

epr newsletter

October 2006

FULL MEMBERS



ASSOCIATE MEMBERS



Editorial

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

The last months have been really important and successful for our network and I would like to take the opportunity of this editorial to underline the significance of the different steps taken by EPR.

One crucial step was taken at the Vintage Event in Porto in June, where the EPR mission and objectives were clearly stated and set out. In this way, the outcomes of this event represent the framework which we will use to build the EPR Strategic Plan for the next few years.

Continued on the next page



EPR General Seminar 2006: a perfectly planned event, rain or shine!

The full General Seminar report is enclosed with this Newsletter.

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The reflections made in Porto revealed the following points: firstly, EPR is a network of leading/excellent organisations and its core mission is to focus on excellence in service provision and to be recognised as such. Secondly, EPR should provide concrete and tangible benefits to its members and focus on client involvement and empowerment of user groups, and review its cooperation with other international networks. Finally, EPR will only develop consultancy activities in a 'mission-oriented' way, and not in a business-driven way; the role and functioning of EPR management structures should also be optimised.

Another more recent milestone took place at the EPR General Seminar in Oslo, where a large representation of all EPR member centres and other international partners gathered to discuss and learn from each other on "Benchmarking as an optimisation strategy for rehabilitation service providers". This year the number of participants was more than 130, with a broad representation from over 15 countries. Thanks to the hospitality and the organisation of our Norwegian partner AVRE, the General Seminar was confirmed again this year as a large, successful event, characterised by a intensively positive and fruitful climate among the participants.

Looking towards the months ahead, the next important step will be our traditional end-of-year public event on the ambitious theme "Mainstreaming disability and the role of rehabilitation in an inclusive society". The event, which will take place in Brussels on 28 November 2006 in the fascinating venue of the Committee of the Regions, will address a select target audience, gathering EPR member organisations, partner European networks and selected contacts in European institutions including MEP members of the EP Disability Intergroup.

All of these developments are confirming the role and value of EPR on the international scene. The encouraging acknowledgements we are receiving, not least from the EU institutions, give us confidence to believe that EPR is indeed proving to be a network of excellence.

I wish all of you and your organisations a fruitful end to 2006 and continued success as you strive towards excellence and better services for all our clients.

Stefano Schena, EPR President

Upcoming EPR events & meetings October-December 2006*

International Symposium on Neuropsychology and Rehabilitation - Special Workshop in Clinical and Therapeutic Communication
Porto, 27-28 October

EPR Coordinators meeting
Brussels, 7-8 November

EPR Executive Committee meeting
Brussels, 8 November

Opti-Work Project Coordination Committee
Brussels, 27-28 November

EPR Public Affairs event on the theme "Mainstreaming and the role of rehabilitation in an inclusive society"
Brussels, 28 November

EQRМ Awarding Committee meeting
Brussels, 28 November

EPR Board of Directors meeting
Brussels, 29 November

EQUASS Information Event (to be confirmed)
Brussels, 11-12 December

PROVET Project Meeting
Brussels, December (to be confirmed)

Centre Visits to prepare Centre Action Plans (CAPs)
EPR full members, October-November

> List of events as known at the moment. In the case of any changes you will be duly informed. It is advised to always confirm details of meetings/events with the secretariat prior to attending.

News from the members



Josefsheim Bigge organises motorcycling event for disabled people

Beautiful sunshine and thrilled youngsters - could anything be better? During a sunny July afternoon about 35 motorcyclists met at Berufsbildungswerk for the traditional riders-party event organised by staff members of the Berufsbildungswerk every two years. Riders-party always is a highlight for the young and disabled persons from Berufsbildungswerk and the residents from the Josefsheim because normally there is no chance for them to motorcycle as a pillion rider (sitting behind driver) on countryside's highways. Everyone paid special attention to the motorcycle combinations, Quad and Trike.

