

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

# NEWSLETTER

## Special:

- **PROMETHEUS**  
Final Event
- **EQUABENCH**  
Symposium on  
Excellence in the  
VET sector
- **Annual Conferences**  
2010 & 2011

## Editorial



Dear EPR members,

With more than 170 participants from all over Europe, our EPR Annual Conference - organised jointly last June by Luovi Vocational College (Helsinki) and Astangu Rehabilitation Centre (Tallinn) - smashed all records. The massive attendance showed the growth and relevance of the EPR as well as the active participation of its members. At the same time, it puts a greater responsibility on Board Members, Centre Coordinators and the Secretariat in ensuring that the network lives up to its expectations.

More recently, the EQUABENCH final conference in Brussels on 16 September (see p. 10) demonstrated that benchmarking good practices at a transnational level is a very effective tool for the innovation of services and service delivery to people with disabilities. One of the striking conclusions of the EQUABENCH conference was that international benchmarking can only be successful in an atmosphere of mutual trust and solidarity, long-term and structured international cooperation, and with organisations that have something to offer in terms of expertise and quality. The EQUABENCH partners shared the view that one of the assets of EPR is to offer such an environment.

During the upcoming last quarter of 2010, the most important event is without a doubt the Prometheus final conference on 17-18 November in Brussels. With the launch of a new Common Quality Framework for Social Services to which most key stakeholders subscribed, the conference has a significant policy impact which is reflected in the presence of high level speakers, and an expected participation of many actors from the social services sector. Moreover, it offers a unique forum to demonstrate to this wide audience how EQUASS constitutes a feasible solution to assess quality of services in practice.

EPR will also use the last months of 2010 to enter some new fields. A work plan on R&D actions will be presented to the Board of Directors on 18 November, and a first meeting of the R&D Task Force will take place in December. Moreover, a feasibility study on the re-activation of a European Rehabilitation Academy with modular professional development activities and certification will be discussed.

I hope that we can count on the full cooperation and commitment of all EPR members during the very busy months to come, and I am looking forward to seeing many of you at one of the upcoming meetings and events.

**Jan Spooren**  
General Secretary

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## Calendar of EPR events 2010

### September 2010

Outcome measurement in Vocational Rehabilitation, *Benchlearning group*, 30 Sept- 01 October, Oslo, Norway

### October 2010

Access for All in the desktop, web and mobile field: an end-user and developer perspective, *1st International Conference of AEGIS & 2nd Pan-European Workshop/User Forum*, 6-9 October 2010, Seville, Spain

EQUASS in Practice project, *Closing Conference*, 19 October, Oslo, Norway

### November 2010

Marketing of Rehabilitation services, *Management seminar*, 4-5 November, Brussels, Belgium

Prometheus - Promoting Quality of Social Services of General Interest: the added value of a European approach, *European Awareness Conference*, 17-18 November, Brussels, Belgium

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

For further information or registration, contact the EPR Secretariat: Tel: +32 2 736 54 44, E-mail: [claudef.fosse@epr.eu](mailto:claudef.fosse@epr.eu), Website: [www.epr.eu](http://www.epr.eu)

## News from the members

### Two new ESF projects

#### Astangu

In the beginning of 2010 Astangu Vocational Rehabilitation Centre started with two new projects.

The first one is named "Implementing EQUASS Assurance quality management system" and aims to improve the quality of rehabilitation services offered by service providers in Estonia. During the next 1,5 years, six rehabilitation service providers will participate in the project to implement the EQUASS methodology and to get the EQUASS Assurance certificate by Autumn 2011. After a piloting period, the Ministry of Social Affairs will consider the possibility to include EQUASS Assurance certificate as a prerequisite of funding rehabilitation services.

As a result of the second project the Estonian rehabilitation service system might change from single

service-based into programme-based. This project is a continuation of a previous project completed in 2009 which developed a format for the programme and cost model. All the rehabilitation programmes that will be put into practice during the next 1,5 years will be to support employment to include people with disabilities and unemployed people into society.

Both projects will be carried out in cooperation with the Ministry of Social Affairs and the projects are financed by ESF funds.

