

epr newsletter

December 2006

FULL MEMBERS



ASSOCIATE MEMBERS



Editorial

Dear EPR members,

I am most happy to use this last Newsletter of 2006 to look ahead towards next year and to express some of my feelings on the short-term future of the EPR. Despite the growing scepticism towards Europe and the financial pressure on our sector, 2006 was for the EPR a good year with concrete results, enthusiasm and a (re-found) belief that international cooperation is indeed an essential part of strategic development.

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This year's EPR traditional Public Affairs event took place in the high-tech surroundings of the Committee of the Regions in Brussels

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Looking towards the coming years, a major reason for being confident is the clear vision on the short-term future of the EPR which is shared by all members. Directors of both full and associate members debated over the last months about a Strategic Framework, and agreed that EPR is an organisation of 'Excellence' in service provision, offering concrete benefits to its members and impacting the sector on selected issues. This Strategic Framework will act as a compass and a touching stone for all EPR activities in the coming years.

A second element that determines the near future of EPR is the enhanced capacity of the organisation. At the level of the secretariat, the growth of EPR is reflected in an enlarged activity portfolio, an increased budget and a reinforced staffing structure. But more important is the intensified involvement of the EPR member organisations via participation in European projects, a new generation of Centre Action Plans (CAPs), and more effective utilisation of the EPR services.

This clear vision and sufficient resources allow us to look forward to 2007 with a lot of confidence and enthusiasm. At the same time, this favourable situation raises high expectations and puts as such a big responsibility on everyone involved. All centres expressed satisfaction with the CAPs 2005-2006, but expect that the new CAPs 2007-2008 will provide even more tangible benefits within their organisations. Another great challenge will be to finalise the implementation of three important international projects by the end of 2007: Opti-Work, PROVET and the newly won EQUAVET project (you will read more about this one in the next edition of the Newsletter in March 2007).

When looking towards 2007, the European Quality in Rehabilitation Mark (EQRM) deserves special mention. After many years of investments in terms of both money and energy, EQRM is expected in 2007 for the first time to generate profit, and it seems the quality initiative of the EPR will finally start realising its huge potential. EQRM/EQUASS is not only a good example of how EPR has the capacity to change the disability sector, but it also proves once more that patience and persistence are critical success factors for any significant international achievement.

On behalf of the entire staff in the EPR secretariat, I would like to wish you all a nice and peaceful Christmas period, and we are very much looking forward to working again with you in the coming year.

Jan Spooren
General Secretary

Upcoming EPR events & meetings* January – December 2007

EQUAVET Project meeting

...January 2007, Brussels, Belgium (date to be confirmed)

EPR Executive Committee meeting

2 February 2007, Brussels, Belgium

EPR Board of Directors meeting

2 March 2007, Brussels, Belgium

PROVET Project meeting

21-22 March 2007, Porto, Portugal

EPR Executive Committee meeting

16 April 2007, Brussels, Belgium

EQRM Assessors Training

16-17 April 2007, Brussels, Belgium (to be confirmed)

Opti-Work Project Meeting

26-28 April 2007, Malta

EPR Board of Directors meeting

9 May 2007, Mulhouse, France

EPR General Seminar 2007 and related business meetings

9, 10 and 11 May 2007, Mulhouse, France

EQUASS Auditor Training

4-5 June 2007, Brussels, Belgium

EPR Workshop for Directors

20 September, Nijmegen, the Netherlands

EPR Executive Committee meeting

21 September, Nijmegen, the Netherlands

EPR Executive Committee meeting

25 October, Brussels, Belgium or Madrid, Spain (to be confirmed)

EPR Board of Directors meeting

22 November 2007, Verona, Italy

Conference on Quality of Services

23-24 November 2007, Verona, Italy

*** List of meetings and 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 and Slovenian Institute for Rehabilitation run joint Leonardo-project DLAN

The Slovenian Institute for Rehabilitation in Maribor and Josefsheim Bigge, along with two other project-partners from Austria and Hungary, are developing integral vocational training models in the area of traditional trades and handicrafts for the preservation of cultural heritage.



The project is based on two essential points, the first being the development of promotion concepts for traditional handicrafts and trades and the second being the development of a concept with the title "Train the trainer" for the training and further education of works trainers and/or practical instructors. The curriculum "Train the trainer" is devised on the basis of three essential points: specific vocational qualification, vocational pedagogy and social pedagogy. These themes prepare a trainer/practical instructor for work with a specific target group. This curriculum qualifies trainers to integrate the pedagogical work in the vocational training, respectively to improve it. The learning units are currently being refined and put to the test.



