

# ENIEC Newsletter



June 2010, no. 36

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## Summary of the minutes, ENIEC Board Meeting in Delft

### **June 4th 2010 in Delft**

Jan Booij (JB), The Netherlands, chairman of the board

Grete Madsen (GM), Denmark, who took the minutes

Frédéric Lauscher (FL), Germany

Ria Lidén (RD), Sweden, representative of the annual meeting in Gothenburg 2011

### **0. Comments on last board meetings minutes**

No comments

### **1. Evaluation, Helsinki Annual Meeting 2010**

The board agreed that the meeting was excellent both in content and in organisation. Yvonne Witter made some very good minutes from the meeting.

### **2. Gothenburg, 9 – 11 March, 2011**

RD gave a status on the organisation.

**Finances/budget.** City of Malmoe will grant 25,000 Euro to the meeting. The board agreed to have max. 15 guests as asked for in each session. Budget should be based on 60 persons.

The board asked to have a meeting room less expensive and not at the hotel, as the transport time is excellent networking time. RL mentioned that Gunnared Culture House could be an option.

Org. committee is: Haklma Hassan, Eva Ternegren, Merja Heed, Nuber (coming member), Ria Lidén and Houda El-Maccharawi.

Magareta Ivehammer (lives in Halmstad) and Gittan Ekwall & Jenny Malmstrøm (both Malmoe) has offered to assist. The board was very happy hearing that all ENIEC members in Sweden have joint forces in our coming meeting! And they were pleased with the programme outline.

### **3. Annual meeting 2012**

During the annual meeting 2010 Izmir and Amsterdam were suggested as soon coming host cities. We have right now only one Turkish member, so it is too early to plan a meeting there. The board finds it too extensive and vulnerable to leave the organisation to one person. FL will contact our Turkish member, as she very generously asked us to come.

The board agreed to suggest Amsterdam as host.

#### **4.Statement of accounts and membership payments and fee 2011 and 2012**

The board was very pleased with the statement as presented by FL. The economy is good and balanced in our favour according to the budget.

Membership fee 2011 – as agreed on the annual meeting: **131 Euro**

Membership fee 2012 **135 Euro**

#### **5.Regulations about expenses within the board**

The auditors have recommended some rules for the expenses in regards to board meetings, as this makes it easier to audit.

##### ***The board decided the following to be followed:***

Every board member (expect for the host) can have 2 nights at a hotel in average not more expensive as the hotels during annual meetings. ENIEC will cover one lunch, one dinner and drinks/breaks during the meeting and before and after. Also transport (cheapest available) will be covered.

Administrative costs as well can be covered (like stamps).

All invoices should be forwarded to our accountant soonest possible.

#### **6.Translation of articles for the newsletter**

It has not been clear if it is possible to let articles be translated and who decides this. The board discussed the aspects and finally agreed that:

- The editors will have 250 Euro annually for translations
- The editor will have 250 Euro for expenses for travel and food and beaverge during their meetings
- The board will decide for another 250 Euro annually for translation
- The articles must be 100% non-commercial
- The articles should first of all be very close to the theme of our association, intercultural elderly care in Europe

Some board members found that there has been too much focus on China in the newsletter.

#### **7.Follow-up points from the annual meeting 2010**

##### ***Members from outside Europe***

The board concluded - and hopes that this is according to the members' wishes - that members must live and work (if they are not retired) in Europe, as it is a European Association and a fairly young one of the kind.

##### ***Editors – can we make a concept?***

JB had suggested to ask the former organisers of the annual meeting to take the following year as editors. We decided that it is more activating more members to ask somebody else than the former organisers, and they may also need a long break after their hard work. We will discuss who to recommend for 2011 at the next board meeting. Maybe members will come forward themselves.

##### ***Website***

Deniz Özkanli suggested that our website should have an interactive members' part. The board discussed the media available, and concluded that we will recommend members to join LinkedIn and maybe Twitter, as Facebook is a more private platform.

JB will make a note for the newsletter about the discussion and will ask our website company to make a link to LinkedIn and to Twitter from our website.

##### ***Youth in Action programme***

FL has look into the programme and you need to have 2 institutions/organisations., as it is an exchange programme. So it is a little bit difficult to see a way to adapt this programme within ENIEC. Kristel Logge works with the programme, so we will ask her.

##### ***"Let the elderly migrants speak for themselves"***

With this sentence our member Harry Mertens suggested to ENIEC to be more focused on the voice of the elderly themselves, as they are fully ready to speak for themselves.

The board wishes to ask Harry M. to come up with some suggestions.

### **8.Adoption of members from Eastern European countries.**

During the annual meeting in Helsinki it was discussed that many Eastern Europeans will not be able to pay the annual fee. 3 members generously offered to sponsor a member for 1 year. The board discussed how to find any professionals in the 3 Baltic Countries. GM will ask the Finnish ENIEC Member who is Estonian of origin to contact a nursing school in each of the 3 capitals and ask them to propose a relevant English-speaking member in all three countries. We will then establish a personal contact between sponsor and member.