**Contribution of Marika Hass, Astangu**  
**[Marika.Hass@astangu.ee](mailto:Marika.Hass@astangu.ee)**



## Building on Daycare in Turkey

### Heliomare

Heliomare is currently sharing its expertise and knowledge via a new project in Turkey.

The aim is the realisation of a daily occupation centre for people with disabilities aged 18-30. There is a three year project grant which is given by the ministry of foreign affairs (MATRA project funding Middle and East Europe). Heliomare living and daycare and Heliomare vocational rehabilitation are involved in this project.

The location is Elazig, 1000km east of Istanbul. There is already a school for about 160 disabled children in this city with 300.000 inhabitants

On the same spot there is a building that will host the daycare (and work) centre. One of the most important issues is to clarify the future clients' needs and possibilities. This is leading in the completing of the interior of the building. Heliomare offers knowledge and experience to bring this project to a well functioning activity centre'

A delegation of Elazig visited Heliomare in the first week of September for a tour to some of Heliomare's "example locations".

**Contribution of Frank 't Hart , Heliomare**  
f.t.hart@heliomare.nl



The centre has yet to be finished but already benefits from Heliomare's expertise. One of its main particularity is that both levels can be accessed without an elevator, thanks to two entrance levels: the entrance for the first floor is at the back of the building and the entrance for the ground floor at the front.

## The "Day Sport For All" celebrated its 20th anniversary!

### Centre de Réadaptation de Mulhouse

The "Day Sport For All" is organised every year in CRM, the third Thursday of June. No competition, and integration through sport activities are the guidelines ! This day offers the opportunity to change the perception of people with disability through the sport.

Due to the annual conference of the EPR at the same period, this big and expected event was postponed for one week. It was a good choice because sunglasses and caps were the rule.

Some figures to show the great success of this edition:

- 22 establishments, supporting youth and adults with disabilities,

were present, 5 establishments more than last year;

- 266 sportsmen from the CRM with 102 guides and 102 external volunteers participated;
- 21 sponsors who financed different prizes;
- 808 T-shirts were offered for this special edition .

An official part concluded this nice day. The newly renovated gym was inaugurated at the end of day following the renovation of its parquet floor, in presence of the mayor of Mulhouse and the President of General Council of the Haut-Rhin.



The strong heat did not discourage the numerous participants!

**Contribution of Jean-Claude Schrepfer, CRM**  
**Jean-Claude.SCHREPFER**  
@arfp.asso.fr

## Latest Edition of The Brain Injury Handbook Launched

### Rehab Group & Momentum

The latest edition of The Brain Injury Handbook for people affected by brain injury and professionals working in the field has just been published by leading non-profit organisation Rehab last August. In the UK, the Rehab Group provides a range of innovative acquired brain injury services through its sister organisation, Momentum.

Acquired brain injury, or ABI, dramatically changes lives and individuals can experience a wide variety of consequences, including physical difficulties, memory problems, personality changes, communication problems and fatigue.

The Brain Injury Handbook, which is available free of charge online, offers an invaluable resource in providing comprehensive information, advice and statistics on acquired brain injury in the UK. It covers a broad spectrum of areas, including understanding brain injury and its consequences; recovery

and rehabilitation; returning to work and legal issues.

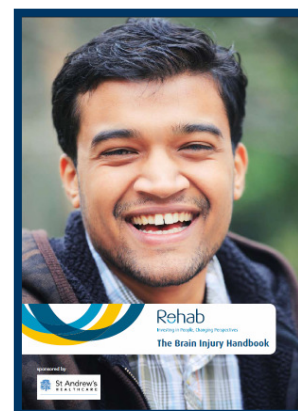
The handbook features a foreword from chef, restaurateur, and author Gary Rhodes, who himself overcame a brain injury in the very early days of his career, as well as inspirational stories from individuals who have been affected by a brain injury.

Jonathan Smallman, Editor of The Brain Injury Handbook, said: "Having first-hand experience of brain injury, I know that it's not just those who sustain the injury who are affected but a whole circle of other people, including family, friends and colleagues.

