



**EUROPEAN PLATFORM FOR REHABILITATION**  
*The network of leading service providers to people with disabilities*

# NEWSLETTER

## Special:

- **Prometheus Final Conference**
- **Marketing of Rehabilitation Services**
- **2010 EU Day of People with Disabilities**

## Editorial



Dear EPR members,

The success of the Prometheus conference on the 17-18 November confirmed the leadership of EPR on the theme of quality. It is also a demonstration of how EPR can put into practice its strategic objective to enhance the disability sector and make a real difference for people with disabilities and other disadvantages. The main conclusion of this event was that policy-makers and sectoral actors at both European and national level agree on a European definition of quality. The diversity of different countries and various service sectors is overcome via the use of common quality principles and criteria that can be complied in various ways. For EQUASS, this means another break-through as it is currently the only system that can verify the actual compliance of services within the quality frameworks agreed at European level.

Also at the level of EU policy, the last quarter of 2010 has been a crucial period. The EU Disability Strategy 2010 – 2020 was finally launched after a long round of consulting the sector, and during the coming decade will determine the policy-making in the rehabilitation sector. The biennial report on social services which was finalised by the EC in November will impact even more on the activities of EPR members. The report predicts an increasing importance, over the coming years, of social services in terms of both economic weight (already now more than 5% of GDP) and as a source of employment. The growth of the sector is already posing challenges to find and retain sufficient qualified and motivated professionals which are more than ever the

main asset to provide modernised and high quality services. Consequently, staff-related issues will be a major theme of EPR activities during 2011.

For EPR members, 2010 was obviously a challenging year during which strong management decisions were needed to cope with the economic crisis. However, it is surprising and at the same time very encouraging to see that all organisations in our network have stabilised or even reinforced their position over the last months. The difficult context forced them to prove their leadership in their respective countries, and the continuous focus on innovation and increased efficiency clearly paid off. The strength of the EPR members was also reflected in a stable membership of EPR. The application for membership from several new service providers throughout Europe is another indication that international co-operation is also often conceived as a solution rather than a cost in financially hard times.

2011 announces itself as a promising year during which EPR will maintain and improve its service package for members. Besides, EPR intends to enter new grounds with its plans to engage in R&D and consultancy activities. Finally, the coming year will also focus on the further future of EPR with the design of a new strategic plan 2012 – 2014.

I hope this newsletter will achieve its objective to update you with some developments in the sector, EPR and its membership. This brief introduction might also inspire you to consult in more depth some of the documents produced, or to participate in one of the many activities that will take place during 2011. Let me finally wish you and your families a very happy holiday season and above all good health during 2011.

**Bjørn Paulsen**  
**President of EPR**

## Sections:

Calendar	[2]
News from the members	[3-6]
CAPs	[7]
Projects	[7 - 9]
Public Affairs	[9 - 10]
EQUASS	[10 - 12]
EPR Secretariat	[12]



## Calendar of EPR events 2011

### March

Board of Directors meeting, 2 March, Brussels, Belgium

EPR Coordinators meeting, 2 March, Brussels, Belgium

### June

Strategic Workshop for Directors, 16 June, Taormina, Sicily, Italy

Board of Directors meeting, 17 June, Taormina, Sicily, Italy

### September

Board of Directors meeting, 29 September, Heidelberg – Neckargemünd, Germany (hosted by SRH)

### November

Board of Directors meeting, 10 November, Athens, Greece

EPR Annual Conference 2011, 10 - 11 November, Athens, Greece

Final meeting of the Benchlearning group on Outcome measurement in Medical rehabilitation, 10 - 11 November, Athens, Greece (exact date TBC)

### December

AEGIS 2nd International Conference, Project Final Conference, 30 November - 1 December - 2 December, Brussels, Belgium

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List of meetings and events as known at the moment. 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.

