

epr newsletter

May 2004

Full members



Associate members



Editorial

Dear EPR members, we are pleased to present you with the May edition of the Newsletter.

After one year of discussion at various levels, the Board of Directors approved a strategy paper on how to concretise outputs from EPR membership. The Board found the right balance between a business-like philosophy of 'value for money', and the principle of internal solidarity between members. Moreover, the new approach combines an EPR that provides services to its own members, with an EPR that plays a leading role at European level regarding quality of services and formulation of disability policies. A menu of standard services and opportunities offers to all EPR members a wide range of concrete tools to strengthen their competitive position and to improve their service-delivery.

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Plenary session during Day 1 of the General Seminar

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Full members are entitled to a number of consultancy days, and the new concept of “centre action plans” will guarantee that the involvement in EPR activities generates direct impact at centre level.

“Concretising outputs from EPR membership” simplifies the EPR to a straightforward and attractive story. It is a successful attempt to turn international co-operation into a visible and concrete activity of which the benefits can be understood and experienced by rehabilitation professionals at all levels.

And of course, in the past months there was the traditional acceleration of pace leading to the General Seminar. This year the General Seminar took place in Cologne, hosted by Josefs Gesellschaft on the occasion of their 100th anniversary. Organised around the theme *Opportunities and challenges for rehabilitation in an expanded Europe*, the General Seminar offered a blend of intriguing speeches and lively sessions in the workshops. Apart from the chance to all get together, the event presented us with the invaluable opportunity to meet representatives from the new member states and discuss ways for future cooperation.

The Seminar culminated in an emotional end with the presentation of the *Louis van Amelsvoort Award for Excellence in European Co-operation* to the team which developed the EQRM and with waving goodbye to the outgoing EPR President Jan Albers. We wish to thank once again Josefs Gesellschaft for their hospitality and impeccable organisation of our stay in Germany!

The challenge for us in the coming months is to build on the good work done so far, mindful that our short/medium business plans will also be influenced by the outcome of submitted project applications. Meanwhile, we look forward to a busy summer calendar featuring European elections, talks over the European Constitution, the World Rehabilitation Congress in Oslo, Euro 2004, the Athens Olympic and Paralympics Games.



The imposing building of Kardinal Schulte Haus in Bergisch Gladbach where the EPR was accommodated



The General Seminar: the greatest forum of the year for networking, exchange of ideas and generation of new initiatives

Upcoming EPR events June-Sept 2004

- *ERA Seminar – Mentoring, Coaching & Motivating Learning Group*, Brussels, 4 June
- *ERA Seminar – Client Involvement*, Mulhouse, 17-18 June
- *KMC meeting*, Brussels, 25 June
- *HSCF meeting*, Heidelberg, 2-3 July
- *ENSPER meeting*, Brussels, 5 July
- *Executive Committee*, Brussels, 1 September
- *Self Evaluation of Well-being meeting*, Brussels, 3 September
- *ERA Seminar – English Language Course*, Dublin, 9-20 August
- *ERA Seminar – Mentoring, Coaching & Motivating Learning Group*, Brussels, 16 September
- *ERA Seminar – Different Techniques of Vocational Counselling*, Porto, 16-17 September
- *ERA Council*, 23 September
- *Board of Directors*, Dublin, 24 September

News from the members



EPR welcomes new associate member

In Cologne, the EPR formally welcomed the **Norwegian Association of Vocational Rehabilitation Enterprises (AVRE)** as associate member. AVRE is the employer organisation for close to 100 companies, spread all over Norway. The companies provide assessment, vocational training and qualification through ordinary production of goods and services. The enterprises count approximately 20,000 persons, out of which 17,500 are vocationally disabled or disadvantaged. AVRE are generally organised as joint stock companies, with the majority of shares held by the local authorities. Being classified as non-profit organisations, they provide no return on the investment for their owners, and any profits are reinvested in the company.

