming two years and wish you every success.

Angela Kerins
EPR President

Calendar of EPR events 2012

June

- Relations with Employers *, *Training seminar, 6-7 June 2012, Birmingham, UK*
- EPR Annual Conference *, *27-28 June, Fevik, Norway*
- Research & Development forum, *Meeting, 27-28 June, Fevik, Norway*

September

- Transition for youngsters with disabilities *, *Benchmarking group, 11-12 September 2012, Oulu, Finland*
- Benchmarking on quality within the EQUASS framework *, *Seminar, 20-21 September 2012, Amadora, Portugal*

October

- Strategic Workshop for Directors *, *17-18 October 2012, Madrid, Spain*
- Outcome measurement in vocational rehabilitation, *Benchlearning group, Oct/ Nov 2012 (date and location TBC)*

November

- Multidisciplinary and interdisciplinary approach in medical rehabilitation, *Action learning group, 22-23 November, Ljubljana, Slovenia*

* : also open to associate members

List of meetings and events as known currently. In case of any changes you will be duly informed. It is advised to always confirm details of events with the Secretariat prior to attending.

For further information or registration, contact the EPR Secretariat:

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News from the members

The Insertion Companies : a project of Social Entrepreneurship

AFID

Insertion Companies are organised entities in a business logic of production of goods or services, in different sectors of economic activity. They seek above all to meet the needs of the public to whom they serve. The socio-professional insertion of disadvantaged people in the labour market through a productive activity constitutes one of the strands of the social economy. In Portugal, insertion companies appeared following civil society initiatives, encouraged by government, in a top-down implementation logic, and gained added momentum by tertiary sector organisations. The process is similar to the French model of "Entreprise d'insertion".

The people employed by these companies are heterogenous, involving different problems of social

exclusion, and revealing at the same time different abilities to perform tasks.

AFIDGREEN AND AFIDCLEAN

AFID, since 1999, has invested in the creation of insertion companies, having first created AFIDCLEAN, and later on AFIDGREEN in 2008. The main objective was to promote the right to employment and to fight social exclusion of disadvantaged people.

AFIDCLEAN provides cleaning services for all the social equipment of Fundação Afid Diferença. 2011 has a new challenge: to expand the range of services to private households who are in need of this service (mainly the elderly). AFIDGREEN provides services in the area of creation and maintenance of green spaces, and has a portfolio of clients which include both public and private entities.

Undoubtedly, insertion companies are viewed as an innovative and dynamic experience. The economic feasibility studies show that these initiatives may become a solution for the future, in other words, a *positive opportunity* to fight the economic crisis.



CRM and CENTRAPRO working together

Centre de Réadaptation de Mulhouse



A charter of partnership between CRM and Centrapro (Association grouping together establishments and services of help by

working and adapted companies of the department of the Haut-Rhin) was signed on Wednesday 28 March 2012 in the Rehabilitation Centre of Mulhouse. Many stakeholders were present for this special occasion: all the Directors of adapted establishments, the Director of the Departmental House for people with disabilities, representatives of the Employment Agency, a representative of the Chamber of Business and

Industry but also two companies (PEUGEOT PSA and Weleda) partners of the CRM and adapted structures.

The objective of this partnership is to facilitate access to CRM's structures to promote the complementarity of mutual expertise to support life or the professional projects of people with disabilities.

In concrete terms, CRM places tools and competence in assessment at disposal. The ESAT (sheltered workshops) and E.A (adapted companies) offer to the CRM trainees the possibilities of a professional assessment to bring elements for the decision-taking on an orientation or not in adapted or protected environment.

The Inclusion Initiative

Berufsbildungswerk Südhessen

Severely disabled young people still have poor access to vocational training and to the labour market. Frequently, they have to face placement obstacles such as the prejudices or insecurities of their prospective employers in dealing with them. Therefore, it is imperative to provide sustained support to severely disabled youths during their transition from (special needs) schools to vocational training and employment. This is exactly where "Initiative Inklusion" starts, the inclusion initiative conducted by the two Hessian vocational training centres (Berufsbildungswerke) since September 2011.

Target groups

The concept is focused on severely disabled students, in particular those entitled to special needs education. The participating schools are all schools with a support focus on mental development, physical and motoric development, vision and hearing.

Project Objectives

The main objective is to implement a concept and to develop structures that will allow each and every severely disabled student to orientate himself on the job market, according to his or her individual condition and following well-defined

quality standards. The Berufsbildungswerk Südhessen will make good use of its longstanding competence in the fields of vocational orientation and training as well as our strong superregional network in the project approach for Initiative Inklusion.