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For further information or registration, contact the EPR Secretariat: Tel: +32 2 736 54 44, E-mail: [claude.delfosse@epr.eu](mailto:claude.delfosse@epr.eu),  
Website: [www.epr.eu](http://www.epr.eu)

## News from the members

### The Vocational Training Center Neckargemünd now an official Unesco Associated School

#### Stiftung Rehabilitation Heidelberg (SRH)

The Vocational Training Center of the SRH Berufsbildungswerk Neckargemünd (BBW) was awarded the official status of a recognised Unesco Project School in the international educational network after a two-year probation period. Recently, Volker Hörold, the Federal Coordinator of the Unesco Associated Schools, granted the certificate to the Vocational School dedicated to the support and education of young adults with special needs. As a result, the BBW Vocational Training Centre is now one of the 155 German and 8.800 worldwide certified Unesco Project Schools.

Since joining the worldwide school network of the Unesco in April 2008, the BBW has incorporated the ideas of international communication and intercultural education into daily learning. This has shown that a vocational school is a suitable place to implant a positive impulse in order for young people to learn and develop social competence. During their vocational training these young people are at an age in which they are often still forming their social worldview and searching to find their role in society. Special focus is placed upon the communication of the values of

democracy, human-rights, tolerance and environmental protection.

The Chief Executive Officer of the BBW in Neckargemünd, Jörg Porath, is pleased with the Unesco certification and for the successful completion of the two-year probation period: "The continuing engagement of our vocational centre within the international school network, gave no room for doubts, that we, in the future, will enthusiastically wave our banner for having successfully reached our goals and ambitions within the guidelines for the Unesco Project Schools".

The participating project-schools represent educational institutions of diverse school systems. However, in addition to the normal curriculum a special focus is placed upon additional themes of social and ecological awareness. Partnerships and international joint venture projects with diverse countries have been initiated. The students profit immensely from the seminars, conferences and exchange programs.

**Contribution from Renate Bauder,  
Berufsbildungswerk Neckargemünd GmbH  
Renate.Bauder@bbw.srh.de**



The certificate was handed over by the Federal Coordinator of the Unesco Associated Schools. From left to right: Joachim Trabold, deputy manager of the BBW, Volker Hörold, Manfred Weiser, principal of the Vocational Training Center.

## To fly away against the pain

### Centre de Réadaptation de Mulhouse

For a few minutes, suspended in the air, trainees of the Centre of Rehabilitation of Mulhouse forget their disability and their pain. With the dancers of the company MOTUS-MODULES, they participate in a workshop of air dance, organised for the second year. This workshop is part of the annual “Week for Employment”.

On sweet musical notes, the trainees spin several meters above the gym floor, supervised and guided by the dancers of the company MOTUS-MODULES.

A trainee told us that in the air, her body didn't have pain anymore. But when she came down to earth, she took back her burden.

Financed by PEUGEOT CITROEN Mulhouse, this workshop deserves to go on so that people with disabilities can continue, every autumn, to fly away in the air safely.

**Contribution from Jean-Claude Schrepfer, CRM**  
 Jean-Claude.SCHREPFER@arfp.asso.fr



## CRPG promotes an energy saving training campaign for people with disabilities

### CRPG

More than a thousand people with disabilities from all over Portugal will be involved in the training campaign that CRPG – Centro de Reabilitação Profissional de Gaia – is currently undertaking aiming to promote more efficient energy consumption patterns. This project was developed in partnership between CRPG, Iberdrola and Glintt, two private organisations from the energy sector, with the support of the Energy Services Regulatory Authority. Tomás Tomadas is the mascot of this project that is expected to finish in March 2011. More information about this project at the project website available at <http://www.crbg.pt/energiaeficiente/Paginas/SiteSelect.aspx>.