The project website www.dlan-palm.si is now available for current information on the contents and status of the project.



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National Learning Network and Health Service Executive Partnership

National Learning Network in collaboration with the Health Service Executive ran a very successful conference on Friday, 19 November on the changes that are taking place in the area of Mental Health in Ireland. The conference entitled "A Vision for Change" was an important event for people working in the area of mental health and focussed on Irish national strategy and policy for mental health. The interest in the conference was reflected in the large number of delegates who attended the event which brought together key members of the statutory, voluntary and advocacy sectors. The event was formally opened by Mr Michael Martin TD Minister for Enterprise Trade and Employment and former Minister for Health.

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Don Calabria Centre opens projects

"The Mosaic: a project for the enhancement and innovation of services for people with acquired brain injury" is the title of a new project at Don Calabria Centre (ODC), financed by the Bank Foundation in Verona. The project, which officially started in September 2006, aims to build a network of services in the community that will guarantee the patients and their families a continuum of care, access to services and re- integration into society. During its three year duration, the project will run a set of five different activities:

the implementation of services for people with acquired disabilities, with different levels of Glasgow come scale; the validation of the rehabilitation model, in order to make it replicable in other communities; a set of training activities for medical doctors, general practitioners, families and volunteers; a programme of meetings in high school classes to prevent car accidents and to promote sensitivity to the topic among students. Finally, three research fields, within the University of Verona, will focus on: a cost-benefit analysis of the rehabilitation model; a study of guidelines on the rehabilitation for people with severe disabilities; the robotics and the automation to support and assist people with disabilities.

"Dedalo project and the European framework: an opportunity for comparison" is the title of the Seminar held by Prof. Donal McAnaney on 24 October 2006 at ODC in Verona. The Seminar represented a very qualified conclusion to the project, "Dedalo II - Monitoring of the experimentation on the model of vocational training for young people with disabilities 'Dedalo I' and possible expansion in the area of social disadvantage".

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CRPG organises 1st International Symposium on Neuropsychology and Rehabilitation

Between 26 and 28 October 2006, CRPG, in partnership with the Faculty of Psychology and Sciences Education of Porto University and with the support of EPR, organised a very successful 1st International Symposium on Neuropsychology and Rehabilitation. Almost 150 delegates, most of them Portuguese, but also from Brazil, France, the Netherlands and Ireland, participated in this event that brought to Portugal some of the world's top experts in the rehabilitation field, such as Muriel Lezak, Oregon Health Sciences University (USA), George Prigatano, Barrow Neurological Institute (USA), Yehuda Ben-Yishay, New York University Medical Centre (USA), and Alexandre Castro-Caldas, Portuguese Catholic University (Portugal).

CRPG also used this opportunity to publicise the work it has been doing, since 2001, in the field of neuropsychological rehabilitation. A two days special workshop on clinical and therapeutic communication also took place as part of the Symposium. The workshop was conducted by George Prigatano and Yehuda Ben-Yishay and attracted 50 persons. Presentations and photos of the symposium are available at www.crpq.pt



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RehabCare Wins Ireland's Highest Business Excellence Award

RehabCare has become the first voluntary organisation to win Ireland's highest honour for service quality and business excellence. The organisation beat off the challenge of more than 2,500 companies from the private, public and voluntary sectors to be crowned National Title Winner at the 36th National Quality and Excellence Awards hosted by Excellence Ireland Quality Association (EIQA) – the independent accreditation body that promotes excellence in industry. According to the new Rehab Group Chief Executive, Angela Kerins, the award is the most tangible demonstration possible of the importance the organisation places on the standard of its services for people with disabilities. In addition to the overall award RehabCare won the prestigious EIQA/EFQM Levels of Excellence Award, whilst Rehab Group scooped the EIQA Committed to Quality award for its commitment towards implementing independent certification programmes in all businesses across the organisation.

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The Eden Foundation on the Road of Vocational Training

The Adult Section of the Eden Foundation, The Eden Cooperative, has strengthened its steps on the road to employment – its utmost goal. The setting up of different training units catering to specific vocational skills has enhanced their candidates' employment potential. Productive manual work: A workshop was set up for manual work including an industrial paper recycling project.

The Community Technology Learning Centre (CTLC) is an IT training centre serves not only the candidates of the Eden foundation but also the local community. This means it also helps the candidate's integration in the community.

