

**EUROPEAN PLATFORM FOR REHABILITATION**  
*The network of leading service providers to people with disabilities*

# NEWSLETTER

## Editorial

### Special:

- **Latest developments in EPR member centres**
- **Welcome to the new members**
- **Next Centre Action Plan**
- **Public Affairs**

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Dear EPR members,

It is gratifying to see that most part of this newsletter presents new initiatives from the EPR members. This proves their awareness that innovation is more than ever needed, to ensure continued quality services to people with disabilities and other disadvantages. It also shows their believe in sharing good practices among the EPR membership, not only via this newsletter, but even more via various other knowledge management instruments EPR offers.

The future of European networks will stand or fall with the ability to establish on-line thematic communities of professionals that exchange expertise in a focused and very concrete way. In line with its Strategic Plan 2012-2014, the EPR Secretariat has, in consultation with the centre coordinators, developed the framework and tools for such on-line thematic groups. The new EPR website with interactive functionalities will be launched during the first quarter of 2013. It should enable individual professionals to find the expertise they are looking for, and to actually benefit from the experiences of their colleagues in other countries.

At its annual public affairs event, EPR considered the theme of quality of social services in the context of current and future EU

procurement regulations. A remarkable conclusion was that ignorance of both policy-makers and sectoral stakeholders at national or local level often lead to misinterpretation. EU procurement rules leave much more flexibility to accommodate the specificities of social services that generally thought. Consequently, Ms. Cultrera from the European Commission and Ms. Sippel from the European Parliament advocated the role of international networks to properly inform their members about what is really going in in Brussels.

During 2013, EPR will celebrate its 20th anniversary. This should not be a reason to rest on our laurels, but rather a stimulus to make the network more relevant for its members and the sector at large. We can look back to those 20 years with some proud and satisfaction, but it seems much more important to reflect on how the EPR can still provide added value in the future. In doing so, we should not be afraid to question the 'what' and 'how' of our network, but should at the same time oblige ourselves to be clear and concrete about alternative ways forward.

Let me finally use this opportunity to wish all of you a relaxing Christmas period with some time for (self-) reflection in these hectic times, and lot of success and happiness for 2013.

Jan Spooren

Secretary General

## News from the members

### A new training to meet new needs

#### Centre de Réadaptation de Mulhouse

For long time the CRM Services Department has been trying to widen its offer of vocational training also in the field of people who need help. This objective has now been reached. The new training ADVF (Home Health Aid for Families) aims to improve professionals' skills in assisting and supporting families in taking care of vulnerable relatives as sick persons, disabled people, young children, elderly etc.

CRM is providing this new training upon request of APAMAD Association, the "Association for home support services", that provides services all over the Haut-Rhin region. The project is the result of a strong collaboration among the two organisations. Thanks to this partnership trainees have had the opportunity to put in practice the new skills acquired during their placement in the association and more the possibility to become part of the staff after performing and proving fulfilling results during the all phases of the training. Moreover teaching staff, trainees and managers of human resources of APAMAD Association have had the possibility to meet and exchange their visions.

One of the particularities of this training is the essential place of the experience and the place of apprenticeship, even before approaching the theory. Therefore, the assessments are also made in simulated situations with the cooperation of an actress.



The implementation of the training required a previous investigation and analytical description of what skills and tools needed to be improved and a renovation of the environments where to develop the activities. It also required the implementation of an educational apartment having facilities as required by the training standard: adult's room with a variable height bed, children room, bathroom with toilet, kitchen, washing machine, tumble dryer, specific accessories (person lift, etc.).

Not less relevant is the particular role of the actress during all the phases of the training. She is involved in the preparation of various practical tests but also in activities related to the management of stress and to the improvement of self-confidence.

This training leads to a professional diploma delivered by the Ministry of Employment. The six first trainees started the course at the beginning of September 2012 and will finish in the middle of February and in the middle of April 2013.