Contact: b.blanke@josefsheim-bigge.de



National Learning Network to run new Home Focus programme

National Learning Network has launched a new Continuous Professional Development Service providing training and upskilling opportunities for professionals working with people with disabilities or with people experiencing educational or social disadvantage. The Service has now secured Accreditation from FETAC, Ireland's Further Education and Training Awards Council. Training modules on offer include Mental Health Awareness, Specific Learning Difficulties Awareness and Practical Skills for Trainers.

Contact: jane.forman@nlm.ie



CRPG promotes project to assess human performance and functionality

CRPG is the promoter, in partnership with the Engineering Faculty of Porto, the Biomedical Engineering Institute and the Mechanical Engineering and Industrial Management Institute, of the project ACTIDEF - Avaliação Computacional e Tecnológica Integrada do Desempenho e Funcionalidade de Cidadãos com Incapacidades Musculo-Esqueléticas (Integrated Computer and Technological Assessment of Human Motion and Function). Starting in February 2006, this one-year project has a budget of 150 000 €, partially supported by European structural funds. Among the objectives of this project are the creation of a support service to the diagnosis, prescription and training for people who are limited in their "motion" function.

Contact: ana.pinto@crpg.pt



Heliomare promotes new approaches to vocational training

For many young people it is hard to join vocational training because of their disability. Mobility problems, tiredness or necessary care are often the main reasons. Solving this problem needs a different approach. REA College in the Netherlands, of which Heliomare is a member, took the initiative to develop a new concept of distance learning. In the EU funded project Eminus, they are working on building virtual class rooms through which students can be trained at home for jobs they can do from their homes. Communication is the keyword in this concept in which audio/visual connections are very important. More information on the project is available on www.eminus.nl

Contact: s.nijhuis@heliomare.nl



Don Calabria Centre opens new laboratory

The Don Calabria Centre in Verona implemented the services for diagnosis and research in motor and neurological pathologies. A new laboratory for postural analysis and movement and walking was officially launched on 10 July this year. The laboratory represents a valuable instrument to support the clinical activities of the Don Calabria medical department; implementing the actual diagnostic services and supporting the validation of medical protocols. Moreover, the laboratory provides analysis and consultancy in the prescription of orthopaedic aids and prosthesis to children and adults with major damage to the nervous system, as well as to all those people, mainly adults, with pathologies of the movement system.

Contact: valentina.danese@centrodoncalabria.it

EPR interview with Institut de Formation et de Recherche sur les Organisations Sanitaires et Sociales et leurs Réseaux (Ifross)

At its Board meeting in June 2006, EPR welcomed a new Associate member from France – Ifross. In this edition of the Newsletter we bring you an interview with Jean-Pierre Claveranne, Director and David Piovesan, Senior Lecturer at Ifross.



Prof. Jean-Pierre Claveranne

Could you tell us more about Ifross?

Ifross was founded in 1989 by Prof. Jean-Pierre Claveranne. This Institute of Research and Training is specialised in law and management in health and social organisations. It is placed under the umbrella of the Faculty of Law of the University Lyon 3. Ifross carries on 3 main activities that are strongly interconnected: consultancy, research and training. The Ifross team is composed of 2 Professors, 10 lecturers and 12 associate fellows.

You attended the Workshop for Directors in Portugal in June, what were your first impressions of the EPR network?

We were impressed by the high level of expectations of members but also the frankness of analysis about the future of the network. We could also identify the efforts made to build such a strong network and to transform the original idea to a proactive multi-European organisation.

The main part of your work focuses on research; why is research so important today?

Only research can anticipate the future. Research is one way to get better and better in a more and more demanding system. And the volume of research interests will become bigger and bigger: client status, quality management, innovating process, performance evaluation, etc.

In what ways do you hope to benefit from membership in EPR?

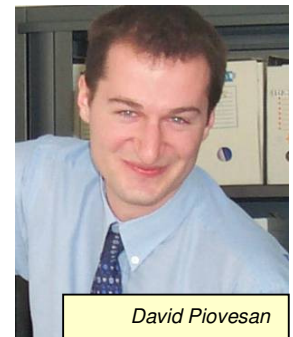
Key words of EPR fit very well with our main points of interest: innovation, best practices, expertise, excellence, quality. But our conception of research has always conducted us to carry out studies not ON people but WITH people. And the interactivity of EPR was a real surprising but positive way to face problems.

