

# **Less is more? Rethinking resources for quality services**

**EPR 2019 Annual Conference**

**Programme**

**3-5 June Tallinn, Estonia**

Astangu Vocational Rehabilitation Centre, Astangu street 27, 13519 Tallinn

Nordic Hotel Forum, Viru väljak 3, 10111 Tallinn

Social and health service providers, including those supporting people with disabilities, are under increasing pressure to provide quality services with fewer resources. Technological developments constantly offer new solutions but don't come without challenges and new theories for management and work are emerging but are some just fads?

This conference aims to bring expert perspectives, insights and inspiration to help organisations rethink how they can make the best use of the resources that they have to provide quality services. It also aims to facilitate networking among organisations to encourage partnerships and mutual learning.

Experts from within and outside of the EPR network will share information on global trends and good practices and the interactive sessions are designed to ensure participants can come away from the conference with ideas to implement in their own organisations.

## **Pre-Conference Programme 3<sup>rd</sup> June**

*EPR members only, at Astangu:*

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|--------------------|------------------------------------|
| <i>10.00-12.00</i> | <i>Visit of Astangu</i>            |
| <i>12.00-12.30</i> | <i>Lunch</i>                       |
| <i>12.30-15.00</i> | <i>Centre Coordinators meeting</i> |
| <i>15.00-15.15</i> | <i>Coffee break</i>                |
| <i>15.15-17.30</i> | <i>General Assembly</i>            |

Open to everyone, at Nordic Hotel Forum:

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| <b>18.30-19.30</b> | <b>Opening reception</b> featuring the showcasing of the <b>2019 EPR Innovation Prize</b> recipients. |
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## Conference Programme Day I – 4<sup>th</sup> June

- 09.30-10.10      **Welcome from EPR, Astangu and Mr. Tanel Kiik – Estonian Minister of Social Affairs. Introductory session**
- 10.10-11.00      **“Harnessing the Power of Digitalisation in Healthcare and Rehabilitation”**, Hannalore Taal - *digital health specialist at Cognuse OÜ*  
Followed by panel discussion and Q&A
- 11.00-11.30      **Coffee break**
- 11.30-12.20      **“New authority, a refreshing perspective on silence, presence, empowerment and supporting networks”**, Kristof Das - *lecturer-researcher at University College-Leuven Limburg (UCCL)*  
Followed by panel discussion and Q&A
- 12.20-13.00      **What implications for us and our organisations?**  
Group discussions and feedback
- 13.00-14.00      **Lunch and networking**
- 14.00-17.00      **In-depth 4 mutual learning workshops**

Interactive discussions on good practices, opportunities and challenges of doing more with less in specific fields of EPR's work will enable participants to share experiences and draw out learning for their own organisations.

### **Workshop on Enable Employment**

*Presentations for discussion:*

#### **COMÈTE: A French network and model for professional integration**

Julie Mettling, *coordinator of CRM's Comète team* and Noémie NICKIEL, *neuropsychologist, Centre de Réadaptation de Mulhouse*

The methodology developed by Comète France places the professional integration of clients as a priority, as well as medical treatments. This innovative approach is based on 4 key elements: Early Intervention (the intervention begins already during hospitalization); Interdisciplinarity (within the care establishment, with medical, paramedical and social teams, and outside, with health insurance, occupational health services, public employment service, companies, schools / universities, etc.); Comprehensiveness (Medical, social, family, professional, etc. dimension are explored and integrated) Individualized support (with the active and voluntary participation of the person).

#### **Basic, personal and social skills: a leverage to training and employment**

Ana Almeida, *CRPG – Centro de Reabilitação Profissional de Gaia, Vocational Training and Development Expert*



For some people with disabilities the lack of basic and/or personal and social skills is preventing them to undertake successful experiences on training pathways and on job. Therefore, CRPG designed RAC-B, a multimodal approach that aims to support upskilling, while leveraging, in a second stage, personal and social skills.