The Brain Injury Handbook is a useful reference for anyone who is affected by brain injury, providing information and advice on the consequences of acquired brain injury and how to support the individual affected, as well as how to access the services available to them."

The Brain Injury Handbook can be downloaded from the Rehab Group website, see <http://www.rehab.ie/about/braininjuryhandbook.aspx>.

For further information about this news release, contact Laura Delaney, [laura.delaney@momentumscotland.org](mailto:laura.delaney@momentumscotland.org)



**Person-Rehab's new look Brain Injury Handbook is packed with helpful information which will prove invaluable for people with acquired brain injury and their families and friends.**

## Development programme on leadership

### Durapart



Durapart is now launching a development programme for current and upcoming leaders in the organisation to further develop their skills as leaders. The programme has been developed in close cooperation with partners and other organisations in the sector and aims at creating stronger leadership and a pool of future leaders in the organisation. The programme contains areas like: Development of the society, development of leadership skills, personal profiling and coaching, social media, quality management, labour legislation, health, environment and safety, communication, strategic planning, accounting and budgeting, and ethical leadership.

The programme is extensive and lasts for 12 weeks with 2-3 days of lectures from external and internal speakers each week. Other organisations in the VET sector have been invited to join the programme and three organisations have accepted this opportunity.

Further information about the programme and the lecturers can be found on [www.durapart.no](http://www.durapart.no) or by contacting [bjorn.paulsen@durapart.no](mailto:bjorn.paulsen@durapart.no).

**Contribution of Grete Kristiansen, Durapart, [grete.kristiansen@durapart.no](mailto:grete.kristiansen@durapart.no)**



## Lifestyle Project Diabetes 2

### Durapart

Last spring, Durapart assisted the local hospital and municipality in planning and running a course for nine patients with the diagnoses Diabetes 2.

During six weeks, three hours, two days a week, the patients took part in a programme which included physical activity, instruction in nutrition, and how to change important elements to get a healthier lifestyle. In six weeks the participants have shown that they have been able to use this knowledge in practice. All nine of them are now engaging in regular physical activities, and they have made small or big changes concerning what to eat and

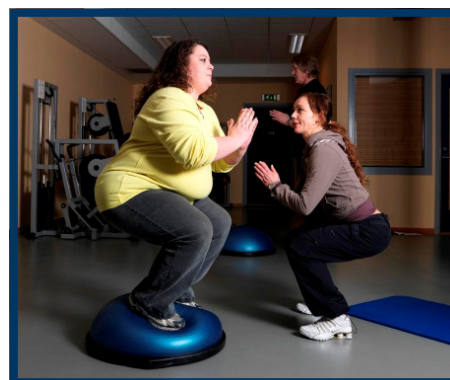
eating routines. They also learned how to keep bad habits under control.

More energy and wellness during the activities of daily living have been things the patients say have been important to them. The regular medical tests verify the subjective experience and observations. All nine participants have reduced their levels like weight, cholesterol, blood pressure, sugar, long-term sugar etc. Eight of the patients will participate in a course once a week for a further 12 weeks this autumn, in order to solidify the new habits and lifestyle even more.

#### Contribution of Grete Kristiansen

**Durapart,**

**grete.kristiansen@durapart.no**



**Mari Maele (ergotherapist) working with a participant for the Lifestyle Project Diabetes 2.**

## My Chance: Preparatory and rehabilitation education

### Luovi



Luovi's work on preparatory education includes the first part of a new publication series by Luovi Vocational College. The book offers fresh information about preparatory and rehabilitative education and gives guidance and perspectives on daily life in preparatory training from the point of view of the students, parents and teaching staff. The book focuses on describing the background and everyday working practices of preparatory training. The essential idea of the book is to highlight the benefits and new paths in

life that preparatory education offers students with special needs. Adults who work with young people with special needs can find various ideas and suggestions they can exploit in their daily work.

The book is written by special education professionals who are working at Luovi Vocational College. The editors of the book are Research Manager Anna-Liisa Lämsä and Development Manager Lea Veivo.