**Contribution from Ana Pinto, CRPG**  
 ana.pinto@crpg.pt

## CRPG participated in the event “24 hours against poverty and social exclusion”

### CRPG



Did you know that the unemployment rate in Portugal is 2,5 higher in people with disabilities than in the general population? This was one of the key figures that CRPG presented in the event “24 Hours against poverty and social exclusion”, promoted, in October, by the Porto Delegation of European Anti Poverty Network and with involved a large number of organisations within the social intervention sector.

2010 is the European Year for combating poverty and social exclusion 2010 and CRPG wanted to draw attention to the high level of incidence of poverty and social exclusion among people with disabilities. CRPG set up 9 mannequins, each one with a core statistic regarding disability, poverty and social exclusion.

**Contribution from Ana Pinto, CRPG, ana.pinto@crpg.pt**

## ACTrain, accessible web based and interactive video supported skills transfer

### University Rehabilitation institute, Republic of Slovenia

There are several reasons, at the European level, why a consortium of experts from Slovenia, Greece, Italy and Austria, with excellent knowledge and experience in the education and training of the Deaf and Hard of Hearing, Blind and Partially-Sighted (4 target groups), have decided to submit this proposal:

- these targeted groups do not have equal access to (ICT-based) education and training, and applications for ICT are often not user-friendly;
- the existing teaching methods, materials, and approaches are not keeping pace with the technological changes sweeping through our society and ICT often has an insufficient presence in those European education and training systems that need to adapt to these changes (progress report adopted by the European Commission in 2008);

• ICT-based education and training is inaccessible for many European citizens, depending on their socio-economic backgrounds.

The project started on 1st January 2010 and will finish on 31st December 2012.

In order to provide innovative learning through ICT at the European level, this consortium will develop innovative ICT-based training in ceramic designs for at least 70 deaf and hard of hearing, blind and partially sighted learners. Moreover, this innovation will be accessible to every European citizen. Experts will initiate this innovation over 6 piloted training programmes and design a Project Promotion Campaign, including dissemination of the results, at local, regional, national and European levels through the network of the European Platform for Rehabilitation. This will include all relevant European institutions concerned with educating and training people with special needs, policy makers,

and others involved, with the purpose of transferring their findings into the mainstream practice and promotion of anti-discrimination and awareness-raising activities, social inclusion, ICT-based learning for all, EU-policies, and Lifelong Learning Programme.

The long-term objective of this proposal is to establish a firm foundation for the acceptance, formally or informally, of innovative ICT as one of the key ICT tools for the education and training of people with special needs.

Support the project at: [www.see-hear-touch.com](http://www.see-hear-touch.com)

**Contribution from Zdenka Wltavsky, URI, [zdenka.wltavsky@ir-rs.si](mailto:zdenka.wltavsky@ir-rs.si)**



**Visit of the pottery workshop in Ozara d.o.o., Slovenia**

## Better career opportunities for people with spina bifida and hydrocephalus

### Josefsheim Bigge



**Project partners at the kick-off meeting in Oslberg**



**"We empower uS bH", for better career opportunities**

Josefsheim Bigge initiated a European project with partners from five countries aiming at fostering better career opportunities for people with disabilities. The project partners set their focus on a specific target group: people with spina bifida and hydrocephalus. The project, entitled "We empower uS bH" (S bH stands for: spina bifida and hydrocephalus) is financially supported by the European Commission in line with the Leonardo support programme for lifelong learning.

"The special thing about the project partnership is that vocational rehabilitation organisations work together with self-help organisations from Romania, Switzerland and Germany", said Martin Künemund, Project Manager in the Josefsheim. Partners from

Northern Ireland and the Netherlands are also involved. The Technical University of Dortmund will undertake the scientific monitoring of the project.

The results of the project shall be made available to people with disabilities, self-help organisations, vocational rehabilitation organisations, companies, chambers, trade unions, politicians and the European Commission. Amongst other things the results will be propagated as handbooks and as a knowledge data base on the internet. "We empower uS bH" will conclude with an international symposium in April, 2013 in the Josefsheim Bigge in Germany.