The Catering Unit: A fully equipped unit to serve the training purposes in the catering field. This was launched in September 2006 and today candidates receive their training in a rich catering environment.

IT Servicing Unit: A small project is being born as a Computer and IT servicing unit where our

candidates will be trained on performing IT equipment servicing, repairs and upgrades.

Eden's aim today, besides developing more centres, is the accreditation of its candidates through recognised vocational training certificates.



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EPR Centre Coordinators Meeting



A chance for the secretariat to get feedback on its work



The annual meeting between EPR and the Centre Coordinators from its member organisations took place on 7 and 8 November 2006 in the EPR secretariat. The meeting was organised over two days with a social dinner at the end of the first day. 13 members were represented at the meeting.

The busy agenda covered a number of important items including evaluation of the EPR General Seminar 2006 and preparation of next year's General Seminar; feedback on the Menu of Services & Opportunities offered by EPR to all its members; cost-benefit analysis of the KMC and discussions on activities related to professional development of staff. The Coordinators also gave their opinion and ideas on the potential expansion of EPR and reflected on different formulas of membership.

Similarly to last year, a Coordinators' forum was included in the programme of the meeting. During two lively and focused sessions of 45 minutes each, the Coordinators had a chance to have bilateral discussions with each other on topics of their interest.

The detailed minutes from the meeting as well as a list of pending engagements have been sent to all Coordinators.

Comments from Coordinators about the meeting:

- "The meeting was well organised and had the right duration. Fair distribution and allocation of time to the different points of the agenda."
- "The occasion was well prepared and organised with good supporting documentation. The EPR team is very efficient and helpful."
- "Social events like a dinner and other opportunities to talk and stay together are important and must be kept."



One-on-one discussions: what better way to learn about each other?



EPR's traditional end-of-year Public Affairs event focuses on "Mainstreaming"

EPR organised a successful Public Affairs evening on the theme "*Mainstreaming disability and the role of rehabilitation in an inclusive society*" on 28 November 2006. The event was held in the modern facilities of the Committee of the Regions in Brussels. This was a restricted occasion gathering about 50 persons who came mostly from EPR members, partner NGOs active in the field of disability, public authorities and academics. The European Parliament and the European Commission were also represented.

The occasion opened with a reception and welcome words from Iles Braghetto, MEP (Italy/EPP-ED), Member of EP Disability Intergroup and Stefano Schena, Director of Opera Dona Calabria Centre in Verona and EPR President. During the following plenary session, the two keynote speakers Ingrid Körner, President of Inclusion Europe and Donal McAnaney, Associate Researcher in the Centre for Disability Studies, set the context of the discussion on mainstreaming and rehabilitation by presenting the main issues at stake from the perspective of both people with disabilities and service providers. These interventions were followed by reactions from the panel of three key stakeholders coming from the Disability Unit European Commission, the European Disability Forum (EDF) and EPR who each offered their viewpoint on the points raised.



The event also provided a forum to award two EPR member organisations – National Learning Network (Tallaght) in Ireland and *Centro de Reabilitação Profissional de Gaia* in Portugal – with the prestigious recognition of excellence in the rehabilitation sector known as the "European Quality in Rehabilitation Mark (EQR)". This is the second time both



organisations receive the EQR. The delighted Directors of the two organisations – John Doolin and Jeronimo de Sousa – collected their awards from Frank Flannery, the Chairman of the EQR Awarding Committee.

During the final stages of the Public Affairs event, a landmark Licensing Agreement was signed between EPR and the Association of Vocational Rehabilitation Enterprises (AVRE) in Norway granting AVRE the exclusive right to offer EQUASS to providers of social services within the Norwegian market. Stefano Schena signed the Agreement on behalf of EPR, and Paal Haavorsen, ratified on behalf of the AVRE. EQUASS in Norway will be implemented in collaboration with the Directorate of Work and Welfare and the aim is to accredit about 100 service providers in the country with the EQUASS Mark in the next three years.

Jan Spooren, EPR General Secretary, speaking shortly after the closing dinner stated, "Overall, we are satisfied with how our traditional Public Affairs event went this year. EPR proved again capable of bringing together a representation of major stakeholders in the field of disability at European level to debate an issue of great importance such as Mainstreaming. The exchange of views we had was most beneficial both for us and for our members and sets us well on the way to coping with the challenges of Mainstreaming. Of course, we are also delighted to be able to share our latest successes and initiatives in the field of Quality of Services with our members and partners."