#### Contribution of Susanna Kangas , Luovi

**susanna.kangas@luovi.fi**

## Change of corporate identity

### Astangu

Astangu Rehabilitation Centre is evolving. As a result we've taken on a new logo that more accurately describes us and our core values. As a result our new logo signifies trustworthiness, cooperation, development and encouragement. Logo creates connotations like A as Astangu; A as ability.

Log on to the "News from members" section of the EPR website to learn more about Astangu new corporate identity.

#### Contribution of Marika Haas, Astangu

**Marika.haas@astangu.ee**



**ASTANGU**

**Astangu's brand new logo**

## Sail Amsterdam 2010 Heliomare



Heliomare's main location is situated near the docks of IJmuiden and the North Sea channel to Amsterdam. On August 19th a large number of tall-ships, sailed in to Amsterdam to attend Sail 2010. The North Sea channel was crowded with hundreds of smaller boats. Almost everything that could float was on the water.

Like earlier editions, Heliomare had the opportunity to take around 600 clients

to a quay in Velsen Noord. On that morning a complicated move was carried out by 60 minibuses and 50 cars to get everybody in time to this magnificent spot. Luckily enough it was very nice weather and from all over the province clients were taken there in time.

What followed was a four hour parade of all these ships and other boats starting with a replica of the Clipper Amsterdam which returned from a trip that started

in September 2009 and during which it sailed a route of Darwins Beagle.

All together everything went very smoothly, all was taken care of including lunch and ADL facilities. We are already invited for 2015 by the quay owner!

**Contribution of Frank 't Hart ,  
Heliomare**  
[f.t.hart@heliomare.nl](mailto:f.t.hart@heliomare.nl)



**Heliomare clients taking in the  
breathtaking nautical parade Sail  
2010.**

## Knowledge Management Centre

## Winner of the Innovation Prize 2010



For its second edition, the Innovation Prize 2010 was awarded to the Irene Project, run by Pluryn.

"Irene" is the name of a nursing home for elderly citizens with psychological and geriatric needs. The project develops individualized working activities for clients, on a supported basis, within the community. Pluryn clients support and assist Irene clients by performing caring and domestic tasks. In this sense, Pluryn clients gain in confidence as well as in competence, while Irene's clients, their families, the management and staff

recognize the added value of the work done by them.

Marlijn Oosterhoff, Project Manager from Pluryn, and Anne Marie Hulst, Vocational Coach, were invited to the Innovation Prize Awarding Ceremony, organised during the EPR Annual Conference 2010 in Tallinn, Estonia. They were awarded with a 1.000 Euro reward to spend on EPR activities.

Congratulations to the Irene project team and Pluryn for this victory!

The Innovation Prize 2011 competition should open in February 2011 (date to be confirmed).

# Centre Action Plans (CAPs)

## Benchmarking on ICF



**Presentation of best practice on the use of ICF**

On 16 June in Helsinki, a benchmarking group on the use of ICF gathered participants from five organisations. This activity focused on the application of ICF and aimed at reviewing work in progress in each of the participating centres and reflecting on how best to move forwards with implementation.

After a review of the main ICF components and mechanisms for documenting disability status, the emphasis was indeed put on the feedback exchange on the implementation strategies of the participating organisations. CRPG and Josefs-Gesellschaft presented their practices and turned out to prove high-level practical mastery of the ICF.

The benchmarking group was facilitated by Donal McAnaney, and was appreciated with an overall average rate of 9/10.

## Vocational Integration of people with disabilities in Romania

The project has now entered the stage of service implementation with the three Romanian counties enjoying the support of EPR experts to set-up units of vocational assessment, vocational preparation and training, business enterprise and supported employment. The EPR team conducted a one-week training of Romanian professionals in July on how to run the new services of vocational preparation and training and supported employment. EPR experts also helped participants develop action plans and provided them with advice.

Another strong support to this

implementation was a study tour hosted by Pluryn and the National Learning Network in May. At this occasion, 17 Romanian professionals and civil servants got an insight into different services. The visits were very beneficial to the Romanian colleagues in their search for inspiration and models to set up the new services in their country.

Moreover, EPR experts in vocational preparation and training, business enterprise and supported employment visited all new services in the three pilot locations Bucharest Sector I, Arad

and Iasi in early September, to ensure a proper establishment of the services and provide tailor-made advice and consultancy.