For more information, consult the "News from members" section of the EPR website or contact Mario Polzer, [m.polzer@josefsheim-bigge.de](mailto:m.polzer@josefsheim-bigge.de)

## EOF - Vocational Support for People with Difficulties on Employment Access

### University Rehabilitation institute, Republic of Slovenia



EOF is a project which focuses on the professional (re)integration and successful career-planning of people in training and further education. Tools and methods will be developed which support trainers and human resource managers in their tasks as tutors and mentors within the framework of outplacement activities.

The main aim is to enhance the technical competences of tutors and mentors in order to advise and counsel the job seeking trainees to

get an adequate job. This knowledge will be acquired by attending a series of several days' seminars.

#### Definition

Outplacement supports persons to achieve permanent connection to the labour market. It is a process which connects trainees, training organisations and the labour market (companies/organisations) in order to create new employment environment - this also means locating new jobs and job access as well as possibilities for working.

#### Aims

- Definition of the term outplacement based on a common understanding of all partner organisations

- Conceptualising the European Outplacement Framework (EOF), which includes:

- ⇒ Good practice catalogue with instruments of outplacement
- ⇒ Methodological guide for outplacement tutors/mentors
- ⇒ Seminars for outplacement-tutors/mentors

The project started in November 2009 and will last until the end of September 2011.

For more information, you can consult the project website: [www.eu-eof.net](http://www.eu-eof.net).

**Contribution from M.Sc. Zdenka Wltavsky, University Rehabilitation Institute, Republic of Slovenia**  
[zdenka.wltavsky@ir-rs.si](mailto:zdenka.wltavsky@ir-rs.si)

## News from the Theotokos Foundation

This has been a period of creativity combined with wisdom which inspired us in the midst of the economic crisis so that we may maintain and improve the quality of services offered to our users.

On 3 December 2010, the Director of "Theotokos Foundation" Dr Alexandra Roussou presented to the personnel the Achenbach questionnaires which will be used in our programme.

On 11 & 12 December 2010 we celebrated the upcoming Season Holidays with a festive Christmas Bazaar in the centre of Athens. The bazaar was a success! In the bazaar we presented objects made by our trainees and objects donated to us. The money raised will be allocated to the needs of our trainees. Four choirs sang during the bazaar, two from "Theotokos Foundation", one from a typical school and one from graduate trainees from our Foundation and a dancing group of our trainees showed their artful agility.

**Contribution from Maria Melaniti, Theotokos Foundation,**  
[qualityofficer@theotokos.gr](mailto:qualityofficer@theotokos.gr)



Theotokos Foundation Christmas Market

## Centre Action Plans (CAPs)

### Marketing of Rehabilitation Services

#### Management Seminar



10 professionals from 6 Full Member organisations participated in the management seminar on Marketing of Rehabilitation Services held in the EPR premises in Brussels on 4 and 5 November 2010.

This seminar was led by Mr. de Leijer, partner of Beijer, Osten and Smits, a Dutch consultancy company which is highly specialised in organisational development and communication, with introductory inputs from Mr. Sterckx, Director of Kleis vzw, the Flemish knowledge Center on Social Europe.

During the first day of the event, participants identified the

rehabilitation market and its main actors at the EU level. Participants were provided with advice and good practices as to how they should act in this new marketing environment. The attendees then had the opportunity to have an insight into the essentials of marketing in the health and social sector, as well as in various marketing strategies. The first day was punctuated with a workspace whereby attendees identified the most suitable strategies for their respective organisations.

The last day of the seminar was dedicated to public and customer relations. Participants were provided with an overview of public relations instruments and their impact. They also tackled the concept of “life cycle events” and the instrument of Customer Relation Management (CRM). At the end of each session, attendees worked in groups to discuss specific case studies and give personal inputs.

The seminar was appreciated by the participants, who gave an average rate of 8 out of 10 for both days.