The full Report from the event is available at: <http://www.epr.eu/members/paevent.htm>

EPR Working Groups

Report from 'Decentralisation and Mainstreaming of Rehabilitation Services' Discussion Group

On 27 September 2006, the EPR Discussion Group on 'Decentralisation and Mainstreaming of Rehabilitation Services' had a one-off meeting in the margins of the EPR General Seminar in Oslo, Norway. Four EPR members were represented at the meeting – RehabCare, SRL, CRPG and Pluryn Werkenrode. Jan Albers acted as Facilitator and Martin Ohriski assisted the Group.

The Discussion Group is the result of needs assessments undertaken with EPR member organisations which revealed that the 'mainstreaming' approaches employed by policy-makers today pose a great challenge for many member organisations. Mainstreaming rehabilitation services often means that service providers have to decentralise their working practices, providing their services outside the traditional context of the rehabilitation centre in a mainstream environment in the workplace, in the classroom or as part of Community Based Services.

The meeting opened with an overview of the subjects mainstreaming and decentralisation and a summary of the key socio-political changes and challenges impacting on the European disability sector. Discussed was also the shift from the medical model to the social model of disability and the benefits and risks of which mainstreaming disability policies involve. During this second session of the day, a lively round of presentations and discussions took place where each of the participating organisations presented the case and context of mainstreaming and decentralisation from their national perspective.

Finally, in order to better understand and evaluate the Strengths, Weaknesses, Opportunities and Threats of the mainstreaming approach, the participants discussed extensively and built a SWOT analysis of mainstreaming, starting from the perspective of a service provider.

To view the Final Report of the 'Decentralisation and Mainstreaming of Rehabilitation Services' Discussion Group, including links to all presentations delivered, please refer to: <http://www.epr.eu/members/Membershome.htm>

EQR

EQR progress and perspectives



Until December 2006 17 organisations from 7 European countries (Ireland, Portugal, Northern Ireland, the Netherlands, France, Germany and Norway) have been awarded with the European Quality in Rehabilitation Mark (EQR). Centro de Reabilitação Profissional de Gaia (CRPG), Portugal and National Learning Network, Tallaght, Ireland renewed their recognition of Excellence. It is foreseen that in 2007 new organisations from Italy, Greece, Germany, Slovenia, Spain and Finland will be assessed for the first time and organisations from Ireland, France and the Netherlands will renew their commitment and recognition of excellence.

Recommendations by the Awarding Committee

The Awarding Committee had its second meeting on 28 of November 2006. In this meeting the Awarding Committee discussed the trends of the performance of the awarded organisations on the EQR criteria for the period 2003-2006. The trends show that organisations have very systematic approach in providing rehabilitation services by applying well thought concepts and that all organisation very much focused on setting objectives. For all organisations the EQR has been an incentive to implement and to deploy the Principles of Excellence. The awarded organisations still have a challenge to proof and to measure its results by using performance indicators and to apply systematic benchmarking of its results in the business management. Due to the identified trend the EQR will pay attention to the following key questions in 2007:

1. How to write an EQR self-evaluation report?
2. How to measure and to describe results in the EQR system by using performance indicators?
3. How to do systematic bench marking in the EQR system?

The EQR will seminars which will touch on these questions in order to help potential EQR applicant to be prepared on EQR assessment.

Since the Principles of Excellence were originally approved for five years, the Awarding Committee agreed to review them in 2007. The members of the Awarding Committee agreed that a review of the principles of excellence should be a participatory process that involves all stakeholders including those organisation that have been awarded with the EQR the last four years.

For more information contact Guus van Beek, EQR Manager at eqrm@xs4all.nl

Knowledge Management Centre

Upon request by the KMC administrators and EPR Directors, EPR plans to implement a new section for the KMC in the beginning of 2007. This new section will be dedicated to information on the experts from EPR organisations. This section will help the EPR members to find experts available for consultancy services or projects in quick and easy way. It will also enable the EPR members to find speakers and trainers for conferences and seminars.

Professional Development

EPR to organise Specialised English Language Course for Rehabilitation Professionals

English is today the main language of communication not just in the EPR network but also globally. Therefore, EPR has again teamed up with its partners to organise a *Specialised English Language Course for Rehabilitation Professionals* during two weeks in the summer of 2007 in Malta.