### The Power of KINECT in Special Needs Education

#### Heliomare



This year Heliomare attended the Microsoft Partners in Learning Global Forum that took place in Prague, Czech Republic, from 28 November to 1 December 2012. The Global Forum – with the theme "Your ideas matter" – celebrated the most innovative educators and school leaders for bringing technology to life in classroom. Heliomare participated to the prize award presenting the project "The Power of KINECT in Special Needs Education", which aims to monitor the impact of the use of Microsoft's Kinect motion sensor in the school for special needs education. The results prove that the use of Kinect technology, besides to improve the motor skills of students with physical disabilities, increases the students' motivation in learning process and impacts positively all the other school results. For more information about the project, please consult the [project website](#).

## “A door to door smile” project

### Fundação AFID Diferença

**Synopsis:** “ A door to door smile “ is a voluntary project aimed to elderly and disabled people who are Residential home clients of Fundação AFID diferença, which because of mental or physical incapacity, are alone or have no family support as well as other elderly people within the area of AFID’s intervention. AFID delivers home services to 89 elderly or disabled people of which about half live in family and social isolation. It involves volunteers visiting the elderly/disabled people at their home at least once a week to talk, listen, read, help complete documents and other activities which may be useful and provide pleasure together: such as listen to music, play group games, go to the church, to the bank, to the doctor, go for a walk in the park, go to a museum, cinema or theatre, etc.

All people to whom the project is aimed for are followed by a higher technician of the organisation in order to monitor and evaluate the levels of Quality of Life.

#### Objectives:

- ♦ To promote the increase of the quality of life through the enhancement of autonomy, happiness, well-being, working the mind, body and the self-knowledge.
- ♦ Reduce isolation and the feeling of loneliness through pleasurable moments in companionship.

- ♦ Increase socialisation and the social development of elderly people, through outdoor activities.
- ♦ Promote self-esteem and personal pride.

**Target-public::** elderly and disabled people clients of Fundação AFID Diferença, other elderly people in the area of AFID’s intervention.

**Innovative features:** There are 3 innovative features of this Project. The main feature of the Project is the involvement from the first time of the four



actors: Elderly – Volunteer – Institution – Partner Organisations, in the outline and development of each of the follow up actions and the promotion of the socialisation. As it enables the one to one relationship (volunteer – elderly) in a broader sense and with the flexibility of schedules and methodology, it promotes a larger attendance and diversification of activities for the people served by Home Residential Services without an increase in service costs. In this way the Project has a set of added values for the social sector and is innovative in the design of public policies to aid the elderly and disabled population. The technical monitoring of the program and the group of volunteers enables a better quality of intervention, guided on diagnostic evaluation and planning of the activities based on referential and indexes of quality of life.

## The International Day of People with Disabilities in Greece

### PANAGIA ELEOUSA

In the framework of the International Day of People with Disabilities- the 3rd December - "PANAGIA ELEOUSA" organised an event, having as official guest, the famous Greek composer Stamatis Spanoudakis and in which the choir of the service users also performed. The audience numbers exceeded all our expectations and the choir of the service users-people with intellectual disabilities received the enthusiastic applause of the public indicating in this way the acceptance by the general public as well as their satisfaction with the innovative actions carried out by "PANAGIA ELEOUSA". The participation of the



service users in the choir, empowered also by the participation of employees, has contributed significantly to the development of their social skills because they have learned to cooperate with the other members of the choir while working in harmony in order to deliver the best results as a whole. The data and our experience have shown to us that when obstacles to the social integration of people with disabilities are eliminated these individuals are able to participate in the community and then the whole society benefits and thus the social cohesion is achieved.

## Environmental Action in PANAGIA ELEOUSA



"PANAGIA ELEOUSA" with the effort to empower their service users and to raise their environmental awareness organised an environmental action on the 19th October 2012. Trainees of the Environmental Team of "PANAGIA ELEOUSA", members of the Board of Directors and employees cleaned up the main street of Agrinio city from gum thrown on the streets and pavements by starting their activities from outside the Town Hall. This