For further information: <http://www.epr.eu/index.php/activities/professional-development/237>

## Projects

### Launch of the EQUASS Manual & other project results

#### EQUASS in Practice project

EQUASS in Practice was a two-year project, funded by the Leonardo da Vinci programme of the European Commission. The project held its closing meeting on 18 October 2010 in Oslo, Norway.

The main point of the agenda was the presentation of the project results:

- The EQUASS Core documents have been translated into Portuguese, Slovenian, Lithuanian and Norwegian.
- EQUASS License Holders have been identified in Slovenia and Lithuania.
- Auditors from Norway, Ireland, Portugal, Lithuania and

Slovenia have been trained.

- A web-based EQUASS manual for EQUASS Assurance in VET services has been published, and includes a description of the EQUASS implementation strategy, elaborations and clarification of the EQUASS indicators for VET service providers, a FAQ section and a glossary.

The EQUASS Manual should be used by all potential applicants who need clarification to understand all the requirements in the EQUASS Assurance standard.

The EQUASS Manual is free and can be consulted and downloaded from the EQUASS ([www.equass.be](http://www.equass.be)) and the EQUASS in Practice (<http://equassinpractice.epr.eu>) websites.



## Prometheus Project Final Conference

The Prometheus final conference marked the end of the Prometheus project and the official launch of the Common Quality Framework for Social Services of General Interest (SSGI), one of the major outputs of the project.

The conference took place in the central business district of Brussels, Belgium, on 17 and 18 November 2010. Up to 120 delegates gathered from all around Europe to participate in two days of discussions, keynote speeches and presentations from pilot sites, and to learn more about the Prometheus project developments and results.

The conference benefited from an excellent panel of speakers, including Concetta Cultrera (European Commission), Davor Dominkus (Chairman of the informal SPC working group on social services quality), Guus van Beek (Prometheus Project Manager), Dirk Jarré (EURAG), Michael Crowley (Rehab Group), Freek

Spinnewijn (European Federation of National Organisations working with the Homeless - FEANTSA), Dinis Mota (Centro de Reabilitação Profissional de Gaia—CRPG), Karl-Wiggo Jensen (Durapart AS), and Richard Polacek (independent consultant).

Four parallel sessions allowed participants to learn more about the Prometheus pilot sites' experience on how to implement the Common Quality Framework and the core criteria for Quality Assurance. The pilot sites represented 4 different sectors (homeless, childcare, long term care for elderly persons, mental health) and 6 countries (Luxembourg, Romania, Italy, Norway, Denmark, Portugal).

The feedback from the participants and the discussions and exchange of best practices proved the relevance of the conference.

For a full report of the conference and to consult the presentations given by the speakers, visit the Prometheus website: [www.prometheus.epr.eu](http://www.prometheus.epr.eu).



### AEGIS Project Update

#### AEGIS Project Video

\* The first project video is now available online on the EPR and AEGIS websites. Check it out to learn more about the project's aims and the current needs of people with disabilities.

#### AEGIS Project Final Conference

\* The final AEGIS International Conference will take place in Brussels on the **30th November, 1st December and 2nd December 2011**. More information to come soon on the EPR & AEGIS websites.

## Prometheus Project Results

### CQF for SSGI & Prometheus Benchlearning Instrument

The **Common Quality Framework for Social Services of General Interest (CQF for SSGI)** is one of the main outputs of the Prometheus Project. It is a true expression of the commonalities in quality approaches of the participants and the organisations they represent, and will contribute to a common understanding of the nature of quality in SSGI. The CQF for SSGI describes a set of domains, preconditions, principles and key criteria that influence the quality of social services. The framework is built upon six domains which have been worked out in eight preconditions for quality and nine leading principles. The final version of the CQF for SSGI can be downloaded on the project website: [www.prometheus.epr.eu](http://www.prometheus.epr.eu).