What are your relations with EPR's other member in France - Centre de Réadaptation de Mulhouse?

We have recently conducted a research with the CRM about organisational performance systems (medico-economic indicators) that was quite innovating in France. They also frequently come to Lyon to teach about quality management for our adult students.

Do you have established relations with other European bodies?

We have built some relations with other European universities, also with many European social and health service providers (in particular in Spain and Switzerland) and with other EU-funded projects. Europe is in fact one of our main challenges for the next 5 years. Finally, we are also engaged in many South American Networks around Cuba, Mexico and Bolivia.



David Piovesan

Has Ifross participated or would it be interested in participating in transnational EU-funded projects?

As we said before, we cannot miss the European transformations of health and social systems. For the last few years, analysis on social and health systems is no longer focused on France but on the wider European level. That's why we are very interested to understand from the inside what happens in France's neighbourhood in order to anticipate what will happen tomorrow.

What are the main challenges facing France's academic sector?

Internationalisation that is still too precarious, global transformations that must be taken into account (in education, culture, economic, social, technology, etc.); breaking the historical disciplinary structure of knowledge; potential rising competition from private schools; better equilibrium between fundamental and practical research and last but not least a huge revolution of its management !

Public Affairs

ENSPER welcomes adoption of UN Convention

The constituent organisations of ENSPER - EPR, Workability Europe and Rehabilitation International - welcomed the adoption of the **United Nations Draft Convention on the Rights of Persons with Disabilities**, which was finalised on 25 August 2006 after an intense two-week session. This Convention is the result of five years of negotiations at the United Nations, with unprecedented participation of numerous persons with disabilities and their representative organisations, including many ENSPER members and colleagues.

Referring specifically to Article 26, Jan Spooren, General Secretary of EPR, stated "In adopting Article 26, states parties, committed themselves, inter alia, to promote the development of initial and continuing training for professionals and staff working in habilitation and rehabilitation services – this is a point which we consider especially important given the fact that offering specialised training programmes for professionals in our sector has been a key focus of EPR's work via our European Rehabilitation Academy."

Read the full Press Release issued by ENSPER at <http://www.epr.eu/news.htm>

EPR at Social Service Providers Seminar



A large gathering of NGO social service providers around the table

On 25 September 2006 EPR, Workability Europe, EASPD, ET Welfare, Solidar, Caritas, FEANTSA and a few other networks of social service providers organised a very interesting joint Seminar on "**NGO Social service providers as actors for social cohesion and inclusion**". The Seminar

brought together over 30 representatives from European networks of social service providers to discuss main themes such as social service provision in Europe: challenges, opportunities and concerns and the role of social service providers in relation to social cohesion and social inclusion.

In preparation for the Seminar, two questionnaires were sent out to a number of selected organisations (both European networks and national NGO service providers) and their answers were used as the basis for the debate. CRPG filled in the questionnaire on behalf of EPR. The lively exchange touched upon such key issues for the sector as quality assurance of services, competition, innovation, ageing populations, finance and sustainability of social services.

The results of the Seminar were presented to a representative from the European Commission (EC) who welcomed the debate and shed light on the future initiatives planned by the EC in the area of social services.

The European NGO networks of social service providers will in the coming months continue to coordinate their work on the future of social service provision in Europe. Further joint lobby activities are also planned.

EPR Public Affairs event coming up

The date, venue and theme for EPR's traditional end-of-year public event have been confirmed. The event will be organised on the topical theme of "**Mainstreaming disability and the role of rehabilitation in an inclusive society**" on 28 November 2006, starting at 18.00h in the Committee of Regions in Brussels. The last EPR Board meeting of the year will be held the next day on 29 November 2006, beginning in the morning at Eurovillage Hotel.

The full Programme and registration form are available on the EPR website: <http://www.epr.eu/paevent.htm>

All EPR members and selected contacts of their centres are invited to send a limited number of participants.