For more information, contact Claude Delfosse at [claudedelfosse@epr.eu](mailto:claudedelfosse@epr.eu).



## Active Inclusion of young people with disabilities and health problems

Together with the Work Research Center (Ireland) and TNO (The Netherlands), EPR won a tender on Active Inclusion of young people with disabilities or health problems.

The tender was launched by the European Foundation for the improvement of Living and Working Conditions, and EPR is in charge of developing case studies on good practice in Finland, Denmark and UK. This short project (six months) offers EPR members the opportunity to promote research activities within EPR.

EPR has involved its members Luovi, LOS and Momentum for this assignment and the Secretariat itself is involved with coordinating all the national experts.

## EPR Annual Conference 2010 :“Society needs all hands”

### Rehabilitation services as a bridge to participation in society and employment

Year after year, the EPR commits itself to offering its members the best possible environment to learn about the latest developments in the sector, debate and exchange new ideas and good practices, and network with fellow professionals from all over Europe. The Annual Conference 2010 certainly reached that objective, as one of the most successful event of the EPR.

For the first time, the conference was split over two countries and between two host organisations: the conference started on the 17th of June in Helsinki, Finland, with Luovi as host organizer, then moved on the next day to Tallinn, Estonia, with Astangu acting as host organizer.

The conference was centred on the overall theme: ‘SOCIETY NEEDS ALL HANDS’: Rehabilitation services as a bridge to participation in society and employment. The objective was to discuss, debate and learn good practices on the idea that disability-related services contribute actively to enhancing the physical, mental, cultural and social capacity of individuals to participate fully in society and to lead autonomous and independent lives.

The two days of the conference were filled with plenary speeches and workshops on various themes, including the role of various actors to facilitate participation of people with disabilities in the labour market, Assistive Technology in rehabilitation and international benchmarking and community-based services.

The programme also included the much awaited EPR Innovation Prize awarding ceremony. This year, the “Irene” project from Pluryn was voted the winner. Marlijn Oosterhoff, Project Manager from Pluryn, and AnneMarie Hulst, Vocational Coach, presented the project on community-based services for elderly people with disabilities. The team was rewarded for their achievement with a 1.000 € voucher to spend on EPR activities.

With a record level of attendees (over 170) and two countries instead of one, the 2010 Conference proved to be a challenging but successful event. The social activities and special programmes were the highlight of this year, in particular the unforgettable dinner night, filled by the sounds of Estonian music and bonfire crackles, and the outstanding performance of Pelle Sandstrak, a deeply touching account of living with Tourette’s Syndrome.

For more information about the EPR Annual Conference 2010, visit <http://www.epr.eu/index.php/about-epr/annual-conference>.



Warm thanks to Luovi and Astangu for their outstanding cooperation and great hospitality.



#### Annual Conference 2011 Quick Facts

**WHEN:** 10 - 11 November 2011

**WHERE:** Athens, Greece

**WHO:** two hosts organisations

⇒ Workshop PANAGIA ELEOUSA

⇒ Foundation THEOTOKOS



## Projects

### Common Quality Framework for Social Service of General Interest

#### PROMETHEUS Project



On Monday 13 September, the fifth and final CEN workshop 5I was held at CEN's offices in Brussels to discuss the 7th draft of the Common Quality Framework (CQF) for Social Services of General Interest (SSGI).

The workshop was attended by 24 participants from a cross section of National and European organisations. To begin the meeting Guus van Beek, chairman of the CEN WS 5I, gave an overview of the received feedback on the proposed CEN Workshop Agreement: a **Common Quality Framework for Social Service of General Interest**. 78 % of the organisations that expressed their opinion would like to adopt the proposed text and 22 % of the

participants that expressed an explicit opinion did not want to adopt the text as a CEN Workshop Agreement (CWA).

It was agreed that the document would not be formally adopted as a CWA but that it would be formally adopted as the text of the Prometheus project.

EPR is currently finalising the arrangements of the **closing conference of the PROMETHEUS project** to be held on **18-19 November in Brussels**. This not-to-be-missed European Awareness Conference will mark the end of the Prometheus project and the official launch of the Common Quality Framework for Social Services of General Interest (SSGI).