The **Prometheus Benchlearning Instrument** was designed during the course of the project to provide examples of best practices to help social service providers implement the EQUASS Assurance certification programme. It provides examples of approved practices in meeting the Key Performance Indicators (KPIs) of EQUASS Assurance. The benchlearning instrument will soon be accessible via the Prometheus (<http://prometheus.epr.eu>) and the EQUASS (<http://www.equass.be>) websites.

## Active Inclusion of young people with disabilities and health problems

### European Foundation for the improvement of Living and Working Conditions

The research project on Active Inclusion of young people with disabilities or health problems, which EPR is carrying out together with the Work Research Center (Ireland) and TNO (The Netherlands), is reaching its final stage.

In this tender, launched by the European Foundation for the improvement of Living and Working Conditions, three member organisations of EPR are involved: Luovi (Finland), Momentum (United Kingdom) and LOS (Denmark). Participating organisations are carrying out case studies on good practice of active inclusion, and national reports on the

progress of this concept in policy development and services at the national level, covering at the same time income support measures, inclusive labour market measures, access to health and social services, but also lifelong learning. Their reports will notably tackle the increasing trends in the number of young people with disabilities and with mental health problems.

The outputs of the research project will be available on the website of the European Foundation for the improvement of Living and Working Conditions early next year.

## Public Affairs

### EPR to publish an analysis paper on the Second Biennial Report on Social Services of General Interest

Following the recent publication by the European Commission of the Second Biennial Report on Social Services of General Interest, EPR will be shortly launching an analytical paper specifically dedicated to this topic.

As the report will be one of the main drivers of the action of the European

Commission for the years to come in the social services sector, it is of great importance to have a thorough understanding of its content with respect to the rehabilitation sector.

In this respect, the article will mainly provide to the reader an overview of the different issues addressed in the

report with a special focus on the field of rehabilitation, and give an insight on the opportunities represented by the report for EPR and the rehabilitation sector.

The paper will be soon available on the EPR website.

### Newly composed European Parliament and European Commission: the impact on Social Services

As the European Commission and the European Parliament have been renewed, it is essential to understand how these changes have affected the functioning of these institutions and the sector of social services.

EPR is therefore going to publish on its website an analytical paper to explain the internal functioning of the European Commission and the European Parliament following their renewal and highlight the importance taken by the social services sector within the Parliament and the Commission through specific institutional structures.

## European Day of People with Disabilities 2010

On 2 and 3 December 2010, the General Secretary of EPR, Jan Spooren, participated to the annual European Day of People with Disabilities. This important event with respect to the disability sector was dedicated to “European citizenship: real benefits for persons with disabilities?”

During two days, the conference brought together political decision makers, practitioners in the field and relevant stakeholders, to address a number of issues faced by people with disabilities such as: the mutual recognition of disability with a special focus on disability cards, the mobility of individuals and social security schemes, and the access to leisure and culture.

The conference also incorporated the Access City Award ceremony during which the Spanish City of Avila, known for its medieval walls and many churches, was rewarded for its commitment to become more disabled-friendly. All documents related to this Conference can be downloaded from the European Commission website: <http://ec.europa.eu/social/main.jsp?catId=88&langId=en&eventId=283&furtherEvents=yes>



The annual policy conference to mark the European Day of People with Disabilities took place in Brussels in December.



**EQUASS**

## EQUASS Assurance and Excellence in 2012

The EQUASS Awarding Committee met on 3 November 2010. One of the issues discussed was the future demands of the EQUASS certification programme. The Awarding Committee decided that the EQUASS Certification programme should be based on the Common Quality Framework for Social Services of General Interest (CQF for SSGI) and the Voluntary European Quality Framework for Social Services (VEQF).

