

European Platform for Rehabilitation

EPR Newsletter

Special:

- **EPR Annual Conference 2009 - summary report (pg 7)**
- **EPR Public Affairs Event (pg 12)**
- **EQUASS Awarding Ceremony (pg 14)**

Sections:

Calendar	2
News from the members	3-4
Knowledge Management	4
Centre Action Plans	5-7
Projects	8-9
Public Affairs	10-12
EQUASS	13-14
EPR Secretariat	15



Plaisirs d'hiver 2009, City of Brussels

Season's Greetings & Best Wishes for 2010
from the EPR



Calendar of EPR events 2010

February

24 February: Continuous Learning, Innovation and Improvement, EQUABENCH workshop, Northern Ireland

March

4-5 March: Strategic business development, workshop for Directors, Voss, Norway

8-9 March: Person-Centeredness, training seminar, Brussels, Belgium

April

22 April: UN Convention on the rights of persons with disabilities, training seminar, Brussels, Belgium

28-29 April: Ambient Assistive Technology, training seminar, Cologne, Germany

May

Community-based social care services, learning partnership, date tbc, The Netherlands

June

17-18 June: Society needs all hands, Annual Conference, Helsinki, Finland - Tallinn, Estonia

September

1-2 September: Equass in Practice, project meeting, Dublin, Ireland

16 September: Benchmarking on Management, Equabench final conference, Brussels, Belgium

Outcome measurement in Medical Rehabilitation, benchlearning group, date tbc, Mulhouse, France

23-24 September: Outcome measurement in Vocational Rehabilitation, benchlearning group, Oslo, Norway

October

27 October: Equass in Practice, project meeting, Oslo, Norway

November

18 November: A Common Quality Framework for social services of general interest, Prometheus final conference, Brussels, Belgium

** 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.*

News from the members

Heliomare launches Customer Process Management project

To face its significant growth in recent years, Heliomare has decided to launch a new initiative that places the client at the heart of the process: the Customer Process Management project (KPM).

Frans Le Fèvre, manager and project leader for KPM Rehabilitation & Sports, says: "Simply put, KPM is a roadmap; a standard schedule for the entire organisation with precise indication of the treatments in each business unit. If the client starts in one of the business units, the roadmap for the entire organisation is put into operation. Where there were first vertical lines, with all business units displayed next to each other, now there will be a hori-

zontal layout across all business units. KPM thus offers opportunities for greater cooperation between the different business units.

"The Customer Process Management project is a strategic step towards a more efficient organisation for the client."

The client is put at the heart of the process, but the process itself is assessed in terms of efficiency. Employees want to have efficient access to information regarding their clients instead of discussing with the operations supervisor, the supervisor with the physiotherapist and then again with the outpatient super-

visor. KPM connects care, cure and education regarding a client. I would like everybody to say within two years: 'You need to go to Heliomare, since they do almost everything right first time!'"

Heliomare will lead one of the workshops at the Annual Conference in Waterford on this subject.

To know more, contact : w.van.der.meer@heliomare.nl (note that this e-mail address is being protected from spam-bots and that you need JavaScript enabled to view it).

Josefsheim Bigge to target people with spina bifida and hydrocephalus

In cooperation with the German "spina bifida and hydrocephalus" Association and the University of Dortmund, Josefsheim Bigge is planning a European project to promote employment and vocational training targeting people with "spina bifida and hydrocephalus" (split vertebral column).

Any EPR member interested and/or specialised in this kind of disability with services like employment and vocational training can contact Martin Künemund at m.kuenemund@josefsheim-bigge.de.



Call for partnership

Josefsheim Bigge is looking for partners to launch a project on employment and vocational training for people with *spina bifida and hydrocephalus*.

BEST Quality Project: Benchmarking-European-Standards in social services-Transnationally

Quality of social services – what does that mean in Greece, Lithuania, Northern Ireland or Germany? Which quality management systems are available in these countries? What do they specialise in? What can be standardised throughout Europe? These questions will be addressed by a project team composed of seven partners from four countries. The project team held a kick-off meeting in Germany at the Josefsheim Bigge. “Quality management is a big issue with social

organisations. However, a Europe-wide comparison of the systems used by social service providers has not existed up to now”, explains Martin Künemund, project manager at Josefsheim Bigge. “We intend to make this comparison.”