### **Labour Inclusion of People with disability and people in social exclusion through new sources of Sustainable Employment**

Pablo Sanchez, *Fundacion INTRAS, Manager*

This workshop is based in the experience of a Crossborder Cooperation project implemented by 14 organisations from Spain and Portugal. The main aim of the project is to opens three new sources of employment for social exclusion:

Accessible Tourism for people with disability; New models of employment linked to environmental activities (management of forests, ecological gardening, ecological agriculture, etc.

Services provision (cleaning services, catering, laundry, personal assistance, etc.) to elderly people in rural areas through social employment, with a focus on new technologies and ICT tools to manage these interventions.

### **Research into Vocational Rehabilitation practices (TBC)**

Timo Beemster, *Heliomare, Researcher*

Research has shown that multi-domain vocational rehabilitation (VR) is beneficial in achieving sustainable levels of work participation in sick-listed workers with chronic musculoskeletal pain. However, the effect sizes reported are moderate. Moreover, there is a demand for simple, low-cost VR programs. It is unknown as to whether complex patient groups, could benefit from such—simplified—programs. Application of VR programs also tends to be fairly nonspecific; it is therefore not fully understood which treatment components work best for whom. Optimal practice in the construction and application of VR programs have not been comprehensively established. The presentation will draw from a PhD thesis examining these research gaps.

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## **Workshop on Live Independently**

*Presentations for discussion:*

### **Psychological wellbeing as a cornerstone of vocational rehabilitation and reintegration**

Sandra Guerreiro, *CRPG – Centro de Reabilitação Profissional de Gaia, Guidance and Personal Development Expert*

Mental health issues are highly prevalent after an accident, brain injury or chronic illness, leading to disabilities, with several negative impacts on quality of life, as well as on the success of the persons' vocational rehabilitation and reintegration projects. A study on anxiety, depression and suicide risk assessment and intervention in a vocational rehabilitation context.

### **Social Skills and Sexual Education**

Aphrodite Korogiannaki, *Developmental Psychologist MSc- Systemic Family Therapist, Theotokos Foundation*

Working on developing social skills and sexual education for adolescents and young adults with developmental difficulties. An introduction to group intervention based on discussing and practicing, usually coordinated by a Psychologist and a Social Worker, focused on the sensitive topics of relationship, proximity and intimacy, such as: Knowing myself better, growing from a child to an adolescent, being a member of a family, meeting a potential girl/boyfriend, the meaning of making love, how babies are conceived, etc.

## **Digital Speech Therapy Platform (kõneravi.ee) – Experience from Estonia**

Hannalore Taal, *kõneravi.ee (Cognuse OÜ), Product Owner*

An overview of the progress of the digital speech therapy solution called Kõneravi, and sharing of the experiences, challenges, as well the lessons learnt in Estonia from the developer, followed by an introduction to future plans and evolution.

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## **Workshop on Think Digital**

*Presentations for discussion:*

### **Creating learning modules using “Articulate Storyline” (e-learning - software) for applications using the ILIAS (learning management system) – platform**

Waldemar Striker, *Mariaberg e.V., Teacher*

Digital solutions to improve e-learning. An interactive learning platform to support people with learning disabilities during their apprenticeships; implemented in cooperation with the University of Dortmund.

### **A30 Program – Building staff digital capacity to design better services for a digital scenario**

Sabina Lobato, *ONCE Foundation, Director of Training and Employment, Operations and Transformation and INSERTA Director General*

A30 Program is based on the LADT Methodology (Learning/Applying/Digital Trends), where participants learn in their working environment, using digital tools and applying knowledge to projects that really create value for the organization, while keeping an eye on digital trends, and taking into account potential changes and new scenarios.

### **Ethics and security in the digital age**

Veronika Kaska, *Astangu Vocational Rehabilitation Centre, head of the personnel and administrative department*

Technological progress affects everything. Public and private bodies are coming up with ways on how to incorporate them into their own business models and services, raising new ethical issues. An active discussion should be facilitated on minimum standards of security and questions of ethics in technology used, especially for the care of people in vulnerable position.

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## **Workshop on Manage Smarter**

### **Enough is more**

Herma Veltman, *Director, Rea College*

Easycracy in management: enough is more and leads to better performance.