AVRE has an active role in being an innovative force in the field of vocational rehabilitation in Norway. It has for instance recently developed E-learning programmes for vocational clarification a University based course called “*Train the trainers in vocational Rehabilitation*” (Leonardo project, managed by AVRE) and runs various seminars and conferences throughout the year on specific rehabilitation topics. Says AVRE’s Director Johan Martin Leikvoll, “as an associated member of EPR we hope to develop new ideas together with you and that our member enterprises will join different projects, seminars and activities. We also hope that EPR and its members can benefit from our experience and expertise in the field of vocational rehabilitation.”



Astangu confirms international outlook

The Astangu Vocational Rehabilitation Centre in Tallinn, Estonia is traditionally dynamic in international cooperation but the last two months have seen a real surge in activity and exchanges. At the beginning of April, a meeting to prepare students' practice project took place in Astangu. As a result, six bakery and confectionery students will go for their practice in Norrängskolan Hässleholm, Sweden. Then, from 24th April until 17th May, six joinery students from the centre went for their practice in Erfurt, Germany. The Tallinn-Erfurt Leonardo da Vinci mobility project aims not just to improve the working skills of students but also to enhance social skills such as communication, self-confidence and independent living. On 12th May nine members of the parliament of Schleswig-Holstein in Germany visited Astangu followed by a visit on 20th May from representatives of *Sjalfsbjorg* (the National Association of disabled in Iceland). This visit coincided with Astangu's tradition of holding "Day of Experience" every spring. During this day teachers, social workers and therapists share their experiences of and contribution to the conception of holistic learning. Various learning tools and materials were introduced and Ms Piret Mandre (Head Development Department) gave a presentation on Astangu's progress.

New law sets the framework for the Slovenian Institute for Rehabilitation



Inštitut
Republike Slovenije
za rehabilitacijo

In May, a new Law on vocational rehabilitation and employment of persons with disabilities was adopted in the Slovenian National Parliament. "This act will have many impacts on the work of the Institute", says the Director Dr Cveto Uršič. One of the most important is defined in Paragraph 7 - the Institute is identified as the central professional institution in Slovenia in the field of vocational rehabilitation. The following tasks of the Institute are defined in this paragraph: to manage and coordinate professional development of this field; to prepare standards for training and knowledge of professional staff and for performers of vocational rehabilitation; to prepare methodology for assessing work results of employed people with disabilities and to supervise this field; to produce obligatory professional opinion in case of conflicts about resignation from a work of a person with disability, because of business related reasons; to undertake research work; to perform other tasks concerning execution of this Act on basis of yearly work programme. The first four of the listed tasks are already performed as public procurement funds for them are allocated from the budget of the Republic of Slovenia. The Act defines in Paragraph 102 that the Institute must reorganise in a way that it can perform tasks and be eligible for public procurement from Paragraph 7 for all groups of people with disabilities not later than six months.

Interview with Mr Stefano Schena, Director Opera Don Calabria and new President of the EPR



Congratulations on your new position as EPR President. Do you look forward to your new role?

I am very happy about this new engagement but at the same time I am convinced that it will be a demanding job. I have fully understood that this will be a crucial time for the development of the EPR and I am sure that I will have a strong support by the Brussels staff who are doing a very good job.

In the last eight months EPR has significantly strengthened its Public Affairs Pillar. Why should in your opinion EPR invest in this area?

Firstly, I support the investment of the EPR in Public Affairs and I will personally be a member of the Board of ENSPER (European Network of Service Providers in Employment and Rehabilitation) – the new body for Public Affairs between EPR, Workability International Europe and Rehabilitation International Work & Employment. There are two reasons why EPR must invest in Public affairs: (1) Being able to play a role in the building of the new Europe requires having a lot of contacts with other key European stakeholders (European Commission, EDF, etc.) in order to represent the point of view of the service providers, and I believe that the Platform must play this role; (2) Promoting our vision of rehabilitation requires our centres to have relations with public authorities at different levels (local, regional, national, European) and the work at the European level must be realised by the EPR and not by one centre alone.

What are your plans to more actively engage less involved members?

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Rue de Spa 15 B-1000 Brussels, tel.: +32 2 736 54 44, fax: +32 2 736 86 22

www.epr.be, e-mail: martin.ohridski@epr.be

We welcome your questions, comments and suggestions.