The project partners have currently developed a matrix which enables them to compare individual QM systems. This matrix may be viewed on the project website under: www.best-quality.eu.



If you wish to be kept up-to-date on the BEST Quality Project then please take a look at the newsletter. The first edition can be found under: <http://www.best-quality.eu/105.html>.

You may register to receive this newsletter on the following website: <http://www.best-quality.eu/>.

Knowledge Management Centre

Innovation Prize 2010

After the success encountered by the last Innovation Prize and the award of Josefsheim-Bigge at the Annual Conference, EPR decided to open the contest again for 2010.

The KMC software will be updated so that applications can be received **from February to March 2010**, with the winner to be awarded at the EPR Annual Conference in June 2010.

The participants underlined the need to diffuse this contest in their own organisation to the internal staff as a very practical and accessible contest. This practical orientation of the contest should also be mentioned in the template itself. Other suggestions that came out were the public acknowledgment and mention of other templates inserted in the framework of the contest as well as to publish online the Innovation Prize leaflet.

For more information about the Innovation Prize, consult the EPR website at <http://www.epr.eu/index.php/description-members/21-descriptionmembers/116-kmc-innovation-prize>.



Tanja Schnellenpfeil, the 2009 EPR Innovation Prize winner, and **Simona Giarratano**

Centre Action Plans (CAPs)

Implementation of Quality Assurance in Rehabilitation Services Information Seminar

A Quality Seminar was organised in Brussels on 9 & 10 December 2009, as a response to the growing concern on the concept of quality of services, which has been one of the cornerstones of the EPR policy since its foundation.

Quality is a key demand in the national approach of the social sector and in the EU policy by promoting the modernisation of the social sector. The debate on quality at the European and national levels is still an actual debate for all NGOs in the social sector and the Vocational Education and Training sector.

However the quality of the services will not be improved by solely debating and defining policies. Quality systems must be implemented in the organisations of social services providers.

That is the reason why EPR offered to its members the possibility to attend an information seminar on the implementation of Quality Assurance in Rehabilitation Services. The seminar was attended by 20 participants from all over Europe, and featured presentations on quality and workshops with concrete tools to successfully implement quality requirements and quality systems in social services and VET services for people with disabilities.

For more information and to consult the presentations given during the Seminar, consult http://www.epr.eu/index.php/activities/index.php?option=com_content&view=article&id=177&Itemid=29

Luovi and EU Public Affairs: A trip to Brussels



The Luovi delegation considered their visit to Brussels to be a very fruitful experience and one they would like to repeat.

From 30 September to 2 October the International Affairs team of Luovi Vocational College came to Brussels from Finland for a study visit in the capital of the European Union. The participants took the occasion to get acquainted with EU Public Affairs by meeting key stakeholders. The programme, designed in close cooperation between Mari Kuosmanen, Luovi International Manager and Simona Giarratano, EPR Public Affairs Officer, included meetings with the European Disability Forum, the representation of a Finnish regional authority, a Belgium service provider, and the European Agency for Development in Special Needs Education. During the three days the participants also had team building activities and strategic planning. It was a great opportunity for both EPR and Luovi to know more about the common priorities and future objectives.

Integrated Services and Decentralisation of Service provision



An interactive event: participants of the learning group

Six participants from three different EPR organisations gathered on 12-13 November in Brussels for the first meeting of a

learning group on integrated services and decentralised service provision.

This topic has been a repeated priority of EPR members over the last few years, and the EPR recognises the importance of finding adequate answers and tools to face changing demands, not only for clients, but also for service providers.

Mr. Kees Verschuere, who acted as external consultant, provided the participants with concrete tools and methods to manage cooperation

within networks and ensure continuity of service delivery. The participants explored possible actions to undertake in their own centres in order to tackle in practice some challenges their centres face in relation to decentralisation.

A follow-up meeting will take place next year to monitor the implementation of these projects.

For more information, contact nadege.jibassia@epr.eu.

CEDEFOP



The research on innovative VET programmes for Social Care professionals funded by CEDEFOP concluded with a final meeting on 14 December. The meeting aimed to present and discuss the findings and

conclusions of the study on Quality Approaches for assuring the quality of training and service provision in the social care sector.