The contact persons for this event in the secretariat are Sarah De Roeck, sarah.deroeck@epr.be (for practical issues) and Martin Ohridski, (for content issues) martin.ohridski@epr.be

EQUASS & EQRM

Launch of European Quality Assurance for Social Services (EQUASS)



At the Annual General Seminar of the EPR in September in Oslo, a new quality accreditation system for the social sector was introduced to the EPR members. The European Quality Assurance for Social Services (EQUASS) is an accreditation service for quality assurance and quality control in social services. It enables organisations which provide services in the social sector to engage in an externally accreditation process at a European level by which they assure quality of their services to service users and other stakeholders.

The EQUASS system has been developed on request of the EQRM Awarding Committee. The members of the EQRM Awarding Committee would like to lower the threshold for an organisation in starting up a process of quality development in striving for the level of Excellence.

Characteristics

EQUASS is characterised by:

- 38 clear defined criteria based on the key values of the social sector.
- The criteria cover essential elements of a Quality Management System (QMS).
- An internal audit which is based on a questionnaire approach.
- An external audit which will be carried out by an independent and qualified auditor in a two days site visit.

The process

After sending the application form and the questionnaire for internal audit, a site visit will be carried out. An auditor will check applicant's evidence in meeting the EQUASS criteria by reviewing documentation and carrying out interviews with staff, service users and other stakeholders. The results will be reported in an audit report. An organisation which meets the EQUASS criteria will be accredited for a two years period. The whole process is overseen by an Awarding Committee: an Independent Committee that includes experts from most of the key European stakeholders.

Validation

An extensive validation study has been carried out in order to validate the EQUASS system. International experts and stakeholders from Norway, Sweden, Denmark, Germany, the Netherlands, Ireland, United Kingdom, France, Portugal, Hungary and Greece are asked about the relevance, reasonability and essence of the EQUASS criteria.

Testing

The EQUASS system including the external audit has been tested in four pilots in four different countries: Institute for Rehabilitation of the Republic of Slovenia in Slovenia, Centro Educativo Ocupacionela "Don luigi Pedrollo" - Opera Don Calabria in Italy; Associação Portuguesa de Paralisia Cerebral Núcleo Regional do Centro in Portugal and Norpo AS in Norway. The aim of these pilots was to test the EQUASS process, procedures and instruments.

External evaluation

The EQUASS system has been evaluated by Prof. Dr. F.J.J. Nijhuis of the University of Maastricht, the Netherlands. The results of the evaluation have been reported to the Awarding Committee.

European Quality in Rehabilitation Mark (EQRM): perspectives and awards

The European Quality in Rehabilitation Mark (EQRM) stands for a comprehensive approach in identifying excellence and best practice in the rehabilitation sector. Since the launch of the EQRM in December 2002, 17 organisations from 7 EU countries have been awarded with this prestigious recognition of excellence by the European stakeholders. Organisations from Italy, Greece, Germany, Spain and Finland will follow in 2007.

During the EQRM Awarding Ceremonies at the EPR General Seminar in Oslo, **Josefsheim Bigge** in Germany and **Durapart AS** in Norway were awarded with the EQRM. Josefsheim Bigge is the first organisation in Germany to be awarded with the EQRM. Durapart AS is the second Norwegian organisation to be awarded with EQRM.



The CEOs of Durapart AS (B. Paulsen) & Josefsheim Bigge (H. Vornholt) receive the EQRM Awards



EPR Working Groups

Meeting of the Working Group on 'Justification of Rehabilitation Services'

On 25-26 April 2006, the Working Group on 'Justification of Rehabilitation Services' met in Neuwied, Germany. This Working Group is the result of discussions with the EPR member organisations, which revealed that one of their main challenges was the justification of rehabilitation services.

The meeting in Neuwied featured David McDaid of the London School of Economics as the external expert/consultant, and Jan Albers as the facilitator. The Group predicted that in the future, justification and transparency of the delivery of rehabilitation services will become a more important item on the agenda of the welfare systems in all countries, which should have a strong impact on the structure and function of rehabilitation services. The tension between quality and cost-oriented thinking is already visible everywhere. Finding a good balance between those worlds is the big challenge for all the centres in the long run.