The EQUASS Principles will therefore be extended and adapted. The EQUASS criteria for quality Assurance and EQUASS Excellence (including the key-performance

indicators) will be updated so all the EQUASS certification programmes will comply with the CQF for SSGI and the VEQF. All stakeholders, licence holders, consultants, auditors, awarded organisation, etc, will be informed about the changes in the beginning of 2011. The updated documentation will be available before the summer so all stakeholders can prepare themselves for the upcoming changes.

The updated EQUASS 2012 will be operational from January 2012. This means that all applicants that apply after 1 January 2012 must meet the updated criteria.

## New member of the EQUASS Awarding Committee

On 3 November 2010 the EQUASS Awarding Committee appointed Mr. Dirk Jarré as a member of the Committee. During the PROMETHEUS project Mr. Jarré participated in the EQUASS Awarding Committee as an observer on behalf of **EURAG**, the **European Federation of Older Persons**. Mr. Jarré is a lecturer at the JOANNEUM University of Applied Science in Graz (Austria) and Vice-President of the European Platform for Social NGOs. Mr. Jarré actively contributed towards the development of the Common Quality Framework in the CEN Workshop and as key note speaker on Ethics and Rights at the final conference of the Prometheus project.



## EQUASS Newest Local Licence Holders URI (Slovenia) and VRC (Lithuania)



The **Research and Development department** of the **University Rehabilitation Institute** in Ljubljana has a leading role in promoting quality in the Vocational Rehabilitation Sector in Slovenia. Its role is recognised and financially supported by the Slovenian Ministry of Social Affairs. The University Rehabilitation Institute (URI) in Ljubljana signed an EQUASS Licence Holder Agreement in November 2010. The core documents for EQUASS Assurance have been translated into the Slovenian language and made available via the EQUASS in Practice project website. The first Vocational Rehabilitation Service providers already expressed their intention to start the implementation process of EQUASS Assurance. In order to prepare the URI on its future role, Guus van Beek visited their Research and Development Department and informed key staff members about the EQUASS concept of Quality, the EQUASS Assurance certification program and the first stage of the EQUASS implementation strategy: the self-evaluation.



The **Valakupiai Rehabilitation Centre** in Vilnius signed an EQUASS License Holder Agreement in November 2010. The Valakupiai Rehabilitation Centre (VRC), a public organisation funded under the Ministry of Social Affairs, has a leading role in promoting quality in the Vocational Rehabilitation sector in Lithuania. VRC had a meeting with all vocational rehabilitation providers in Lithuania where they were informed about EQUASS Assurance and the future role of VRC.

The core documents for EQUASS Assurance have been translated into the national Lithuanian language and made available via the EQUASS in Practice project website: <http://equassinpractice.epr.eu>

## EQUASS upcoming events

**20 January 2011:** Information seminar for Veneto Investimenti Sociali (VIS srl) in Verona (Italy)

**Early February 2011:** EQUASS Core Group meeting, Brussels (Belgium) date TBC

**17-18 February 2011:** EQUASS Assurance consultancy training in Tallinn (Estonia), ESF-project

**21-22 March 2011:** EQUASS – Quality standard at the EU level. Course at the Rea-Akademie in Ratzeburg (Germany)

**30-31 March 2011:** EQUASS Assurance auditor training in Tallinn (Estonia), ESF project

**1 April 2011:** Induction programme for Local Licence Holder in Tallinn (Estonia), ESF project

**17 May 2011:** Meeting EQUASS Awarding Committee, Brussels (Belgium)

## Auditor training held in Germany and Portugal

EQUASS auditor trainings took place on 28 and 29 September 2010 (Olsberg, Germany) and on 12 and 13 October 2010 (Porto, Portugal). The training events were organised by the EQUASS License Holders in Germany (JG Josefsheim on behalf of the Brüsseler Kreis) and Portugal (APQ). 20 participants from Germany, Norway, Portugal and Lithuania received training in the method of auditing to be followed through the whole EQUASS Assurance process.