initiative also aimed to raise the citizens' awareness about the protection of the environment. Although it may initially seem a simple matter, research has revealed that next to cigarette butts chewing gum is the second largest littering item in the world! Gum doesn't biodegrade and as it often covers our streets it is impossible to dispose of. Cities and counties have to spend our tax money and use our resources to clean gum off the streets. It is estimated that they cost up to €1 each to remove. In addition, birds (especially young ones) have died by eating chewing gum. Chewed chewing gum is not an isolated problem that only one city or state is facing today. There are some

who think that chewing gum should be banned, as it has already been in Singapore. As final result, service users wanted to send to the citizens an environmental message: "The only way to dispose of your gum is by putting it into the garbage bin or wrap it in a piece of scrap paper. Keep our streets clean and save our municipalities some money." The response of the people was very moving because they embraced with love and genuine interest the service users' environmental activity as most of them stopped on their way to obtain informative material on the environmental protection distributed by group of trainees.

## A new answer to an old question

### APPACDM de Vila Nova de Gaia

Generally speaking, we can say that, institutionally, the public school system responds to all school-age population, including students with special needs. The educational support at school and the multi-disability units (within the regular school system) also come in response to these needs.

However, there is a group of students whose peculiar skills have a hard time fitting this framework. They are young people who attend the regular school system with some profile-based adaptations to the curriculum, but need more than the specialised support that is given. Although their profile does not adjust to any of the courses that can be found in the regular school system, they still need to be at school and develop their academic pathway.

For that cluster, the APPACDM de Vila Nova de Gaia in partnership with Costa Matos School created in 2010 the Adapted Training Courses (ATC). These are courses that present two advantages: the students complete the

academic component at school up to the 9th grade and simultaneously attend the Vocational Training at APPACDM de Vila Nova de Gaia completing the technological component.



As you can see, the ATC enable the use of existing services that are directed to the special needs of these pupils, including a training period in an approved establishment.

In addition, APPACDM de Vila Nova de Gaia guarantees a connection with other services in the community, as the primary goal of the ATC is the student's social and professional integration.

These Protocols of Partnership and Cooperation – the ATC – promote the students' quality of life on various extents namely personal and relational development, auto determination, psychosocial well-being, social inclusion, employability and human rights.



## “We empower uS bH” project Josefsheim Bigge (Germany)

Better job opportunities for people with spina bifida and hydrocephalus – “We empower uS bH” project concludes with symposium on April 18th, 2013

In December 2010, partners from five European countries set out together to improve the vocational training and job opportunities for people with spina bifida and hydrocephalus. The project, entitled “We empower uS bH”, is based on an empowerment-orientated approach. It brings together self-aid organisations, experts on own field and institutions offering vocational training and work for people with disability.

With the financial support of the European Commission, the project partners develop a toolbox of seven instruments to improve the job opportunities of people with this specific disability. The project coordination lies at Josefsheim Bigge (Germany). Empowerment and peer support are core elements of the toolbox, strengthening the orientation of

the project towards the people with disability.

On April 18th, 2013, the final symposium of the “We empower uS bH” project will be held at Josefsheim Bigge. Results will then be presented and discussed. The discussion will center on the question how the tools developed in the project can be implemented into the daily work of self-aid organisations as well as rehabilitation service providers.

For further information, please refer to the project website: [www.we-empower-us.eu](http://www.we-empower-us.eu).



## Welcome to the new members

### EPR will reinforce its presence in France and Ireland in 2013!

EPR welcomes two new associate members starting from the 1st of January 2013.



*Accompagner, c'est notre métier.*

Fagerh is a French umbrella of 62 associations and 140 vocational rehabilitation centres for adults with disabilities according to work activities, raised after accident or illness. The mission of these centres is to allow the so called “handicapped workers” to restart a new professional life according to their physical or psychological abilities. Fagerh is really active in promoting professional recovery through valorisation of assessment and training services and is investigating new collaborations with other countries in order to contribute to create a more inclusive Europe.

For more information, please consult the website at [www.fagerh.fr](http://www.fagerh.fr)



USEL (Ulster Supported Employment Ltd) is Northern Ireland's largest provider of Supported Employment

Services delivering a range of supports from direct supported employment to people with disabilities in a factory in Belfast. USEL, besides providing accredited training designed to suit the needs of the individual and maximise their employment potential, operates as a social enterprise business making and selling commercial products manufactured by its workforce and delivering a wide range of local employment contracts.