To view the complete final report of the 'Justification of Rehabilitation Services' Group, including links to all presentations given, please go to:

<http://www.epr.be/members/JustificationApril2006.htm>

Knowledge Management Centre

During the summer, the EPR secretariat has worked on a new version of the KMC, which includes a new design and new functionalities. This latest version is now available online (<http://kmc.epr.be>) and has been presented at the KMC administrators meeting on 27 September 2006 in Oslo as well as during the open space discussion of the EPR General Seminar.

The KMC meeting was again an opportunity for the centres' administrators to share their experience in the KMC use within their centre and to discuss the different strategies to promote the KMC among their colleagues. The administrators were very pleased with the contribution from Donal McAnaney (Director of the Innovation and Research Department of the RehabGroup) who was invited to share his knowledge management expertise during the meeting. He will be present at the EPR coordinators meeting (7-8 November 2006) and will participate in further discussions on this issue.



The screenshot shows the homepage of the Knowledge Management Centre (KMC). At the top, there is a blue header with the text "KNOWLEDGE MANAGEMENT CENTRE" and a logo of a stylized star. Below the header is a navigation bar with five icons: a red cube, a wrench, a magnifying glass, a sun, and a blue circle with a white 'i'. The main content area is divided into two columns. The left column features a photograph of several hands clasped together, with text describing the KMC as an on-line database for EPR organisations and a special added value in the context of EPR. The right column lists "Latest services" and "Latest documents" with several hyperlinks to various reports and initiatives. At the bottom right, there is a photograph of an open book.

KNOWLEDGE MANAGEMENT CENTRE

Latest services :

- [Evaluation of a multiprofessional rehabilitation programme for patients with non specific chronic ba](#)
- [Measuring activity level, paincontrol and workload of patient with non specific lowback pain](#)
- [Vocational training e-CRPG](#)
- [Integrated Computer and Technological Assessment of Human Motion and Function](#)

Latest documents :

- [An Investigation into the support needs of people with rare disorders and their families](#)
- [Raising Boys for Fathers](#)
- [Lifeskills / Lifecoaching Initiative](#)
- [1st International Simposium on Neuropsychology and Rehabilitation Rehabilitation Education--Call for Submissions--International Rehabilitation](#)

EPR Projects

EPR wins new EU-funded project



In June 2006 EPR was informed by the European Commission that its bid for project financed by Lifelong Learning: Education and Training Policies Programme has been successful. The project is entitled *“Including the excluded: Promoting enhanced European cooperation in VET for people with disabilities (acronym: PROVET)”* and its duration is 18 months.

Project activities

In the framework of this project, the partners will test and implement European instruments:

- The Europass portfolio
- The European Common Quality Assurance Framework
- Applying the European principles and quality measures for improving access to guidance for trainees

Project partners

- National Learning Network, Ireland
- Institute for Rehabilitation of Republic of Slovenia, Slovenia
- Opera Don Calabria, Italy
- Centre de Réadaptation Mulhouse, France
- Josefsheim-Bigge, Germany
- Centro de Reabilitação Profissional de Gaia, Portugal

Kick-off meeting and start of work

The project PROVET officially started in June 2006 and a kick-off meeting was organised on 4-5 July with all the partners. The main objective of the kick-off meeting was for the partners to agree on a concrete action plan. The partners met per strand of activities and prepared the methodology for the testing of the products. Upon return to their home centre, each of the six partners has created a small internal working group that has the task of matching and testing the respective product to the users' needs in its VET programmes and services. The testing will take place over a period of seven months in six different locations.



The project partners at the PROVET kick-off meeting

A European Conference gathering key VET stakeholders will be organised in May 2007 to present and disseminate the outputs and results of the project.