The conference programme includes one and a half days of presentations,

forum discussions and workshops discussing the Prometheus project's developments and results. The main objective is to allow stakeholders to meet up and exchange good practices on how to implement a quality framework in social services by using operational quality indicators. The conference promises to be a landmark event in the field of quality of SSGI, with a high-calibre panel of speakers from a wide range of influential organisations.

For more details about the conference, consult the "Upcoming Events" section of the EPR website ([www.epr.eu](http://www.epr.eu)). You can also send your questions to [julie.buttier@epr.eu](mailto:julie.buttier@epr.eu).

For more information about the PROMETHEUS project, visit [www.prometheus.epr.eu](http://www.prometheus.epr.eu).

### Penultimate Partners' Meeting in Dublin

#### EQUASS in Practice Project



On 2-3 September, Dublin played host to the EQUASS in Practice project partner meeting; the final one before the closing conference.

The two day meeting had a packed agenda and aimed to finalise all outcomes of the project whilst also

agreeing the agenda for the closing conference in Oslo on 19 October.

For information, contact [eleonor.brown@epr.eu](mailto:eleonor.brown@epr.eu) or consult the project websites [www.equassinpractice.epr.eu](http://www.equassinpractice.epr.eu) and [www.equass.no](http://www.equass.no) (in Norwegian).

#### ***EQUASS in Practice In Brief***

EQUASS in Practice is a 2-year project, funded under the Lifelong Learning Programme (Leonardo da Vinci ) of the European Commission

##### **Main Objective**

EQUASS in Practice aims to develop and share best practice for how VET service providers may work to implement the EQUASS Assurance certification programme, with the aim of improving quality of their services and achieving sustainable working practice and routines.

##### **Main Outcome**

EQUASS in Practice is developing methods, guidelines and strategies which will be used to produce a free web-based manual. Intended as a practical tool, the manual will coach the VET-providers through their Quality Assurance work and help them to become certified.

## EQUABENCH Symposium on Excellence in the VET sector

### Launch of the Innovative Practice Guides

On the 16th September the final conference of the EQUABENCH project was held between the Symbolist walls of the Klimt room in the Crown Plaza Hotel in Brussels. High level speakers contributed to the discussion about the need to improve the Vocational Education and Training sector and to share the excellent practices that are already in place in several EU Member States.

During the one day conference, the project partners had the opportunity to showcase the exchange, "import and export", of procedure in place in their rehabilitation centres in order to implement the EFQM fundamental

concepts of excellence that have been shared during the project. Representatives from the European Commission, user organisations and funding bodies gave feedback on the work done and highlighted common priorities and future pathways.

One of the main outcomes of the EQUABENCH project are the six innovative practices guides on the examples shared during the workshops organised throughout the project and the event provided an excellent opportunity to present them. Maria Orejas from the European Foundation Centre was given the honour of officially launching the guides and was

able to express a very positive feedback on them.

The presentations and the Innovative Practices Guides are available on the project website:

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



**The EQUABENCH project partners proudly striking a pose next to the Innovative Practice Guides.**



## Latest developments in the AEGIS Project

### Santorini project meeting

The 6th plenary project meeting took place on Santorini, Greece on the 9th - 11th June, hosted by the project leader CERTH-HIT. Apart from a number of in-depth sessions on the first demos and prototypes, the project consortium also participated in video recordings for the forthcoming project video. The first part of the video will be available on the EPR and project website soon.

### Report 'ICT for all'

A great achievement of the AEGIS project has been the increase of the project visibility. In fact, AEGIS is mentioned in the report of the European Commission: "ICT for all - Technology supporting an inclusive world" that explores Europe's vision for a society where every individual can make a valuable contribution. Investments in pioneering and commercially focused research will produce information and communication technologies (ICTs) that should help everyone - including the elderly, disabled and marginalised - to fulfil their potential.