Participants will be challenged to change from “less is more” to “enough is more” from a management perspective. The workshop will start with an introduction to different management methods and approaches such as Scrum and Lean, the organization methodologies of Marie Kondo and on how to deal with organizations and social challenges in a world increasingly focused on profit.

Participants will then be invited to share their challenges and solutions, successes and failures in different areas: Business performance, quality of services, network and corporation, systems and IT, staff commitment and development.

The aim of the workshop is to facilitate mutual learning among the participants among the areas above and give ideas on how organisations might implement an Easycracy process in their organizations.

### Evening programme



19.00-19.30

**Pre-dinner drink**

19.30-23.00

**Conference dinner**

Farm – Estonian Modern Cuisine,  
Müürivahe 27B, Tallinn

The evening will start with an informal pre-dinner drink and then a three-course meal will be served award-winning food in an unusual Estonian farm atmosphere in the heart of medieval Tallinn.

## Conference Programme Day 2 – 5<sup>th</sup> June

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|-------------|---|
| 09.30-09.45 | <b>Intro to the day</b>   |
| 09.45-10.00 | <b>EPR doing more with less:</b> presenting the new organisation  |
| 10.00-10.45 | <b>Rethinking resources: what does it mean for you?</b> Group discussions   |
| 10.45-11.15 | <b>Coffee break</b>   |
| 11.15-12.00 | <b>The Future You(th) Want</b> – exchange with young people from Belgium and Estonia about their actions and experiences after the project <a href="#">The future you(th) want: co-producing recommendations for inclusive societies.</a> |
| 12.00-12.30 | <b>“The Story and Sound of Accessible Music: How one company transformed the world for blind musicians and producers”</b> , Jakob Rosin   |
| 12.30-12.45 | <b>Closing session</b>  |
| 15.00-17.00 | <b>Optional social activity:</b><br>Old Town Adventure - Exciting adventure game that leads you to the most important sights in the Old Town. More info <a href="#">here</a> .  |

### Accessibility in Tallinn

Arriving and moving around in Tallinn was just made easier through this guide to Accessibility in the capital of Estonia. See it [here](#).



For other travel and practical information regarding the conference, see [here](#).

## Our Master of Ceremonies: Sandra Lizioli



**Sandra Lizioli** has travelled extensively in her life and career, and describes herself as a colourful concoction of cultures: born Italian-Hungarian, raised in India, educated in the UK. Speaking French and Italian, Sandra has held senior posts for international organisations with responsibility in western and eastern Europe and Asia, thereby bridging diverse regions, cultures and people. Today, she is a Conference Facilitator and Emcee, Speaker Trainer and Coach, helping clients get their message across at events, group workshops and in private sessions. In 2019, she joined the TEDx Flanders team as speaker coach.

As Master of Ceremonies, Sandra's natural empathy with people and engaging personality helps energising the audience, lifting everyone's mood when the energy is low and reducing the tempo when emotions run too high. Some of Sandra's best attributes are focusing the participant's attention and getting them in the right mindset to listen to the speakers, and taking the audience on a journey while ensuring everything runs smoothly and on time. Being the bridge between speakers and their audience is the glue that makes the message stick and conferences memorable.

## Speaker: Kristof Das



**Kristof Das** works at University College-Leuven Limburg (UCCL) as a lecturer-researcher specialized in behavioural problems on one hand and mindsets, motivation on the other hand. Within the idea of inclusion, he is always trying to combine specific insights about subordination and injustice with the principle of universal design for learning (UDL).

Kristof is a lecturer with an advanced bachelor degree in special needs education and has conducted several research projects concerning new authority, behavioural problems, the implementation of a growth mind set within an educational environment, and early school leaving. His first job was teaching in a hospital school within a psychiatric hospital, where he taught young people dealing with problems of drug abuse in combination with another psychiatric diagnosis.