The person responsible for this project in the EPR secretariat is Nadège Jibassia

Tel. +32 2 736 54 44

Email: nadege.jibassia@epr.be

Website: <http://www.epr.eu/members/Projects/provet.htm>



Opti-Work approves work done by National Contact Centres

The Opti-Work Core Research Group met on 21 September 2006 for a brainstorming on the results of the different work packages. During their meeting they discussed the National Contact Centres (NCCs) deliverables for Work Packages 4 (the workplace and disability issues – the employer threshold) and Work Package 5 (the individual and work issues – the jobseeker threshold). The work performed by the NCCs for these Work Packages consisted of organising individual interviews with people with disabilities and employers in order to identify the incentives and obstacles they all met for getting a job or recruiting. The Core Research Group agreed that the NCCs did a tremendous job and have done their best in delivering as much information as they could.

Brigitte Van Lierop has formally approved their work on behalf of the Project Coordination Committee.

The next Project Coordination Committee meeting will take place on 27-28 November 2006, during which the location, date and formalities for the Opti-Work Final Conference will be discussed.

SD Net Job comes to an end

The project SD Net Job, in which EPR was involved as a partner, has come to an end in September 2006. SD Net Job is an EU-sponsored Website providing information on employment and disability issues in the Member States of the European Union. The site aims to raise awareness of innovative policies and practices across Europe which can support disabled people - either as workers or as employers. One of the most interesting outcomes of this project is the creation of a database of European projects. The database presently contains over 150 projects and provides useful information for anyone looking for innovative approaches addressing "return to work" policies, project partners in other European countries, or just for having an overview of previously funded research, or project results. Visit the project's website at <http://www.socialdialogue.net>

New intern joins the EPR secretariat

A new intern - Viera Kerpanova from Slovakia - joined the EPR secretariat at the beginning of October for the period of five months.

Viera Kerpanova graduated as a Doctor of Law focused on International Law following the legal studies in Slovakia. She is currently working on her final thesis "Social Services of General Interest in the European Union", which is a part of her Master in European Studies conducted in Austria. Her main tasks in EPR will cover research in the field of social services of general interest and cross-border provisions with regard to patient mobility. She will also assist in the various public affairs activities of EPR, assist in event organisation, attend meetings and events and take minutes.

Viera Kerpanova can be contacted at viera.kerpanova@epr.be and at the general EPR telephone numbers.

EPR website: what's new?

In order to accurately relay our international nature, the EPR website www.epr.be, has now moved to the www.epr.eu!

Please note the change in your bookmarks.

- On 28 November, EPR will host a Public Affairs event entitled "Mainstreaming disability and the role of rehabilitation in an inclusive society." For more information on this event, please go to: <http://www.epr.eu/members/paevent.htm>
- The final report of the meeting of the Justification of Rehabilitation Services working group, which was hosted by Heinrich-Haus (JG Gruppe) in Neuwied, Germany from 25-26 April) can be viewed at: <http://www.epr.eu/members/JustificationApril2006.htm>
- The final report, including photos and links to presentations, of the Vintage Event workshop for the Board of Directors, hosted by CRPG in the Douro Valley in Portugal from 21-24 June 2006, can be viewed at: <http://www.epr.eu/members/MainActivitiesNew/2NDLEVEL/VintageEvent.htm>
- The final report, including photos and links to presentations, of the highly successful EPR General Seminar 2006, hosted by AVRE in Oslo, Norway, can be viewed at: <http://www.epr.eu/members/gs2006.htm>
- In the News section of the website, you can find the latest press release from ENSPER, on the UN Convention on the Rights of Persons with Disabilities: <http://www.epr.eu/news.htm>
- The description and contact information of our newest Associate member, IFROSS, has now been included on the member's page. To read the description on this research centre, please visit <http://www.epr.eu/About/2NDLEVEL/IFROSS.htm>
- The May, June, July/August, and September editions of the Public Affairs e-bulletins: http://www.epr.be/members/public_affairs_e-bulletin.htm
- From 26-28 October, CRPG will host the First International Symposium on Neuropsychology and Rehabilitation. For more information, please visit : <http://www.crbg.pt/simposio/intro.htm>

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