I am very concerned about having full engagement from each centre, in particular from the full members. I think that a centre action plan - a new instrument in the relationship between each Centre and the Brussels secretariat - will be a good opportunity to achieve this. Also, in the framework of Brussels staff, Jan Albers after his retirement will be a senior consultant with a specific engagement of visiting and taking contacts with centres. I hope that EPR will be able to meet in a more targeted way the expectations of the centres and so we will achieve more engagement from all the partners.

The ERA adopted a new strategy last year; do you think the Academy is on the right road today?

I think in order to achieve success with ERA we need a lot of time and a capability to look for the right way. In this respect, being able to learn from mistakes and correcting the approach is very important. Now I think the new strategy is right but we will have an evaluation in next spring (2005) after the first year of activity under this new strategy.

In March Jan Spooren visited ODC to test-case the new EPR strategy of individualised centre action plans. Do you think this approach has something to offer to EPR member organisations?

The experience was very good and, as I mentioned before, I believe that this will be a very good strategy in order to link more and more the centres with the EPR.

A non-profit status and at the same time a business approach, how do EPR member organisations combine the two?

As non profit organisations, it is required of us to reinvest the surplus within the organisation for new development, new buildings and so on. But at the same time it is necessary to have a business approach in order to be able to manage our organisations in the correct way. So in this point of view there is no conflict between these two concepts.

The EPR has come a long way since its establishment in 1993, where would like to see the organisation five years from now?

My vision is for an EPR able to give added value to each partner in order to increase the quality of its services, an EPR able to play a very important role in the development of rehabilitation activities in the whole of Europe (especially in the East), an EPR able to move staff and clients around our centres in order to ensure the best services for each kind of needs, and an EPR able to enlarge its viewpoint outside Europe for its co-operation and activities. Perhaps, in five years we will think about a world-wide rehabilitation Platform. Thank you very much.



Member in focus: Heliomare

Heliomare is an organisation in the Netherlands, which supports people who either run a high risk of developing a handicap or have an existing handicap. It has approximately 1100 employees and more than 20 locations throughout the province of *Noord-Holland*. The degree of support provided, depends on the requirements and the physical and mental capabilities of the client. A variety of services are offered, including medical rehabilitation, special education, vocational rehabilitation, independent living, temporary care facilities, occupational time management and sports. These services can be offered either separately or as a combined package. The different business units that constitute Heliomare form a linking chain that can provide answers to all of the client's questions. There is a high degree of cooperation between the different units, especially when this is necessary for the client. In the Netherlands, Heliomare is unique for the total package of services it offers.

• **Interview with Cees Raaijmakers (Director of Heliomare) and Ester Rood (Corporate Secretary of Heliomare)**

What made Heliomare join EPR a year ago and what in your opinion are the most important benefits to Heliomare from being part of the network?



Heliomare is the biggest organisation in the Netherlands providing a total package of services to disabled in the field of living, daily occupation, medical rehabilitation, vocational rehabilitation, sports and special education. Offering such an extensive range of services, we were of the opinion that we had to become member of the EPR, especially because the EPR had recently extended its

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focus from vocational rehabilitation to all the other fields mentioned. Moreover, now that the influence of Europe is growing, we found that we had to be more active on the European level, especially because Heliomare was to some extent oriented more on a regional than on a national or European level.

Today we talk a lot about 'integrated services' but in Heliomare we see this principle working in practice. How do you manage to actually deliver a 'continuum of services' to the client?