## Speaker: Hannalore Taal



**Hannalore Taal** is a digital health specialist with a Bachelor's degree in Physiotherapy and Master degree in Healthcare Technology. She started her career in healthcare as a physiotherapist, but soon after turned to the digital health domain. She is currently working with the Ministry of Social Affairs of Estonia as a chief e-health specialist and is involved with European cross-border initiatives. She is also contributing to development of digital tools for healthcare in a digital health company named Cognuse. She believes in the power of digitalisation, and is excited about healthcare transformation in the era of an ageing population and lack of resources.





### Speaker: Jakob Rosin

**Jakob Rosin** is a Radio broadcaster, reporter and musician who was born theoretically visually impaired but having less than 0.1% of sight he is practically blind. He has a degree in journalism and works as a journalist at Geenius Media and hosts a morning show on Raadio 2.

He is the Online Campaign Manager and board member at the Estonian Federation for the Blind and is also a campaign volunteer for the European Blind Union. He is also heavily into audio and modern technology and composes music, specialising in using the Komplete Kontrol system.

### Panellist: Veronika Kaska



**Veronika Kaska** is the Head of the Personnel and Administrative Department at Astangu Vocational Rehabilitation Centre. She developed a special interest while working at Astangu VRC in seeing how bringing people together helps in nudging them into networking, sharing best practices and improving the quality culture of organisations.

Veronika has a background in the sector of internal security with work experience at both the Estonian Ministry of the Interior and the Estonian Academy of Security Sciences. She has dealt with a range of issues – citizenship, migration, visa and return policy, managing and planning of EU funds. Her experience ranges from legislative drafting, participating in the EU policy processes, negotiations with third countries to writing studies. She has a BA and MA in law from Tartu University, and a BA in public administration from Tallinn University of Technology.

### Panellist: Frank Sioen



**Frank Sioen** is Advocacy Officer at the European Network on Independent Living (ENIL). He has a Master degree in European politics with a thesis on the evolution of European policy regarding disabled people. Following the Master's he wrote a paper about the impact of the European equal treatment directive on the working conditions of disabled people to obtain a masters in European law. Frank has worked as a volunteer at the Flemish Centre of Expertise on Accessibility where he helped in developing the website [www.meermobiel.be](http://www.meermobiel.be). He has also been a volunteer for the GRIP advisory committee on the implementation of the UN Convention on the Rights of Persons with Disabilities. Last year he was involved in EPR's Erasmus+ KA3 project the Future You(th) Want.

## Panellist: Rait Kuuse



**Rait Kuuse** has a higher education in social work, a MBA in European studies from the Tartu University and is currently preparing a doctoral thesis at the University of Tallinn on the subject of deinstitutionalisation. Since 1999, he has been working in the public sector of Estonia, starting his career as a probation officer, before moving on to the Ministry of Justice in 2001 to deal with criminal justice reforms with focus on community sanctions and measures. As of spring 2014, he is working as a Deputy Secretary General on social policy in the Estonian Ministry of Social Affairs, and currently holds the position as Chair of the EU Social Protection Committee.

Mr. Kuuse is responsible for the overall coordination and development of social policy of Estonia. He has been responsible for many statewide reforms, like pension reforms, workability reform and preparation of the new framework for long-term care (LTC). He also directed several legislative and administrative changes in the area of social protection, child protection and equality policies, and is responsible for EU funds use in his area of responsibility.

## Panellist: Jerónimo Sousa



Jerónimo Sousa is director of CRPG – Centro de Reabilitação Profissional de Gaia, being also responsible for the coordination of R&D on areas such as disability policies, rehabilitation models, training strategies, employment, diversity management and quality. Speaker at scientific conferences and lecturer of some universities, he has authored numerous publications in the field of education, disability and rehabilitation. Over the past years, Jerónimo played a role as researcher and adviser to the Directorate-General of Education of the Portuguese Ministry of Education in the area of inclusive education.

Jerónimo is member of the Commission on the Inclusion Policies for Persons with Disabilities. He was president of EPR, board member of the European Anti-Poverty Network – Portugal (1993 – 1997), president of the Portuguese Federation of Vocational Training Centres for Disabled People (1992 – 1996) and member of the Commission for the Promotion of Human Rights and Equal Opportunities in Education - Portuguese Ministry of Education (1988-1994).