In-depth vocational orientation

The participating students are encouraged to realise and test their vocational interests, desires and suitability by providing a thorough determination of their fitness/suitability and in-depth vocational orientation. This will strengthen their decision-making competence with respect to choosing a profession and deepen their vocational and procedural knowledge and experience. By finding out about their competences and by providing support and practise-orientated evaluation, their chances of finding the most suitable career upon leaving school improve significantly.

To read the entire article, consult the [News from members](#) section of the EPR website.

"Foremost, this is about conveying a realistic picture of working life and of specific job profiles to each and every student while opening up perspectives for them, so that they can find a fitting career for themselves."

Carsten Rehbein, Head of department at BBW Südhessen

Latest developments in Kompetanseutvikling Grenland (GREP)



GREP is developing a concept on drop outs in cooperation with Folkeuniversitetet ("folk" university in Norway). The aim is to develop an educational system built on the unique interests of each students. Through this work we would like to understand their motivation and further develop this into areas of vocational training and employment. This is the opposite of traditional consequence pedagogic. In GREP we have a lot of industrial production. Our main goals for this area are that the production activity supports our clients, and that this kind of sheltered work is compatible with employment in ordinary work life. The latest development areas we have been focusing on include the

collaborative work of the subjects, sign installation and maintenance, ground engineers and energy engineers. This is within the area of railway operations.

We are also focusing on expertise in laser technology. Earlier this year GREP invested in the latest development in laser technology.

In 2011 GREP delivered, from supported employment, 69% back to work. After the first quarter this year 75% of the service users left GREP, and started again in ordinary work. This is a result we are satisfied with. However more important is that these results make people believe in themselves and in their own skills.



Introducing some activities of EPR's newest Associate member APPACDM Vila Nova de Gaia

APPACDM V.N.Gaia is a Portuguese Association of parents and friends of people with mental disabilities. Even during those harsh times, APPACDM V.N.Gaia reveals an enterprising spirit focused on the rehabilitation and promotion of the quality of life of its customers. The organisation also tries its best to improve the educational, social and professional competences of students with disabilities who belong to its community.



Residential Home - Rasa

New Facilities and Protocols

A good example of this spirit is the setting up of new facilities: the Canidelo's occupational activities centre and Rasa's Residential Home, which required a budget of 1,890 Million Euros, co-financed by the POPH (6.12 measure) programme.



Occupational Activities Centre Canidelo

Employment & Inclusion

APPACDM V. N. Gaia also engages on society inclusion and on the promotion of people with disabilities through innovative protocols in Vila Nova de Gaia within education and employment areas. On the 30th of March, 2012, *Parfois* and APPACDM V. N. Gaia established a cooperation protocol which enables customers to leave the institutional context and develop a working activity in a real company by producing *Parfois'* goods.



Workshop and professional training programmes

"Gaia, City with Future" was signed up with the Costa Matos School on the 11 January 2012. Among other aspects, it provides Workshops for the school community, given by APPACDM V. N. Gaia staff, and professional training programmes (CAF that allow students to use the existent resources in APPACDM Vila Nova de Gaia. It also provides transition programmes for the multiple disabilities facilities' students.

Knowledge Management Centre

EPR Innovation Prize 2012 looking for the winner

The EPR Innovation Prize competition will close at the beginning of May and the winner will be announced in the coming weeks.

The Prize winner will be selected by the EPR Centre Coordinators based on a series of pre-defined criteria on the quality and innovative aspects of the practice. The winning organisation will be given the opportunity to present its best practice during the Innovation Prize Awarding Ceremony, at the upcoming EPR Annual Conference, on 28 June 2012 in Fevik, Norway. The EPR

Innovation Prize Awarding Ceremony is a great way to exchange good practice with fellow EPR members, as well as to promote a project and an organisation.

To learn more about the Prize and the selection procedure visit the "**Knowledge Management**" section of the EPR website. The KMC is accessible at <http://epr.eu/kmc>.

Good luck to all of those who have participated this year!



Recent additions to the KMC include:

New services and methodology:

- * Dreams come true - Innovative ways to support employment of people with disabilities
- * Patient typologies with the Multidimensional Pain Inventory
- * Exercise 4 All

Centre Action Plans (CAPs)

Benchmarking on the Balanced Scorecard

The aim of this two-day seminar held in February was to provide participants an insight into the successful application of the balanced scorecards and other strategic and business planning tools used in their organisations. Discussion allowed them to learn from the experience of each other. The training seminar was built on Cedar Foundation's experience of using balanced scorecards combining best practice insights and the theory underpinning the development and successful deployment of third-generation scorecards.