Download the report here: [http://cordis.europa.eu/ictresults/pdf/policyreport/INF%207%200100%20IST-R%20policy%20report-eInclusion\\_final%20studio.pdf](http://cordis.europa.eu/ictresults/pdf/policyreport/INF%207%200100%20IST-R%20policy%20report-eInclusion_final%20studio.pdf)

For more information please contact [simona.giarratano@epr.eu](mailto:simona.giarratano@epr.eu)

## Public Affairs

### European Workshop on Employment Services & Mobility at DG Employment



The European Commission has launched an interesting new project that aims to investigate how social services and not-for-profit social service providers can contribute to the EU 2020 Strategy, particularly with regards to inclusion of disadvantaged groups in the labour market. They also want to know how not-for-profit SSPs co-operate with public employment services. EPR was invited to take part in a brainstorming session as a recognised source of expertise in this field, and was asked to complete a questionnaire. An Italian Research Institute was contracted to conduct this study and the preliminary results will be discussed at a workshop on the 27th October to which EPR is also invited. The participation in this initiative might not only provide us with useful information for the EPR members, but also reinforces the reputation of EPR as an expert network in employment and vocational reintegration of people with disabilities.

### The Intergroup on Disability European Parliament



On the 23rd June, Jan Spooren participated in a meeting of the Disability Intergroup in the European Parliament. The representative of the former Presidency of the EU and one of the current presidency, respectively from Spain and Belgium, highlighted their views on disability policies and initiatives at EU level, and the European Commission entered into discussion with various MEPs on the new Disability Strategy 2012 – 2020.

### Technical workshop: preparing the work for October SSGI Forum

On the 13th July the Belgian Presidency of the EU in cooperation with the European Commission organised a technical seminar to prepare the forum on SSGI that will take place on the 26th and 27th October. The seminar focused on the legal framework that influences the provision of SSGI in the EU Member States and allowed the participants to highlight the specifics of this type of services. Representatives of different departments of the European Commission attended the conference as well as social partners and civil society representatives.

### Social Protection Committee subgroup on quality

On the 24th June, EPR was part of a Social Platform delegation that met for half a day with the European Commission (unit on SSGI) and the Slovenian chairman of the Social Protection Committee (SPC) subgroup on quality. The group went through the draft text on a European Quality Framework for Social Services paragraph by paragraph to change and modify formulations. The text is very much based on the inputs from the Prometheus project of EPR and in September will be submitted to the plenary SPC meeting for approval. Interesting observations were the absolute common thinking between EPR, EDF and AGE.

### Platform of European Social NGOs

#### socialplatform

On the 10th May the Social Platform SGI working group took place. The participants discussed the new European Commission work place dedicated to social services. The meeting was also a good opportunity to exchange information on all the participants' activities related to social services especially those related to quality and the legal framework.

## EQUASS certification for Centro Hospitalar Lisboa Norte in Portugal

The Serviço Social e Gabinete do Utente (SSGU) of the Centro Hospitalar Lisboa Norte was certified with EQUASS Assurance in June 2010.

The certification of SSGU is the first certification resulting from the cooperation of EQUASS and the Associação Portuguesa para a Qualidade (APQ) acting as EQUASS Local License Holder in Portugal, and the second Portuguese social service provider that achieved EQUASS certification. (Centro de Reabilitação Profissional de

Gaia received EQUASS Excellence in 2003).

Working closely with clinical departments, the SSGU has implemented an integrated programme that is very highly recognised. The Serviço Social e Gabinete do Utente works within a multidisciplinary team that includes stakeholders internal to the organisation (i.e. administration, clinical departments) and external (i.e. social workers, education specialists, therapists, social and institutional organisations) to provide a holistic care setting.



CENTRO HOSPITALAR  
LISBOA NORTE, EPE



HOSPITAL DE  
SANTAMARIA



Hospital  
PulidoValente

**Centro Hospitalar Lisboa Norte decided to show off the quality of its service with EQUASS Assurance**

## Quality: Vision impossible?



“Quality: Vision impossible” is the title of the final symposium of the BEST Quality Project. The BEST Quality project is one of the eight selected projects that have been supported by the European Community Programme for Employment and Social Solidarity (2007-2013).