For more information, please consult the website at [www.usel.co.uk](http://www.usel.co.uk)

## Centre Action Plans (CAPs)

### Benchmarking with EQUASS Excellence



Twenty participants participated in a benchmarking event on 20-21 September 2012, which was offered by the EPR as

part of its Centre Action Plan joint actions. The event took place at Fundação AFID, an EPR member who was awarded with the EQUASS Excellence recognition in 2011.

At the event, the participants discussed the EQUASS Principles Leadership, Result Orientation, Staff and

Continuous Improvement. They learned about the challenges, opportunities, limitation and pitfalls of benchmarking by discussing concrete examples coming from the social health care and education sector.

Two EPR members, Josefs Gesellschaft (JG Gruppe) and the Association of Vocational Rehabilitation Enterprises (AVRE) shared their model and indicators of benchmarking and benchlearning.

The [presentations](#) of the benchmarking event are accessible online for the staff of all EPR member organisations, professional development section.

### Workshop for directors on 'Ethics in Rehabilitation'

Around 30 directors from the EPR members registered for the annual strategic workshop for directors, this time hosted by Fundacion ONCE in Madrid on 17-18 October 2012. There was a positive response to the invitation to take up an active role in this workshop by presenting real cases that directors have experienced. Dirk Jarré, professor at Linz University (Austria) was involved as external expert/facilitator for this event. The directors discussed on ethical dilemmas they face concerning rights & duties of service users and providers, funding and quality, staff expectations or technologies.



Following the workshop, Directors were invited by ONCE to visit the Fourth Edition of the Biennial of Contemporary Art ONCE Foundation in the Centre of Art Conde Duque and the accessible Somontes Sport Club. On the next day, the group was led through the company Technosites, which provides worldwide expertise in accessible technologies.

### Multidisciplinary and Interdisciplinary Approach in Medical Rehabilitation

The integration of multidisciplinary teams, the collaboration between different disciplines and different services within a centre strongly support the quality and the comprehensiveness of service delivery. Yet, their strategic planning and practical implementation can be somewhat challenging. EPR Slovenian member URI hosted on 22-23 November the second meeting of the learning group on Multidisciplinary and Interdisciplinary approach in medical

rehabilitation. This group, set up in 2011, met a first time in 2011 to reflect and agree on principles and methodologies of interdisciplinary work. They drafted action plan with their colleagues and did their best to improve the interdisciplinary collaboration in their respective services during 2012. In Slovenia this year, they met again to exchange on the success or possible failure factors they encountered; with the view to further improve smooth interdisciplinary work in their centres.

## Research & Development Forum

Several EPR members are actively engaged in research and development activities. The diversity of themes and topics they report is impressive and in many areas potential synergies and areas for potential cooperation can be identified. It is generally agreed that R&D is a fundamental condition for innovation, and that innovation is on its turn a key success factor for being competitive and sustainable as a rehabilitation service provider.

The interests of these members were thus integrated into the Centre Action Plans 2011-2012 as “EPR R&D Forum”. The Forum worked on R&D capacity-building in EPR member organisations, on the assessment of the research function, its management and organisation. The participating centres benchmarked on the research results and interests of their centres. With the R&D Activity report available on [EPR website](#) to all centres, they are willing to share an overview of their achievements after two years of existence, and the conclusions that have been drawn by the Forum and EPR secretariat.

## What next in the agenda?

### Therapeutic Education of the Patient

On 5 and 6 February 2013 Centre de Réadaptation de Mulhouse in France will host the training seminar on Therapeutic Education of the Patient. Therapeutic patient education is a humanistic patient-centred approach, focused on patients’ needs, resources, values and strategies. It allows patients to improve their knowledge and skills not only concerning their illness, but also of their treatment. It brings a better quality of life, a greater therapeutic compliance and a reduction in complications. To know more about the seminar, please consult the [programme](#) on the EPR website, “upcoming events” section.