Benchmarking on services to people with acquired brain injury

This benchmarking group gathered for the second time in Heinrich-Haus (Josefs-Gesellschaft) Neuwied, Germany, on 18-20 April 2012. It was a follow-up meeting to the one held in Heliomare, the Netherlands, in October 2011.

Participants benchmarked current approaches of services to people with acquired brain injuries mainly in relation to the transition from school to work and independent living, and the inclusion of families. Heinrich haus opened the doors of a medical centre for neurological rehabilitation and of special services in the field of assistive (semi) independent living.

Research & Development Forum

The R&D Forum gathered on 13-14 March. Two research project proposals were drafted on topics identified of common interest, namely supported employment and independent community living.

They will be presented at workshops at the Annual Conference in June, with the view to survey interest and support in wider EPR membership. The Forum will also present the outcomes of its two-year work to the EPR Board of Directors in June.

EU-policy on disability and social services



The event held on 28-29 March 2012 gathered 15 professionals from 10 European countries. It provided participants with a general understanding of EU policy in the field of disability and social services, the main actors at EU level and the main issues at stake. The

first session led the participants through the Europe 2020 Strategy for a smart, sustainable and inclusive growth, the Open Method of Coordination and the EU Disability Strategy 2011-2020.

Participants then discussed the EU non-discrimination legislation and confronted their understandings working on a case study. Some issues related to EU public procurement with high relevance for social service providers have also been tackled.

Finally, focus groups were run on the impact of the economic crisis on the service provision and on the rights of people with disabilities, especially with regards to selected articles of the Convention of the United Nations for the Rights of Persons with Disabilities (UNCRPD).

Challenging behaviour: an inspiring training

Peter Baker, Honorary Senior Lecturer at the Tizard Centre of the University of Kent, UK, ran a two-day training session with participants from 5 EPR member organisations. These professionals, from different services and of different professions, reflected on theoretical models of challenging behaviour and on approaches to assessment and intervention for different client groups.

The strong practical orientation of the training enabled participants to conduct basic assessments of the factors influencing challenging or aggressive behaviour in individuals and to develop constructive support and prevention plans for individuals. They also discussed methodologies to design adequate services and environments that reduce the "need" of challenging behaviour



Public Affairs

EPR speeds up lobby activities via “Social Services Europe”

During the first months of 2012, the newly established ‘Social Services Europe’ proved to be a very productive vehicle for influencing the European policies in our sector. EPR contributed to the drafting of several position papers that were distributed to members of the European Parliament and key actors in the European Commission:

- * Comments on the draft directive on procurement (of social services)
- * Recommendations for follow-up actions on the European Quality Framework for Social Services

* Reflection on the job creation potential of the health and social services sector

The active lobbying of Social Services Europe reflects the belief in the crucial role not-for-profit providers have in the further development of a more social Europe and the values that social Europe should encapsulate. As one of the founders of Social Services Europe, EPR is satisfied that recent developments confirm there was a space for a formal, strong network that can promote the not-for-profit agenda in the social services sector.

EPR focuses on public procurement

EPR is currently following the debate on the adoption of the new proposal for a directive on public procurement presented by the European Commission last December to the European Parliament. EPR analysed the impact and implementation of the existing European directive regulating public procurement procedures in the field of social services, and discussed the new proposal published with the aim to simplify and modernize such procedures. In its analytical paper EPR analysed the main changes contained in the proposal, welcoming the recognition of the specificities of social services as opposed to other services of general interest (SGEI), and highlighting areas that need clarifying in order to simplify the participation of social services providers in bidding for public contracts. As member of Social Service Europe, EPR also published a position paper on the main relevant issues for social services providers in order to ensure that the new legislation is suitable for social sector. The analytical paper is available for EPR members in the **Public Affairs section** of the EPR website, www.epr.eu.

Projects

EPR Active Inclusion of young people with disabilities and health problems



EPR is involved in a research project funded by the European Foundation for the Improvement of Living and Working Conditions (**Eurofound**).

This flagship initiative covers in total 11 countries and exposed the alarming relevance of the topic, highlighting the increasing number of young people out of employment, education or training, and relying on benefits in many countries. The research brought to light the structural challenges related to accessing social services, income,

integration in the labour market and lifelong learning opportunities, but also identified a sample of 44 good practices of active inclusion.

All national reports, among them those drafted by Luovi (Finland), Los (Denmark), Momentum (UK) and CRPG (Portugal), are gradually being published on the Eurofound website : www.eurofound.europa.eu (go to Area of expertise Social Cohesion, then click on the link Active inclusion of young people with disabilities or health problems).