We have a lot of projects (synergy projects) in which the 6 different business units work together. We monitor these projects. For instance, we have the project 'One child, one programme' in which the business unit Heliomare rehabilitation (the rehabilitation centre) works closely together with the business unit Heliomare education (the school), to provide integrated services (medical rehabilitation and special education) to young children. Another example is the transition project, in which 3 business units work together (Heliomare living, Heliomare education and Heliomare vocational rehabilitation): case managers (transition managers) support the clients (youngsters) on the field of living, education and vocational rehabilitation. Another way in creating integrated services is by way of ICT: special software was created for Heliomare in which all client data is stored and which information is accessible for authorised staff in all 6 business units. A third way in which we create integrated services is, for example, that the managers of the 6 business units all make part of the management team, in which they have to discuss about issues which are of interest to all of them; they also have to know about each other's business units. Once a month one of the managers

EQRM team awarded

Each year the EPR presents the *Louis van Amelsvoort Award for Excellence in European Co-operation*. The award is named after the ex-General Secretary who had played a key role in promoting co-operation amongst members of then EPVR until his untimely death in 2000. This year the distinguished Award went to team which had done an outstanding job in developing the European Quality in Rehabilitation Mark. The members of the team are Guus van Beek, (EQRM Manager) Michael Crowley, Cristina

Crisostomo, Jean-Claude Schrepfer, and Brendan



ication of the European Pla
B-1000 Brussels, tel.: +32 2
www.epr.be, e-mail: martin
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gives a presentation about its own business unit (the developments in that field), to inform his colleagues about what's going on in his business unit.

Do you cooperate with other rehabilitation centres in the Netherlands or do you see them as competitors?

As said before, Heliomare is not only a rehabilitation centre. Our business units cooperate with other centres, especially Heliomare vocational rehabilitation, which cooperates closely with other vocational rehabilitation centres in a joint venture (a foundation) called 'REA College Nederland'. Our business unit Heliomare education cooperates with others schools for special education in a regional expert centre called 'REC Noord Holland'. Heliomare rehabilitation works together with hospitals, more than with other rehabilitation centres, although they are not really considered competitors. The other business units work together with, for instance, housing corporations (Heliomare living), other centres for day care (Heliomare daily occupation) or other sports centres (Heliomare sports). In the field of living and daily occupation, politics urge the centres to, on the one hand, working together, but on the other hand to compete with each other. Competition will become stronger, especially with the coming new legislation in which part of the daily occupation will be transferred to the communities also unit because of the negative economic situation. *[cont next page]*

Coyle (on behalf of Donal McAnaney).

Guus van Beek receives the prestigious statue from Frank Flannery, Chairman of the EQRM Awarding Committee

Jan Albers waves goodbye

After years of distinguished service and remarkable achievements as President of the EPR, Jan Albers has stepped down from the position and is this summer also retiring as CEO of SRL Hoensbroek. Jan Albers will be succeeded to the Presidency of EPR by Stefano Schena (CEO, Opera Don Calabria).



Jan Albers holds high the "blue

fantasy" picture he was presented with

Heliomare is applying for a project in the framework of EQUAL. Have you applied for project funding before and with what success?

We have applied for project funding in the framework of the European Social Fund before, for projects of our business unit Heliomare vocational rehabilitation. We have obtained quite a lot of money, but we have had problems with the complex administrative regulations (the administration/registration of the work done). This has caused a lot of trouble, but in the end we have solved this.

The EQRМ is attracting increasing interest in the sector; do you think Heliomare could in the future also apply for the Mark?

At the moment, we're still in an initial stage of implementing the INK quality system – a quality system of the Institute for Dutch Quality. This takes a lot of energy from the organization. Therefore, we will probably not in the near future apply for the EQRМ mark. It is possible, however, that for instance the business unit Heliomare vocational rehabilitation will apply for the EQRМ mark as being part of the REA College Nederland in which also EPR member SRL Hoensbroek participates.

Are Heliomare's employees familiar with EPR and its activities?

All the managers (the managers of the various business units, the manager funding and the manager information and quality management) are familiar with EPR and its activities. We suppose that the managers communicate about the EPR within their own units, especially the manager Heliomare vocational rehabilitation because this business unit wishes to apply for Equal funding with the project Eminus and because EPR started in the field of vocational rehabilitation and the manager of this business participated in the management course of the European Academy of the EPR.

The rehabilitation sector in a number of European countries is facing serious budgetary cuts, is the Netherlands – and hence Heliomare – also affected by such developments?