Thirty five participants from various partners and external organisations from the social care sector and training institutions were present. Policy makers such as the Flemish government and the European Commission were around the table to engage in a debate on these important issues. EASPD and the Research Centre LUCAS presented the various results of the project, namely a list of generic competences, innovative models of good VET practices and a model of quality management for VET which all derived from searches carried in five European countries. All participants provided interesting feedback on the research results and recommendations were made to CEDEFOP, the European Centre for the Development of Vocational Training, and the EU Commission on the important aspects of innovative VET.

For more information, contact Nadège Jibassia at nadege.jibassia@epr.eu.

Training on Human Resources Management

For the first time in EPR, professionals from four member organisations gathered for an event on Human Resources management. The group benefited from the expertise of Ria Mooren, from the Dutch Consulting Company Intalent, and was facilitated by Jan Albers, EPR consultant.



Julie O'Brien, RehabCare & Minna Tuomikoski, Luovi

The participants started by describing their work and current challenges, which included the adaptation to the changes in the sector (merging, economic crisis, person-centred approach), the setting up of a systematic HR policy and the simplification of the existing system. Various aspects of HR management were then explored, such as the competence framework, recruitment and selection strategies, the impact of the economic crisis, performance management, leadership and management development, and many other items.

The participants gave an average rate of 8.3/10 for this seminar. They were generally satisfied about the new ideas that they could use for their work and hope that another seminar on the same issue can be organised in 2011 with additional EPR members.

Annual Conference 2009: Managing Transition in Rehabilitation

The EPR Annual Conference 2009 was organised in collaboration with the National Learning Network (NLN) in the historic city of Waterford, Ireland. It was held on 15 and 16 October 2009 in the Tower Hotel, a comfortable venue which combined extensive conference and leisure facilities with a friendly atmosphere. More than 140 participants from 14 countries gathered in Waterford to exchange, debate and learn more about "Managing Transition in Rehabilitation: Supporting successful integration of people with disabilities". The two days of the Conference proved to be a great opportunity to learn and debate about transition, to exchange information and good practice with service providers, policymakers, academics and service users, and to enjoy the full benefits of being part of the EPR.

DAY 0

The festivities started in a spectacular location before the official opening of the Annual Conference. Delegates were welcomed to Ireland by the Mayor of Waterford, in a reception at Christ Church Cathedral. An informal networking event then gave the opportunity to try out some of Waterford's best restaurants while enjoying a relaxed evening with fellow participants.

DAY 1

The first day of the conference featured several key note speeches on issues ranging from case management to specific transition challenges in education, mental health services and from hospital to home. The participants were also invited to join one of four parallel workshops for interactive exchanges on post-rehabilitation services, job retention from the employers' perspective, transition from school to work or inter-departmental cooperation.

The day was punctuated with a Discussion Forum on the EPR position paper, "Benchmarking the Empowerment – Impact of Disability Services, Systems and Policies" and with a congratulatory Awarding Ceremony for the first EPR Innovation Prize. The 2009 Prize, which consisted of a 1.000 € grant, was awarded to the project "Getting old together in Olsberg", developed by Josefsheim Bigge and managed by Tanja Schnellenpfeil.



Plenary session at the AC 2009

A hearty Conference Dinner concluded the day, with a special musical performance by NLN students.



Participants enjoying themselves at Christ Church Cathedral

"I thought that the EPR conference was extremely well organised."

A conference participant

DAY 2

The second day of the Annual Conference replaced the issue of transition in the international context and the economic crisis, and touched upon the emergence

of new client groups. A second session of parallel workshops focused on transition arrangements for specific target groups (people with learning or mental health difficulties, autism, etc...).

Participants expressed their overall satisfaction with most aspects of the EPR Annual Conference 2009, in particular with the organisation, the logistics and the programme. The very convenient and welcoming conference venue, the parallel workshops allowing for interactive and open exchanges between participants and the heart-warming Conference Dinner were among the most appreciated aspects of the event. The famous Irish hospitality definitely lived up to its reputation!

Annual Conference 2010

- ⇒ 17–18 June 2010
- ⇒ "Society needs all hands": Rehabilitation services as a bridge to participation in society and employment
- ⇒ Two host organisations: Luovi and Astangu
- ⇒ 1st day in Helsinki, Finland, 2nd day in Tallinn, Estonia

More information to come on www.epr.eu



Projects

EQUABENCH focuses on customers and result orientation

The 5th EQUABENCH workshop was held on 26 and 27 November in Verona (ODC). Simona Giarratano represented EPR at the workshop, where all of the project partners discussed and shared their good practices around the EFQM principle of “result orientation”. On the second day the participants attended a steering group meeting during which the possibility of organising an additional workshop was considered and welcomed by everybody.