The final symposium took place on **22 September 2010** at the University of Dortmund (Germany), and answered questions such as: Which quality management systems are available for social service providers in Europe? What do they specialise in? What can be standardised throughout the continent? Which quality management systems fulfil the needs of service providers and service users, as well as standards set by the European Commission? The participants had the opportunity to discuss the project results from different perspectives: service providers, service users, policy makers, economists as well as other relevant stakeholders. Guus van Beek, EQUASS Manager, was invited to participate in the panel discussion.

## EQUASS upcoming events

**29 & 30 September 2010:** EQUASS Assurance Auditor Training, Germany

**4 October 2010:** EQUASS Excellence Auditor Calibration training, Belgium

**12 & 13 October 2010:** EQUASS Assurance auditor training, Portugal

**19 October 2010:** EQUASS in Practice Final Conference, Norway

**16 November 2010:** PROMETHEUS Dissemination Workshop (EQUASS Assurance calibration), Belgium

**17 & 18 November 2010:** Prometheus Final Conference - European Awareness Conference



## First EQUASS Certification in Automotive Industry: AB Scandinavian Motorcenter



AB Scandinavian Motorcenter (SMC) is a service and manufacturing company in the automotive industry and produces license plates for cars and other motor vehicles. The main objective of SMC is to ensure that employees remain in their work and that they consider SMC as a safe and healthy work environment. SMC provides job training in the production of licence plates, stock and distribution works, and ensures that employees and contractors receive adequate training, supervision and opportunities for individual adaptations to their own work situation.

According to an agreement with the Norwegian Public Roads Administration, 70% or more of the working hours are carried out by persons with function limitations, disabilities or long term unemployment.

The AB Scandinavian Motorcenter is the first EQUASS certified organisation in this category of social services, showing that the EQUASS quality system can truly apply to a variety of sectors.

## News from the Secretariat

### Farewell Nadège!



After seven years of service in the EPR Secretariat, Project Coordinator Nadège Jibassia has moved on to pursue her interest in the culture and arts sector. Such an outstanding collaborator deserved an exceptional farewell, and EPR did rise to the challenge. The whole EPR network made its farewell to Nadège during the Annual Conference 2010 dinner, with a moving speech from former EPR President Jeronimo de Sousa.

The EPR Secretariat then organised a more intimate farewell in the best Ethiopian restaurant of Brussels. Every single staff member of the EPR Secretariat - past and present - was there to wish her good luck and plenty of success in her new life. The warm and friendly atmosphere of the dinner, punctuated by speeches and anecdotes on Nadège's times in the Secretariat, was the best proof of the invaluable importance of Nadège for the network.

The whole EPR wishes her all the best for the future!

### EPR to recruit a new intern

Noé Viedma Alonso completed a rewarding internship at EPR and moved on to a project officer position at the European Civil Society Platform on Lifelong Learning. Noé proved to be a great addition to the EPR Secretariat, and showed commitment and enthusiasm in his work. We wish him success in his new position!

The intern position should be re-filled during autumn 2010. As usual, the EPR intern will be involved in the overall support for the Secretariat and its upcoming events, with a focus on public affairs and European projects.

E-mail: [intern@epr.eu](mailto:intern@epr.eu)



## EUROPEAN PLATFORM FOR REHABILITATION



The European Platform for Rehabilitation (EPR) is a network of leading European providers of rehabilitation services to people with disabilities and other disadvantaged groups. EPR's member organisations are influential in their countries and stand for high quality service delivery in the fields of vocational education and training, reintegration, medical rehabilitation and social care.

EPR assists its member organisations in achieving continuous professional improvement, best practice and competitiveness in every aspect of service delivery. Through its Public Affairs activities, EPR enables service providers to contribute to the formulation of European social policy, and facilitates access to EU funding.

Recognised as an important player on the European scene, the network receives structural funding under EU's Lifelong Learning Programme. EPR has a seat on EU's High Level Group on Disability and has participatory status with the Council of Europe. EPR cooperates actively with all key sectoral stakeholders.

### EPR on the web!

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

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

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## EUROPEAN PLATFORM FOR REHABILITATION

*The network of leading service providers to people with disabilities*

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