### Centre Action Plans 2013-2014



The new Centre Action Plans 2013-2014 are currently developed with the aim to reach by the end of January a final agreement with each full member on what they intend to in the EPR framework over the coming two years. In-house needs assessments with the management of each organisation have taken place over the last weeks. A team of EPR experts will based on that information design a wide range of professional development activities. Associate members will be invited to participate in a certain number of those training actions and expert groups. The list of activities for the coming two years can soon be consulted at the EPR website and will also be presented in the next Newsletter.

### Annual Conference 2013

The EPR Annual Conference 2013 will take place in Dublin, Ireland, on 10 and 11 June 2013. This year, the conference is organised in cooperation with EPR’s Irish member RehabCare. The programme of the conference focuses on the theme: Re-thinking disability services towards 2020. EPR and its members recognise the importance to look forward in identifying innovative solutions to strengthen the role of disability services and ensure the added-value of integrated

and transnational approaches/methodologies in taking care. The conference sessions will provide guidance and good practices on this particularly relevant issue. The programme will be available as soon as possible on the EPR website ([www.epr.eu](http://www.epr.eu)), “upcoming events” section.



## New exchange of knowledge in the EPR network



Next year EPR will launch the new website re-thought and re-shaped with the aim to strengthen the exchange of good practices and knowledge within the network, as identified in the EPR Strategic Plan 2012-2014.

The new design will help EPR members and their staff to become better aware of where to find the expertise they are looking for, and as such reduce the time-consuming in getting information and increase the relevance and added value of EPR membership. A new approach to knowledge management and networking takes into account the lesson learnt during the past years in EPR and focuses on few guiding principles related to the quality of information (more focused, useful, user-friendly and updated), a more thematic approach and a more use of flexible interactive tools. The knowledge management is organised around two main pillars: information on EPR

centres (organisational pillar) and information on selected themes of disability service-provision (thematic pillar).

The information about the EPR members is rather general and intends to be a first orientation tool to find your way within the EPR Network. It targets a wider audience of staff members in the EPR membership, and most of the information is also accessible for the wider public.

The thematic information is more in-depth, comprehensive and dynamic, and the EPR Secretariat will invest more time/resources in content-management and community building. It only aims to reach a small sample of thematic specialists within the EPR membership and the information is only accessible for EPR members.

A first mock-up is available online to discover the new design, please consult the new thematic expertise webpages: [Work and Employment](#) and [Medical Rehabilitation](#).

## Public Affairs

### EPR establishes partnership in the United States

EPR has since many years co-operated with Prof Fred McFarlane and Prof Karin Sax from the San Diego State University (see picture). As a spin-off of this relationship, Jan Spooren contributed with a plenary speech to the Annual Conference of the Council of State Administrators in Vocational Rehabilitation (CSAVR) which took place in San Diego on 12-14 November. The Council of State Administrators of Vocational Rehabilitation is composed of the chief administrators of the public rehabilitation agencies serving individuals with physical and mental disabilities in the States. More information on [www.rehabnetwork.org](http://www.rehabnetwork.org).

A more structural co-operation with EPR was discussed at the CSAVR Board meeting, and would be concretised from 2013 onwards. The exchange of experiences would mainly be organised via on-line activities on following themes: Transition from school to work; Case management,

Assistive technologies.

In addition to this on-line co-operation via thematic communities, a limited involvement of American experts in EPR seminars is envisaged, and focused mutual centre visits will

be considered. As the members of both networks offer similar services and as both organisations focus on mutual learning and exchange of experiences, the co-operation seems feasible and opens a wide range of additional opportunities. Stephen Wooderson is the CEO of CSAVR, and will directly coordinate the partnership with Jan Spooren.





## Debate at the European Economic and Social Committee

### A European quality framework as a safeguard for procurement of social services - The role of quality in the draft Directive on Public Procurement (COM) 2011/896

On 6 December 2012 the European Platform for Rehabilitation (EPR) organised a Public Affairs Event in the premises of the European Economic and Social Committee in Brussels. Directors and managers from EPR member organisations throughout Europe were sat at the table with member networks of 'Social Services Europe' as well as a wide range of user organisations, funders and policy-makers to discuss the role of quality in the draft Directive on Public Procurement (COM) 2011/896.