Prior to this workshop, the 4th workshop was organized on 24 and

25 September by Pluryn on the topic “customer focus”. During this workshop, the steering group met with Mark Delmartino, the External Evaluator, who gave concrete comments for the future implementation of the projects and positively commented on the first outputs.

In both cases the participants enjoyed the visit of the center facilities and services. Additional documentation on the project as well as the final version of the innovative practice guides on

Leadership and Constancy of Purpose, Management by Processes and Facts, and People Development and Involvement can be found at the following link:

<http://www.epr.eu/index.php/activities/index.php/activities/research-and-innovation/133>.

For more information contact:
simona.giarratano@epr.eu

Fourth ÆGIS project meeting held in Madrid



**Open Accessibility
Everywhere**

Groundwork, Infrastructure, Standards

From 19 to 21 October the 4th ÆGIS project meeting was held in Madrid. Among other topics, the organisation of the 1st phase of the pilot trials in Belgium, Spain, Sweden, and the UK was discussed. Also the organisation of the 1st International Conference was addressed. The event will take place in Seville, Spain, in

September 2010. Moreover, on 16 November 2009, the first annual review of the ÆGIS project took place at the European Commission. The day after, the ÆGIS scientific advisory board met at the EPR secretariat.



Project partners moving ÆGIS forward

For more information: www.aegis-project.eu
or simona.giarratano@epr.eu



EQUASS in Practice

The third meeting of project partners for the “EQUASS in Practice” project took place on 2 and 3 November 2008 in Ljubljana, Slovenia.

The discussion of project partners revolved around the EQUASS Assurance implementation manual—a manual for organisations interested in applying for EQUASS Assurance, compiling good practice examples and advices on the preparation process. Each project partner will prepare explanations and

elaboration on 20 out of 100 questions by the end of January 2010. The Manual will be further discussed at the next meeting.

The participants also had a chance to exchange information on the identification of new potential EQUASS Local Licence Holders in partner countries. Agreements are expected to be signed in 2010 with Local Licence Holders in Slovenia and Lithuania.

For more information please visit: <http://equassinpractice.epr.eu> and www.equass.no/ (in Norwegian).



Third meeting of CEN Workshop 51 on Common Quality Framework for Social Services of General Interest

The CEN Workshop 51 – Common Quality Framework for Social Services is the initial stage of the Prometheus project. The third meeting was organised at the CEN Management Centre on 7 September 2009 in Brussels, Belgium.

Over 30 representatives of national and European organisations in the area of social services of general interest gathered to review the developments since the second meeting and to discuss the latest draft of the Common Quality Framework for Social Services of General Interest. All the suggestions and conclusions were incorporated into the document and the Seventh Draft of CQF is now available through

LiveLink and the project website.

Following intense interest in providing the most useful draft possible, the participants have agreed to prolong the public consultation on the 7th draft of the CQF for SSGI until 28 May 2010. A fourth meeting of CEN Workshop 51 has been added to the Business Plan, and is tentatively scheduled for September or October 2010 (exact date to be confirmed).

The CEN Workshop Agreement is now expected to be published in November 2010.

For more information visit: <http://prometheus.epr.eu>

Vocational Integration of People with Disabilities (VIP)

The VIP project aims to set up services to integrate people with disabilities into the labour market in Romania. Experts from National Learning Network, Rehab Enterprises, Pluryn and Adelante are substantially involved in this project, providing international expertise to design new tools and methods of vocational assessment, vocational training, sheltered employment and supported employment.

An evaluation of the current situation has been completed with the delivery of an impressive report in November

on the review of the Romanian legislation and current services in vocational rehabilitation and on the development of vocational assessment tools. This report followed field visits of EPR experts in Romania in September, which included consultations with Romanian actors, with the view to verify research findings and determine future training needs.

The project has now moved towards the implementation phase in 2010 with the design of new services specifications and trainings

of Romanian professionals. The mission of Max Mommers from Adelante and Donal McAnaney in December aimed to prepare trainings for professionals of vocational assessment, which will take place in next January, as the trainings in supported employment, sheltered employment and vocational training.