ATIS4All Project Third Workshop



EPR attended the 3rd Workshop of the ATIS4All project, which took place in Madrid on 12 and 13 March. The meeting's main objectives were to identify the web 2.0 applications and tools to the self-management of the portal and to discuss the dissemination and sustainability plan. The workshop marked a concrete first step towards the realisation of the ultimate objective of ATIS4All: participate

to the creation of an open and collaborative web portal with up-to-date information on accessible technologies, products and services. The portal will also serve as a free database of open-source softwares, and will be moderated by a network of experts in the domain.

For more information about ATIS4All, contact Julie Buttier at julie.buttier@epr.eu.



EQUASS

EQUASS continuous efforts towards capacity-building

EQUASS Assurance in Olsberg

Eleven participants were trained to obtain or maintain their EQUASS Assurance Auditor nomination in Olsberg, Germany, on 16, 17, 18 January 2012. As per the new training system, they could attend the training for one day only, or three days for the new auditors, as well as experienced auditors interested in an in-depth training. The participants staying for the full duration of the training received

information about the new EQUASS 2012 system and its applications; they were trained in preparing the audit and site visit, reporting, and in the process in the audit. The training received an overall satisfaction rating of 4,14 over a maximum grade of 5.

EQUASS Consultancy in Vilnius

Six participants attended the two day session, and were trained in performing various consultancy tasks for the benefit of prospective EQUASS applicants and social services providers.



The training received a very good reception in its evaluation, despite serving persons from different backgrounds with different expectations. The training received an overall satisfaction rating of 4,33 over a maximum grade of 5.

Interview with an EQUASS Auditor

Meet Sissel Andreassen, EQUASS Auditor since 2007

Sissel Andreassen has visited 110 different rehabilitation organisations in Norway. She has performed 85 audits, 23 audit test-days and one supervision-day in organisations with a staff varying from 2 persons to 1500. To read the rest of her interview, consult the EQUASS Annual report 2011 or the May 2012 issue of the EQUASS Newsflash. Both publications are available on the EQUASS website, www.equass.be.



How and when did you first get involved with EQUASS?

Accidentally on a Web-search, I found a notice that Norway

was looking for EQUASS Assurance Auditors. At that time, I had been working as a nurse with Quality Improvement in Health Care service for many years. I hoped I could use my experience in another area, and followed an Assurance auditor training in Oslo in February 2007. It took some time before the organisations were ready for an audit, so my first visit to a rehabilitation organisation was in June 2008. [...]

Why would you recommend this system to social services providers?

The system contains agreed, necessary elements that, in my opinion, make it a good management tool to ensure development of the staff and the organisation and to achieve expected services for persons served and customers. Another benefit is the focus on results according to the organisational mission and not only on financial and production conditions. It is my opinion that the EQUASS certification results in a professionalization of service provision in Norway.

What are some the challenges that you have faced?

[...] It may also be a challenge during two days to get the necessary overview and understanding about the structure, system, culture and attitudes in big organisations, sometimes with several locations. But this is why auditing is so exciting and challenging! You must use all your knowledge about quality system and cooperative processes.

In some cases the organisations' motivation might be a

challenge since the system is required here in Norway, and is not something they had chosen themselves. Luckily I have just experienced difficult communication and cooperation a few times only.

Based on your extensive experience, do you have some advices for EQUASS auditors? And for social service providers?

To be an EQUASS Assurance Auditor requires structured work, humility and a special interest for organisation system and culture. It takes some time to get to know the framework well - to learn the system's logic and coherence. This demands a volume of audits over a period of time. Just a few audits a year must be like starting all over again every time. My overall advice to auditors must be: work systematic and with respect for the framework and the social service provider. [...]

My advice to service providers is: develop a system based on KISS – keep it small and simple and measure results of efforts. Every management system should give service providers motivational feedback. It's my opinion that we are good at planning – very good at doing – not so good at studying our results of service provided - and not good at systematic, structured improvement based on facts. Learn by doing – and discover that it's useful and fun!