The proposal for a directive on public procurement (COM) 2011/896, communicated in December of 2011, has gathered a lot of interest from social service providers across Europe. Following intensive lobby activities of the sectorial stakeholders, the draft directive has enhanced the focus on quality and specificity of social services.

The European Platform for Rehabilitation (EPR) has since several years argued that certification of quality is a powerful instrument to avoid the downsides procurement mechanisms could have in the social services sector. Market

-based mechanisms should be complemented by corrective measures such as licensing, price control and quality assurance in order to ensure that the most vulnerable and challenging client groups can access the services they need.

The animate discussion, facilitated by Jan Spooren - EPR Secretary General and by Angela Kerins - EPR President, aimed to review the potential relationship between quality and procurement in the light of major EU initiative. Ms. Concetta Cultrera, Head of the Social Protection and Social Services Unit of the European Commission, and Ms. Birgit Sippel, Member of the European Parliament (DE), clarified some pending and vague issues related to the application of the public procurement rules in the field of social services and raised new perspectives in ensuring the respect of quality dimension. Guus van Beeck, EPR/EQUASS expert, took the floor to shed light how the EQUASS system is used to measure and assess compliance with the European Quality Framework for Social Services.

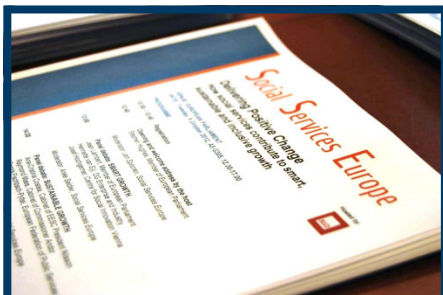
The event was followed by a complimentary cocktail giving to participants the opportunity to interact with each other and to exchange opinions and personal considerations.

All documents related to this event can be downloaded from the [EPR website](#), in the "Public Affairs" section.



## Round table at the European Parliament with Social Services Europe

### How Can Social Services Contribute to Achieving the EU2020 Strategy Goals?



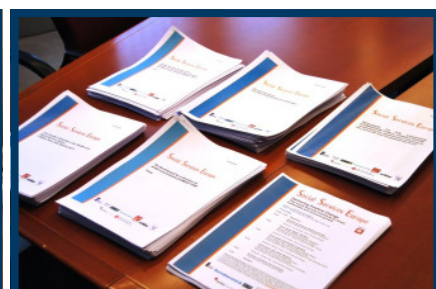
On 9 October 2012 European Parliamentarians and experts discussed how social services contribute to smart, sustainable and inclusive growth. The event was organised by Social Services Europe, bringing together nine Europe-wide networks of not-for-profit providers of social and health care services, and the Group of the Progressive Alliance of Socialists and Democrats (S&D). The discussion was focused on the role of social services in reaching the goal of Europe 2020 and playing as key component of the European social model and important stabilisers in times of economic recession. Stephen Hughes, Member of the European Parliament (MEP), opened the event in the European Parliament welcoming three round table discussions on smart, sustainable and inclusive growth. During the round table debate on smart growth, MEP Jean Lambert, Henriette van Eijl of DG Enterprise and Industry and Josef Hochgerner from the Centre of Social Innovation (ZSI) in Vienna discussed the important role social services play in finding innovative solutions to meet social needs by maximising the impact of innovation policy, and by building knowledge and sharing experience.

Fischbach-Pyttel and the other members of the panel on sustainable growth, Ana-Cristina Costea of the European Economic and Social Committee (EESC) and Raymond Maes, Member of the Cabinet of European Commissioner for Employment, Social Affairs and Inclusion Lázló Andor, affirmed the view of Social Services Europe, that non-profit social service providers have a big role to play in the provision of social and health services and also in the future of job creation. On the panel on inclusive growth were Gabi Zimmer (MEP), Concetta Cultrera, Head of the Social Protection and Social Services Unit of the European Commission, and Bernd Schlüter from the EESC, focusing on the

essential elements of an inclusive economy: a strong and available social service system and an inclusive economic structure with fair market opportunities for small enterprises.