For more information:
nadege.jibassia@epr.eu



Reintegrate: after the project

The official closing of the Reintegrate project, which aimed to develop and implement disability management tools, did not prevent EPR from investigating the possibilities of exploitation of the promising developed tools. As EPR believed that the project has developed products with great potential for EPR members, a workshop of presentation was organised in the framework of the Annual Conference.

During this workshop, Donal McAnaney, EPR senior consultant, introduced the participants to the developed e-learning environment which addresses the training needs of employers on work retention and disability management. This workshop was followed by bilateral discussions in December to plan the concrete implementation of the instruments within the interested organisations. CRPG in Portugal is one of the centres interested in improving its disability management practices thanks to these new tools. In order to do so, they will benefit from an in-house training and consultancy from Richard Wynne from the Work Research Centre in Ireland who will help them to integrate these new activities in CRPG's daily practice.

For more information on all the above, visit: <http://www.re-integrate.eu/>

Public Affairs

European Day of People with Disabilities Conference



On the 3 and 4 December, the European Commission in cooperation with the European Disability Forum organised in Brussels the annual policy conference on the occasion of the European Day of People with Disabilities.

The Conference addressed the theme of “Creating Conditions for Independent Living” focusing on issues like economic autonomy, community services and assistive technologies. EPR was invited to participate in the two days conference and took the occasion to strengthen its profile among Member States High Level representatives, representatives of people with disabilities, stakeholders, social partners and policy experts, involved in the mainstreaming of disabilities issues in EU policies and activities.



European Conference “Ageing and Disability - Promoting human rights of persons with disabilities and the elderly”, Portorož, Slovenia

On 26 and 27 October 2009 the Council of Europe and the Ministry of Labour, Family and Social Affairs organised a conference on “Ageing and Disability - Promoting human rights of persons with disabilities and the elderly” with the aim to raise awareness on the rights of elderly people with disabilities.

EPR, represented by Jan Spooren, General Secretary, was recognised as an

important stakeholder, and was therefore called to give the point of view of service providers.

EPR was delighted to know that the Institute for Rehabilitation Republic of Slovenia – IRRS – was very much involved in the organisation of as high level an event as this one, being part of the organising committee in the

person of Aleksandra Tabaj and chairing one of the parallel workshops, represented by Helena Burger.

For more information please contact Simona Giarratano at simona.giarratano@epr.eu



Univerzitetni rehabilitacijski inštitut
Republike Slovenije - Soča



Svet Evrope Slovensko predsedovanje
Council of Europe Slovenian Chairmanship
Conseil de l'Europe La présidence slovène
2009



New EU Disability Strategy 2010 – 2020

On 2 December, Jan Spooren conducted an interview with the consultancy company Matrix and Ramboll which has been hired by the Disability Unit in the European Commission to consult with the major stakeholders on the new EU Disability Strategy 2010 – 2020. This focused stakeholder consultation compliments the public consultation on the new strategy which was recently launched by the European Commission. The interview covered the scope of the next strategy, the tools available for the European Commission, the potential impacts on the policy process and the impacts on people with disabilities.

Informal Network of Services Providers: How EC Law impacts our daily work

The European Network of social service providers organised on 29 September 2009, in Brussels, an internal seminar with the major objective to collect concrete examples of how EU policies and legislation impact on social services at national and local level.

The seminar focused on procurement rules, services directive and state aid. Members of the various European Networks of social service providers presented and discussed positive and negative impacts in different countries and different social sectors.

Members organisation were called to share their experience in the field of public procurement, internal market and state aid regulations and EPR was represented by Cees Jonkheer and Maarten Boon from Pluryn, who gave the Dutch example.

One of the outcomes of the seminar is a better understanding of the actual impact of EU legislation on the social sector as well as some factual evidence and examples. The results of the seminar will be integrated in a position paper which will strengthen our position during further discussions with the European Commission, the European Parliament and other stakeholders.

For more information contact Simona Giarratano at simona.giarratano@epr.eu.

The Social Platform and the upcoming Spanish representation of the EU



Conny Reuter, President of the Social Platform and Secretary General of Solidar, **Victor Renes**, research chief for Caritas Spain and responsible for the FOESSA Foundation, **Juan Carlos Mato**, Director General for Social Policies, Families and Youth from the Ministry of Public Health and Social Policies

On 7 and 8 September the Social Platform organised a study visit in Madrid, Spain where some of its members, including EPR, were present.