All participants have also been informed about the result of the CEN Workshop, and in particular about the Common Quality Framework for Social Services of General Interest developed within the Prometheus project. They learned about the impact of the results on the EQUASS certification programmes.

The results of the evaluations showed that, as usual, the trainings were highly appreciated by the participants.



## Recent EQUASS external contributions

### EQUASS at Vleva meeting in Brussels (14 December 2010)



On Tuesday 14 December 2010 the Flemish European liaison agency (Vleva) organised a thematic meeting entitled "To a European Quality Framework for Social Services of General Interest?" at a Vleva premises in Brussels. The meeting was aimed at policy officers of Flemish umbrella organisations and the Flemish authority in the social sector. More than 30 participants registered for this seminar.

During the seminar the Voluntary European Platform for SSGI (VEQF) was presented. This Framework was adopted by the Social Protection Committee and supported by 8 European Projects supported by the Progress programme.

Guus van Beek presented the Common Quality Framework for SSGI (CQF for SSGI) as one of the main deliverable from the PROMETHEUS project. He also presented the

EQUASS certification programme as an instrument for implementing the VEQF and the CQF for SSGI.

The participants' discussions revolved around the expected impact of these initiatives on the Flemish policy and services.



### EQUASS at Caritas in Brussels (23 November 2010)

The German Caritas Association's EU Office in Brussels organised its annual conference for their German contact persons, on 23 November 2010. One of the important themes for this conference was 'Quality in Social Services'. Guus van Beek, as chairman of the CEN Workshop and project manager of the PROMETHEUS project, was invited to present the Common Quality Framework for Social Services of general Interest and the EQUASS certification programmes as instrument for implementing the CQF for SSGI.

## News from the Secretariat

### EPR Secretariat Staffing Changes



Good Luck Simona!

There have been quite a few changes in the EPR Secretariat these past few months.

First of all, **Simona Giarratano** left the Secretariat in November 2010 after more than 2 years as the EPR Public Affairs Officer. She is still working in the disability sector with a challenging position as Policy Officer at the European Disability Forum, the representative organisation of persons with disabilities in Europe.

Simona is sorely missed by her colleagues, but her new job luckily entails plenty of professional collaborations with the EPR. This is therefore not a farewell, but a see you soon!

**Martial Reyners** joined EPR at the end of October 2010 as the new EPR intern. A native of Belgium and holder of a Master degree in Political Science, Martial previously worked as a Policy Officer with the European Council of the Liberal Professions (CEPLIS).

He will assist EPR in the overall functioning of the Secretariat with special emphasis on matters related to Public Affairs. In that respect, he will notably be involved in communication activities, Public Relations events, website maintenance and internal contacts with members.





*Glædelig jul og godt nytår!*

*Prettige feestdagen en een gelukkig nieuwjaar!*

*Hyvää joulua ja onnellista uutta vuotta!*

*Joyeuses fêtes de fin d'année !*

*Frohe Weihnachten und ein gutes Neues Jahr!*

*Nollaig Shona Duit!*

*Buon Natale e Felice Anno Nuovo!*

*Feliz Navidad y Próspero Año Nuevo!*

*God Jul og Godt Nytt År!*

*Feliz Natal e Próspero Ano Novo!*

*Merry Christmas and Happy New Year!*

*Kellemes karácsonyi ünnepeket és boldog új évet!*

*Vesel božič in srečno novo leto!*

*Rõõmsaid Jõule ja Head Uut Aastat!*

*Ευτυχισμένο το Νέο Έτος!*

*Linksmų Kalėdų ir laimingų Naujųjų Metų!*

## EUROPEAN PLATFORM FOR REHABILITATION



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. Through its Public Affairs activities, EPR enables service providers to contribute to the formulation of European social policy, and facilitates access to EU funding.

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, please visit our website:

[www.epr.eu](http://www.epr.eu)

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## EUROPEAN PLATFORM FOR REHABILITATION

*The network of leading service providers to people with disabilities*

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