The event represented a viable opportunity for EPR and Social Services Europe to highlight the importance for social service providers to interact with the EU institutions, speaking with one voice to strengthen the profile and position of social services and promote the role of not-for-profit social service providers in Europe.

For more information, please consult Social Services Europe website at [www.socialserviceseurope.eu](http://www.socialserviceseurope.eu)



## Projects

### The impact of the crisis on the implementation of the UN Convention on the Rights of persons with disabilities



EPR has coordinated a study funded by the European Foundation Centre on the impact of the economic crisis on the rights of people with disabilities. The study covered six European countries: UK, Ireland, Portugal, Spain, Greece and Hungary, and a comparative European report was produced. A 'key findings' document offers a summary of the main conclusions of the whole study. The European report as well as country reports are available to EPR members via the protected section on the EPR website (Public Affairs section). The findings of this study were also presented in the European Parliament on 06 November and found a large echo in the European disability and political spheres.

### New European portal on ATIS4All

Next year the ATIS4all network will launch the new, open European collaborative web portal, collecting information about assistive technologies and inclusive solutions for all.

The portal is being created by thematic network "ATIS4all" - Assistive Technologies and Inclusive Solutions for All – jointly with thematic network "ETNA" - European Thematic Network on Assistive Information and Communication Technologies. The joint portal takes advantage of existing repositories and other Internet resources based on ICT-AT thanks to the previous work of "EASTIN" - European Assistive Technology Information Network- and will provide registered members with functions to get information of ICT-based AT products, as well as the possibility of commenting, and sharing knowledge through a "community" by means of different forums and an expert blog.

The main objective is to enhance the exchange of knowledge and expertise about assistive technologies and inclusive solutions, and sharing information among key actors and end users.

The ATIS4all network is just now inviting interested parties to join as "supporters": Any organisation working in any field related to ICT-AT and inclusive solutions. A supporter of the network has no formal obligations to deliver

information, participate in meetings, etc. but is very welcome to do so, and will also receive invitations to network and related events, breaking news about network activities, etc. The list of supporters is also available at the consortium web site, and will also be included on the portal when it launches.



Astangu has been involved in the network as supporter organisation without any formal obligations to deliver information, participate in meetings, etc. but is very welcome to do so, and will also receive invitations to network and related events, breaking news about network activities, etc. Become "supporter" of the network allows organisations to be part of the ATIS4All community in the first release of the portal and to have the possibility to share information and disseminate initiatives, best practices and case studies to a wide community.

For more information about how to become supporter, contact Cinzia De Letis at [cinzia.de.letis@epr.eu](mailto:cinzia.de.letis@epr.eu) or visit the project website [www.atis4all.eu](http://www.atis4all.eu)



## **EQUASS Assurance training in Lisbon**

**01-02-03 October 2012**

22 participants were trained to obtain or maintain their EQUASS Excellence Auditor nomination. As per the new training system, they could attend the training for one day only, or three days for the new auditors, as well as experienced auditors interested in an in-depth training. The participants staying for the full duration of the training received information about the new EQUASS Excellence 2012 award, the Stairway to excellence recognition, and their respective applications; they were trained in preparing the audit and site visit, reporting, and in the process in the audit. They followed up with some practical exercise in the form of a case study. The training received an overall satisfaction rating of 4,55 over a maximum grade of 5.



## **Certification of Josefsheim gGmbH Bigge in Olsberg (Germany)**

**02 December 2012**



It was the pleasure of the EQUASS Awarding Committee to award Josefsheim services with the recognition of Excellence in social services (EQUASS Excellence), with a very good progress in their performance scores. EQUASS congratulate Josefsheim Bigge and all its clients, employees and partners in achieving this prestigious recognition for the third time.

## **EUROPEAN PLATFORM FOR REHABILITATION**

EPR on the web!

For regularly updated information on EPR and its activities, visit our website:

[www.epr.eu](http://www.epr.eu)

The EPR newsletter is issued three times a year.

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