The aim of the visit was to initiate a debate between civil society representatives and the upcoming presidency of the EU. There a meeting with representatives of the Ministry of Social Policy was held to discuss the priorities of the Spanish

presidency of the EU in spring. Moreover, participants discussed the impact of the financial downturn in different European countries. It was a great opportunity to meet with other stakeholders and to promote EPR and its activities among them.

For more information please contact Simona Giarratano at simona.giarratano@epr.eu.

Not-for-profit services providers around the table



On 3 September Simona Giarratano represented EPR at a round-table on the not-for-profit concept at both the EU and national level, discussing about the added value of the non-profit sector in Europe.

The event was organised by Cedag – the European Council of Association of

General Interest and the think tank Pour la Solidarité. Together with the European perspective, also interesting national examples, e.g. Belgium, English and Finnish were presented.

For more information please contact Simona Giarratano at simona.giarratano@epr.eu.

Empowerment of People with Disabilities

Impact and Opportunities

On 10 December the annual EPR Public Affairs event took place in the prestigious venue of the Marriott Hotel in Brussels. As hoped the event encouraged a discussion among key European stakeholders about the impact of empowerment for both people with disabilities and services providers, and how to measure and benchmark it at European level.

Thanks to Jan Spooren, who facilitated the debate among key actors on the stage and among the participants, key points of view were heard, including the users perspective, as testified by the president of the European Disability Forum, Mr Vardakastanis in his speech, as well as the point of view of the institutions, through representatives of the unit for people with disabilities of the European Commission participating from the audience. Donal McAnaney on behalf of the EPR contributed to the debate on benchmarking the empowerment impact of disability policies and services.



Mr Yanniss Vardakastanis, President of the European Disability Forum



Moreover two national examples were showcased, the Austrian and the Dutch. The first one was showed by Mr. Martin Konrad, who described Nueva, a project funded by the European Union under the PROGRESS programme, and Guus van Beek who on behalf of Tessa Zaeyen explained how to measure empowerment by using REQUEST and VrijBaan, as implemented by Pluryn in the Netherlands.

"It was very useful for me and a privilege to be part of such an important event."

A Participant

The event culminated in the European Quality in Social Services (EQUASS) awarding ceremony during which quality was addressed as a fundamental condition to ensure empowerment (see pg 14).

Musical accompaniment to the theme of empowerment was offered by 'All the Way Music', a world-renowned Dutch agency for highly talented musicians with disabilities.

Almost 100 participants took part in the event, including EPR members, European NGOs representing both providers and users, and the European Commission. The EPR staff was satisfied with this successful event and felt rewarded by the harmonious atmosphere, the fruitful debates and the positive feedbacks received from the participants.

The presentations of the speakers, information about the musicians as well as a picture gallery of the event is available on EPR website at <http://www.epr.eu/index.php/activities/public-affairs/55-public-affairs-events> and for more information you can contact Simona Giarratano at simona.giarratano@epr.eu.

EQUASS Assurance Auditor training

An EQUASS Assurance auditor training took place in Lisbon, Portugal on 26 and 27 November 2009. The training was attended by 16 participants, from Portugal and Germany. The training was organised in collaboration with APQ, the Portuguese Local Licence Holder, in order to build up a pool of Portuguese auditors and support the implementation of EQUASS Assurance in Portugal.

For more information on EQUASS training programmes, visit <http://www.epr.eu/index.php/equass/training>.



Participants expressed their satisfaction with this practice-oriented training

EQUASS Core Group meeting



Members of the EQUASS Core Group, Amsterdam

The EQUASS Core Group met for a brainstorming session on 16 December 2009, in Amsterdam, The Netherlands. Among the topics discussed, particular attention was given to the latest developments of the Prometheus project and the project's impact on the EQUASS certification system.

The EQUASS Core Group, which meets three times a year, provides experts with a useful platform for discussing and exchanging ideas on all aspects of EQUASS.

Who's who in the EQUASS Core group:

- ⇒ Guus van Beek (EQUASS Manager)
- ⇒ Jana Kukučková (EQUASS coordinator)
- ⇒ Michael Crowley (RehabGroup)
- ⇒ Karl Wiggo Jensen (Durapart AS)
- ⇒ Jean Claude Schrepfer (CRM)
- ⇒ António Rilho (CRPG)

EQUASS upcoming events

13 & 14 January 2010

EQUASS Assurance Auditor Training, Oslo (Norway)

17 May 2010

EQUASS Awarding Committee, Brussels (Belgium)

20 & 21 May 2010

EQUASS in Practice project meeting, Vilnius (Lithuania)

EQUASS Awarding Ceremony 2009

Congratulations to all the EQUASS certified organisations!