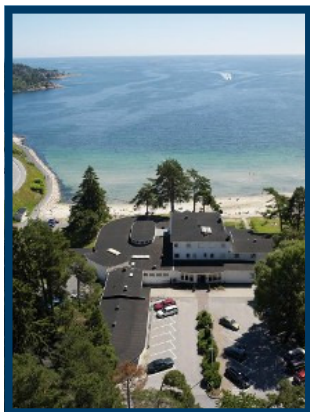
EQUASS upcoming events

9 May 2012: EQUASS Awarding Committee, Brussels, Belgium

21-23 May 2012: EQUASS Excellence auditor training, Brussels, Belgium

20-21 September 2012: Benchmarking on QUALITY with EQUASS, Amadora, Portugal

EPR Annual Conference 2012



The EPR Annual Conference 2012 is almost there and the organisers are busy arranging the last details to welcome you to **Fevik, Norway**, on **27 and 28 June 2012**. This year, the conference is organised in cooperation with EPR's two Norwegian members: Durapart and AVRE.

The programme of the conference focuses on the theme: **Continuum of services**. EPR and its members recognise that people with disabilities greatly benefit from coordinated and integrated approaches to care. When providers work together, it is easier to navigate the service system, and there is greater capacity for care continuity and effective transition between the various services required. The conference sessions will provide guidance and good practices on this particularly relevant issue.

In addition, EPR is organising two professional development activities around the conference: the EPR Board of Directors and an EQUASS Local License Holders summit. Both will take place on 26 June. EPR centres have until **Friday 25 May** to register to the Annual Conference. For more information, consult the **EPR website** (www.epr.eu), "Upcoming events" section.

Annual Conference Programme Highlights

Day 1 - Wednesday 27 June 2012

- *Multidisciplinary approach*, by Helena Burger from the University Rehabilitation Institute of Slovenia
- *Chain Care/Partnerships*, by Anja Kallio-Koski from the Luovi Vocational Institute
- *Strategy for getting more people with disabilities into ordinary jobs*, by Rune Kvarme from the Confederation of Norwegian Enterprises (NHO)
- Parallel Workshops on project results from EPR members
- *The International policy context*, by Jan Spooren, EPR Secretary General
- *The role of the professionals in ensuring a continuum of services*, by Donal McAnaney, EPR senior expert
- Round table discussions on the role of the professionals
- Panel debate on how to involve local actors in a community-based approach to rehabilitation
- *The EQUASS principle of Comprehensiveness in service delivery*, by Jean-Claude Schrepfer from the CRM and Bernd Seggebäing and Bernd Suttrup-Füssner from Benediktushof, Josefs-Gesellschaft

The first day will be concluded by the traditional **Annual Conference dinner** and a boat trip to enjoy the famous Scandinavian white nights.

Day 2 - Thursday 28 June 2012

- *Early intervention: Integrating vocational and medical rehabilitation during admittance in hospital for young people with severe mental illness*, by Beate Brinchmann from the Nordland Hospital Trust
- Parallel Workshops on innovative practices and methodologies
- *From case management to customer management*, by Frank t'Hart from Heliomare
- EPR Innovation Prize Awarding Ceremony
- *'Mindfulness': stress reduction inspired by a holistic view of the client*, by Anne-Mari Graver from Durapart

* Please note that changes in the programme might occur. The conference programme is regularly updated on the EPR website.

The European Platform for Rehabilitation (EPR) is a network of leading European providers of rehabilitation services to people with disabilities and other disadvantaged groups. EPR's member organisations are influential in their countries and stand for high quality service delivery in the fields of vocational education and training, reintegration, medical rehabilitation and social care.

EPR assists its member organisations in achieving continuous professional improvement, best practice and competitiveness in every aspect of service delivery. Recognised as an important player on the European scene, the network receives structural funding under EU's Lifelong Learning Programme. EPR has a seat on EU's High Level Group on Disability and has participatory status with the Council of Europe. EPR cooperates actively with all key sectoral stakeholders.

EPR on the web!

For regularly updated information on EPR and its activities, visit our website:

www.epr.eu

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EUROPEAN PLATFORM FOR REHABILITATION

The network of leading service providers to people with disabilities

EPR's Vision

EPR contributes to a society where every person with a disability or other disadvantages accesses the highest quality services that create equal opportunities and independent participation in society. EPR intends to 're-think' and 're-invent' service provision as well as service-providers with the aim to match reintegration and participation of clients with the newest developments of a market driven by objectives and outcomes.

EPR's Mission

The goal of the network is to assist its member organisations to achieve continuous professional improvement, best practice and sustainable growth in every aspect of service delivery to people with disabilities and other disadvantages. Through its Public Affairs activities, the association also intends to enable service providers to contribute to the formulation of European social policy and legislation, as well as facilitating access to EU funding.

EPR's Values

- ★ Innovative and entrepreneurial pioneering
- ★ Openness to share and exchange expertise, knowledge and information
- ★ Solution-orientation
- ★ Independence and neutrality
- ★ Professionalism
- ★ Partnership



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