

# ENIEC Newsletter



February 2010, no. 33

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## Inter-cultural elderly care and social care in The Hague

To the City Council of The Hague, inter-cultural care is not a strange or new phenomenon. In the past 25 years a lot has happened in this field. Several organizations to do with elderly care have already formulated policies in order to also serve the new residents of The Hague. And yet, it is still not generally accepted and that has been the Council's incentive to prominently put this item on the agenda. Not just talk this time, but act and thereby very clearly work towards changing care giving institutions into culture sensitive organizations. Not just to new clients, but to also unite all employees on all levels and of all cultural backgrounds.

With this initiative, the Council is demonstrating leadership and at the same time makes an appeal to managers of various organizations, be it private or

government institutions, for a similar type of leadership. The whole process is supported by Jan Booij Advies.

It has to be obvious, or be made obvious to organizations that it concerns strategic choices here which will have to be made on all business aspects. Managers are aware of the fact that if they do not specifically pay attention to making their organizations culture sensitive, they will miss the boat. Clients who are not Dutch by birth have been here a long time with many more to come, demographic data is crystal-clear. They are entitled to care which is in keeping with their needs and wishes, even if these are religious or otherwise have a cultural background.

The number of different ethnic groups in the City of The Hague is extensive and this fact alone makes the organizing of care for just one ethnic group unfeasible and also undesirable. After all, it is about The Hague people no matter where he or she was born.

Sometimes, however, it may be necessary to take an ethnic origin as a starting point for offering care, possibly starting with the eldest of the very first generation who do not master the Dutch language (anymore) and emotionally withdraw into their own culture.

The Council has made the strategic choice to make care and the provision of services commonly available. In order to realize this, it is necessary for all care givers to offer culturally sensitive care.

The second most important subject is the make up of personnel in care and public welfare. At this moment this is no reflection of the population of The Hague. We do not see many allochthonous people in, specifically, managerial positions. In order to find and keep 2<sup>nd</sup> and 3<sup>rd</sup> generation youngsters, it is absolutely necessary for organizations to be attractive employers for a very diverse group of staff members. All HRM agents can be made intercultural and can be made use of.

The start of this process was made in the second half of 2009 by talking to more than 30 people about the concept of inter-culturalisation. The majority of these 30 people is manager of a care institution, private or public welfare institutions. Talks were also held with ethnic pressure groups and (potential) clients. They were very captivating and honest talks whereby everyone was aware of the urgency of inter-culturalisation of their respective organizations in all business aspects. It is not a choice, but an ethnic necessity.

It also came to light that it is not always that easy to raise any particular subject above isolated projects and to integrate same into the daily running of an institution. It is never fast enough for pressure groups, they sometimes feel as if they have been asking for attention for a long time and still it does not work out, though they do see some practical examples of change.



The outcome of these talks was published in book<sup>1</sup> form and presented as such to all participants to serve as input for a work conference with all those involved. Objective of the work conference was to unite forces and set a new course for the coming four years and no longer feel free of obligations.

The Council wants to facilitate this process of inter-culturalisation of elderly care, but organizations will have to do this themselves.

Through some sort of covenant or alliance, various organizations as well as pressure groups commit themselves to achieve this by all means and efforts possible. That may vary for individual organizations, but the end result must be that after four years there is specific inter-cultural elderly care in the City of The Hague.

The whole process is monitored through their own internal audits and specifically aimed at inter-cultural subjects relating to all business policies. A team consisting of a number of managers will push on and be a feedback group for all participating organizations. The Council will take main control.



<sup>1</sup> Bijzonder Dichtbij, weergave van 33 gesprekken

During the final conference (13 ENIEC-members were present), a book<sup>2</sup> was published containing information such as interviews, the history of 25 years of interculturalisation, demographic details and plans for the future. This way, the whole process will become transferable to other organizations or councils



Autor : Els Ruys

## 2009 is long gone...

However, it is difficult for the board to put the year behind us, as long as **17 members** have still not paid their membership fee for 2009. Please note that I am not speaking of 2010 membership fee, but **2009!** I sent on behalf of the board some weeks ago a reminder to you 17 persons.

Let's see some hardcore action on the payment front!

Grete Madsen

<sup>2</sup> Bijzonder Dichtbij, Den Haag cultuursensitieve stad

## New ENIEC-members

Jenny Malmsten, Malmö, Sweden.

Jenny works at the Research & Development Unit at Malmö City Office. She works as a research and development coordinator with a focus on migrant issues related to health, elderly care and social work.

Sanna Vainio, Helsinki, Finland

Sanna is Regional officer in the Finnish Refugee Council in Helsinki, Finland. She works with elderly migrants in Finland and is planning post-graduate studies on the subject

Meltem Baskaya, Berlin, Germany

She is a colleague to Ulrika Zabel, and is employed in the Competence Center Intercultural Openness in Elderly Care. An advice center for professionals engaged in elderly migrants. Also information about elderly migrants in the public, their social and health situation but also their civic engagement in the community is the main aim of the organisation.

Welcome to ENIEC

Grete Madsen



## Presentation of an ENIEC member

### EVA HURTIG

**Born:** Göteborg, Sweden

**Home:**

Marstrand in Sweden and Oslo in Norway. I work in Norway and live in Sweden, so I travel home almost each week-end. My home town Marstrand is a summer resort on the west coast of Sweden.

**Profession:**

I am an architect PhD and researcher in housing design from Chalmers, Göteborg. My thesis were about the Concept of Home and Urban Renewal (1995).

In 1999 I began to work in Oslo City in a project connected to the National Program of Housing for Elderly and the Municipal Program of Housing for Elderly.

In 2006 my work concerned elderly immigrants and their needs for elderly care and developing of new services adapted to their situation. In Oslo around 20 % of the population are immigrants from non-western countries. Some immigrants came here during the 1970's and 1980's as working immigrants and others came later on as refugees. Elderly immigrants are yet a rather small group. A few immigrants receive homehelp services or live in nursing homes. Immigrants around 60 years old are a fast growing group. They ask for meeting points and day activities. The municipality has started activities for elderly immigrants at some senior centres, which we have good experiences from. There are plans to increase and develop these activities for different groups of elderly immigrants.



Nowadays my main work again concerns housing for elderly. However, I will bring my experiences from working with elderly immigrants into this work. The need for housing to elderly immigrants will increase when the group gets bigger.

**Relation to ENIEC:**

I was informed about the network by Reidun Ingebretsen and Grete Madsen and joined the first conference in Copenhagen in 2007.

**Thoughts about ENIEC:**

The network is important for bringing up important issues concerning elderly immigrants on the agenda. With many European countries together we get stronger. It is important to share experiences to be able to form suitable services and activities to different groups of elderly immigrants.

**Something about your personal situation:**

I have three children and three grand children, who live in Sweden. I read a lot and love to go out in my boat into the archipelago around Marstrand.

**Where will you be 18<sup>th</sup> en 19<sup>th</sup> March 2010?**

I am looking forward to go to Helsinki to follow the ENIEC conference.

**Invitation:**

I would like to pass on the word as next month's profile to the ENIEC member:

**Britt Hysing-Dahl, Bergen Norway**

**Editors:**

Marja van Berkel  
Nicolet van Eerd  
Jan Willem Pijpers

**Layout:**

Cobie Schippers

Send your items for the next ENIEC newsletter before March 20<sup>th</sup>, 2010 to [c.schippers@ggzingeest.nl](mailto:c.schippers@ggzingeest.nl)