Yes, this is also the case in the Netherlands, especially in the fields of living, daily occupation, medical rehabilitation and vocational rehabilitation. For instance, for 2004 the business units Heliomare living, daily occupation and rehabilitation have had an 'efficiency cut' of 0,8 % and new cuts are being announced. Moreover, the minister has announced that extra production in the fields of living and daily occupation made after 1 March this year, will no more be paid for. As for vocational rehabilitation, the

minister of Social Affairs will decide this year whether vocational education will still be subsidised in the future.

Public Affairs

ENSPER established



In February EPR and its partners Workability International Europe and Rehabilitation International Work & Employment Commission set up ENSPER (european network of service providers in employment and rehabilitation). ENSPER's purpose is to give providers of work, employment and all kinds of rehabilitation services a single voice so they can have greater influence in the international decision-making process. The scope of ENSPER covers all actions and initiatives in the public affairs arena relating to people with disabilities and others who are experiencing disadvantage.



Report on good practices



Following an invitation to provide DG Employment and Social Affairs with good practices for integration of disabled people, EPR contributed with a paper on *Disability mainstreaming in the framework of the European Employment Strategy: a collection of good practices*. Nearly all good practices originate from projects of EPR members published in the two SIVOR editions of 2002 & 2003. The paper is available on the EPR website.

Project Teams

The project team on Mental Health has finalised the **Self Evaluation of Well-being (SEW)** questionnaire/methodology they developed and tested over the last two years. The SEW methodology is a product ready to be used as a guidance tool in vocational rehabilitation. The user-manual, including the questionnaire, instructions and the scoring form, are available from the secretariat. Five centres have already

decided to integrate the SEW in their programmes.

EQRM



EQRM at EDF's Assembly

Donal McAnaney missed this year's General Seminar as he was at EDF's Annual General Assembly giving a presentation on the EQRM. The invitation by the European Disability Forum – key NGO stakeholder in the disability field – is a strong sign of EDF's support for the EQRM. Donal McAnaney's presentation was extremely well received and sparked great interest in the Mark from service users.

'Committed to EQRM'

Lately, the EQRM team ran Initiation Programmes in Åstvedt Industrier as Bergen in Norway and Pluryn Werkenrode Groep in the Netherlands. These organisations have been awarded with the label 'Committed to EQRM'.

The label is valid for 18 months. Additional Initiation programmes are planned for the second half of 2004 in UK, Ireland, Greece, Germany, Slovenia and the Netherlands.

European Rehabilitation Academy

The Academy Programme for May 2004 - May 2005 is ready and available on the EPR website. The programme is based on the conducted needs analysis and offers an excellent range of tailor-made courses. Centres which have not yet registered any participants yet are welcome to do so.

Knowledge Management Centre

In the last months, the concept and software for the **KMC** were finalised and evaluated. The KMC was demonstrated at the General Seminar and should be online in June. It is planned to test the system until the end of 2004, which includes that all members nominate KMC administrators and send them to a one-day training session in Brussels on 25 June.

EPR website: what's new?



The full programme of courses offered by ERA between May 2004 and May 2005
<http://www.epr.be/MainActivitiesNew/eraprogramme2004.htm>

Information on the Rehabilitation International World Congress in Oslo in June
http://www.epr.be/worldcongress_ri.htm

Information on Ensper
http://www.epr.be/members/download/ensper_leaflet.pdf

Report *Key stakeholders in the European disability sector*
<http://www.epr.be/MainActivitiesNew/2NDLEVEL/EuropePolicy.htm>

Report *Disability mainstreaming in the framework of the EES: a collection of good practices*
<http://www.epr.be/MainActivitiesNew/2NDLEVEL/EuropePolicy.htm>

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www.epr.be, e-mail: martin.ohridski@epr.be

We welcome your questions, comments and suggestions.

Presentations & photos from the General Seminar
<http://www.epr.be/members/gS2004/GSagenda.htm>

General Seminar evaluation

Dear members, we would like to ask you to take a minute to fill in the evaluation form on this year's General Seminar. The form is downloadable from <http://www.epr.be/members/gS.htm> Your feedback is important to us!



**"I'm sending you to a seminar to help you
work harder and be more productive."**