The **EQUASS Awarding Ceremony** took place on **10 December 2009** to reward the **EQUASS Excellence** and **EQUASS Assurance** certified organisations of 2009.

The EQUASS Awarding Ceremony ended the 2009 EPR Public Affairs event with a flourish: EQUASS certified organisations from all over Europe gathered in Brussels for this prestigious ceremony.

Mr. Frank Flannery, Chairman of the EQUASS Awarding Committee, presented the EQUASS Assurance and EQUASS Excellence certified organisations to the public, and handed out the certificates to the attendants.

EQUASS Excellence

In 2009, 3 organisations were awarded with the Excellence in Social Service: the Awarding Ceremony was the occasion to recognize their proven Excellence in the provision of social services.

- ☆ Josefsheim gGmbH from Germany
- ☆ Durapart AS from Norway
- ☆ Centro de Reabilitação Profissional de Gaia from Portugal



EQUASS Assurance

11 EQUASS Assurance certified organisations attended the ceremony:

- ☆ Ankerløyken as, Norway
- ☆ Astero AS, Norway
- ☆ Avigo AS, Norway
- ☆ Berufsförderungswerk Hamm GmbH, Germany
- ☆ Fretex, Norway
- ☆ Fønix Kompetansenett AS, Norway
- ☆ Follo Futura AS, Norway
- ☆ iFokus AS, Norway
- ☆ National Learning Network, Ireland
- ☆ OrbitArena AS, Norway
- ☆ Stavne Gård KF, Norway

In 2009, 40 organisations were awarded with EQUASS Assurance. The complete list is available in the December issue of the EQUASS Newsflash and on the EQUASS website: www.equass.be.



EQUASS Local Licence Holder in Portugal

In 2009, EQUASS welcomed a new Local Licence Holder: the Portuguese Association for Quality (APQ). This membership-based, non-profit organisation is widely recognised as the leading non-governmental institution of the Portuguese quality movement.

At the Awarding Ceremony, Mr Jose Figueiredo Soares, President of APQ, highlighted the added value of a European quality system to a purely national approach, and the need for a sector-specific certification that stimulates continuous improvement. He also clarified that APQ decided to include EQUASS in its certification portfolio because of its proven feasibility and reliability as well as its increasing attractiveness to European and national authorities.

News from the Secretariat

Farewell Jana!

After almost 2 years of working as EQUASS Coordinator, Jana Kukučková is leaving the Secretariat in order to take up a new challenge with the European Commission, where she will start working in January 2010.

A new EQUASS Coordinator will be recruited at the beginning of 2010 and meanwhile Julie Buttier, Communications/PR Assistant will be

responsible for the EQUASS agenda during the transition period. She can be reached at : julie.buttier@epr.eu

The EPR staff wishes to thank Jana for all her valuable achievements as EQUASS Coordinator. Good luck with your future career!

"I have truly enjoyed working with you during the past 2 years. It has been a valuable and enriching experience and I believe it has taught me a lot and it will help me to take on new challenges in the next phase of my career. Thank you for everything! "

J. Kukučková



Secretariat expands its capacity

In order to answer the growing needs of the EPR work plan, the EPR has recently increased its permanent staff by extending Claude Delfosse's contract as Project Assistant, and by hiring former EQUASS Intern, Julie Buttier, to fill the newly created position of Communications/PR Assistant.

Both Ms. Delfosse and Ms. Buttier have proven their value to the EPR secretariat in their former functions over the past year, and we look forward to continuing to benefit from their skills, professionalism, and charm! Congratulations to you both!

Expansion of office space

As of the 1st of January, the EPR secretariat will expand its office space once again, this time to include the prestigious offices on the 1st floor of our building.

This expansion will provide six lucky staff members with a bright and spacious office space, as well as providing EPR with adequate archive space in the basement offices. We look forward to showing off our new offices in 2010!



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

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EUROPEAN PLATFORM FOR REHABILITATION

The network of leading service providers to people with disabilities

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