We have the pleasure to offer you a comprehensive tailor-made programme combining study of general and specialised rehabilitation English as well as exciting social, cultural and learning activities.

For full details and prices refer to the Draft Programme of the Course which has been circulated to all EPR Centre Coordinators and is also available at <http://www.epr.eu/news.htm>



A summary PowerPoint presentation has also been sent with the Programme to give you an overview of why we have chosen Malta as a destination for studying English and to provide you with some highlights from the 14-day stay on the island.



Motivated to study?
The splendid site of the English Language Centre

Next steps

We would like to ask those of you who consider this information relevant to please:

- Circulate it to persons in your organisations who you think might be interested
- Come back to us by 20 December 2006 with an expression of the preliminary interest. Meanwhile, we will of course be happy to respond to any questions or special requests you might have.
- In January 2007, we will inform you about booking procedures and other practical details

For more information, please contact Nadège Jibassia in the EPR secretariat:
Tel: +32 2 736 54 44 or at Email: era@epr.be

EPR Projects

PROVET partners begin testing a European set of instruments



After the kick-off meeting which took place on 4-5 July, the PROVET partners entered into the pilot phase of the project, during which they will test various European instruments such as the Europass CV and EQAF within their centres. The partners who are involved in the quality assurance activities will meet to share their results on 7-8 December. All partners will report the results of their testing activities by the end of 2006. These results as well as the preparation of the PROVET conference will be discussed per strand of activities during evaluation meetings in March 2007.

For more information contact PROVET Project Coordinator Nadège Jibassia:

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Opti-Work approves work done by National Contact Centres



The Project Coordination Committee (PCC) made up of representatives of each partner met for the last time this year on 27 and 28 November in Brussels. The main agenda point for this meeting was a project mid-term review, which was requested by the European Commission. This review aims at discussing results achieved and the direction of the project against the initial plan. Dr Wim van Oorschot joined this part of the meeting as external reviewer for the European Commission and shared his feedback with the PCC. He expressed satisfaction with the way that the project is carried out and managed and stressed the time and efforts that the project team has spent in preparing the National Contact Centres (NCCs) for their tasks.

The PCC discussed afterwards the dissemination plan and the preparation of the Opti-Work Final Conference. The Conference will take place on 10 October 2007 in Brussels and all NCCs will be invited to this event.

For more information on the Opti-Work project please refer to www.optiwork.org



Brigitte van Lierop, the Project Manager, is delighted with Opti-Work's progress



David McDaid showing Nadège Jibassia how it's done

EPR website: what's new?

REMINDER: 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.

- The Summary Report of the Public Affairs event on "Mainstreaming disability and the role of rehabilitation in an inclusive society" which took place in Brussels on 28 November, can be found at: <http://www.epr.eu/members/paevent.htm>
- The Report from the Discussion Group on *Decentralisation and Mainstreaming of Rehabilitation Services* can be found at: <http://www.epr.eu/members/Membershome.htm>
- Between 18 June and 1 July 2007 in Malta, EPR will organise a *Specialised English Language Course for Rehabilitation Professionals*. For more information, please go to: <http://www.epr.eu/news.htm>
- Four new reports have been posted in the Public Affairs section of the website, under Information on policy development. The new reports include:
 - *A cross-national comparison of disability policies and organisations for and of disabled people in Bulgaria, Czech Republic, Hungary, Poland, Romania, Slovakia and Slovenia; 10 Key stakeholders in the European disability sector; New generation of EU Funding Programmes 2007-2013;*
 - *'E'-topics: policies and instruments of Information Society related to rehabilitation.*

All reports may be downloaded from: www.epr.eu/members/MainActivitiesNew/2NDLEVEL/EuropePolicy.htm

- On the same webpage, a new section has been created, entitled Contribution to policy-making, where you can find two new publications: *Social Services and the Services Directive: Declaration from the European Network of Service Providers in Employment & Rehabilitation (ENSPER); ENSPER Press Release on the Draft UN Convention on the Rights of Persons with Disabilities.*
www.epr.eu/members/MainActivitiesNew/2NDLEVEL/EuropePolicy.htm
- The October version of the EPR Newsletter can be found at: <http://www.epr.eu/members/newsletter.htm>
- The December version of the EPR Newsletter can be found at: <http://www.epr.eu/members/newsletter.htm>
- The April, May, June, July/August, September and October editions of the Public Affairs e-bulletins can be found at: http://www.epr.eu/members/public_affairs_e-bulletin.htm

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