### **9.Recruiting new members**

Most of the persons recommended by members does not sign up as members, even if GM writes them a nice letter and a registration form. Steps were discussed.

FL is very active recruiting, both in Germany and Poland (Krakow). In Poland they don't have any elderly migrants yet. Also Austria – especially Lenz and Vienna - has FL tried, they have intercultural elderly care, and FL asks JB to continue there.

### **10.Next meeting.**

Next board meeting will be in Gothenburg on Friday October, 1<sup>st</sup>.

Grete Madsen

### **Follow-up "ActiZ gives colour to the care"**

In Eniec Newsletter, May 2009, the programme of ActiZ (entrepreneurs in health care in The Netherlands), called "ActiZ gives colour to the care" has been outlined. One of the follow-up activities of the programme mentioned, was the interculturalization of customer councils.

In 2008 ActiZ contacted LOC, proposing cooperation on this matter.

LOC represents the interests of people who need care and/or nursing, who have a psychiatric illness or an addiction. It also furthers their say and participation in healthcare as well as in general life.

LOC offers information, advice, support and schooling to clients' councils. Somewhere about 2200 clients' councils have joined LOC. The councils are active in institutions for the elderly, psychiatric clients, addicts, homeless people and battered women. As well as in organizations for homecare and welfare.

As a result of ActiZ' initiative the project, called "Diversity in participation of clients" was started bij LOC and ActiZ, October 2008.

The basic principle of the project was: quality of elderly care will increase if the intercultural client perspectives are enlarged.

Target group of the project were older migrants who are now or in the near future in elderly care in The Netherlands.

Planned activities between October 2008 and February 2009 were:

- a) To collect good practices of multicultural clients' councils in elderly care in The Netherlands
- b) To define success factors for effective cooperation
- c) To spread knowledge about these success factors to other clients' councils and organizations
- d) To present project results at the ActiZ congress (ActiZ gives color to the care), spring 2009
- e) To take care of a training or workshop on intercultural "looking after interests", for LOC volunteers in all regions of The Netherlands
- f) To take care of a training for LOC personnel that actively wants to advise on intercultural clients' participation
- g) Combined publicity LOC/ActiZ in their newsletters and on both websites.

In October 2008 Sahar Noor, a freelance journalist, born in Afghanistan, started questioning 6 members of clients councils, 2 clients of elderly care, 1 care worker, 1 Moroccan care provider, 1 Turkish

consulent for older people, 1 expert on intercultural matters. All interviews are bundled and can be downloaded from [www.loc.nl](http://www.loc.nl) and [www.ActiZ.nl](http://www.ActiZ.nl) (if member of ActiZ).

Sahar Noor posed three questions to her discussion partners:

1. Are there specific points of interest in elderly care for clients with different cultural backgrounds?
2. Do intercultural clients councils pay attention to different needs – if any – of older migrants in elderly care?
3. Do members of intercultural clients' councils effectively cooperate with each other and with the provider of care?

The answers to all questions was a simple: yes!

In January 2009 LOC invited a group of people for an intercultural lunch. Here the draft version of the brochure, Sahar Noor had written, based on the interviews, was discussed. An important conclusion made during lunch, was the following: LOC/ActiZ should not just spread the brochure to the clients councils, but organize, in one way or another, meetings between "old" and "new" elderly Dutch people, in order to create and continue open mindedness and cultural sensitivity.

On the 12<sup>th</sup> of May 2009 the brochure "Medezeggenschap in alle tonen, naar een interculturele cliëntenraad in drie stappen", ("A voice in all aspects, towards an intercultural clients council in three steps") was presented on the earlier mentioned ActiZ congress for providers.

On the 16<sup>th</sup> of June 2009 the brochure was presented to the clients" councils, all members of LOC. Yvonne van Gilse, director of LOC, handed over the first example to Ram Soekhlal, a "man with a mission", to quote his own words. He was one of the people interviewed by Sahar Noor and he is a very successful mediator between different cultural groups in a house for elderly care in Rotterdam.

The brochure focuses on tools for clients councils in recruiting new migrant

members to the council and also points out ideas of alternative forms of clients influence and participation in elderly care. In the third chapter suggestions are made for becoming "cultural sensitive".

In the last chapter background information is given on some relevant laws for clients" councils in elderly care, such as Wet Medezeggenschap Cliënten Zorginstellingen (WMCZ, in which rights of the clients councils in institutions of care are defined), Kwaliteitswet Zorginstellingen (KZ, describes demands on quality of care) en Wet Klachtrecht Cliënten Zorgsector (WKCZ, describes how to formally deal with complaints of clients)

All clients' councils – member of LOC- will receive the brochure. For LOC writing this brochure was only a starting point for future actions, together with all clients (councils), providers of care and ActiZ.

Marion van Overbeek

## The discovery travel

ActiZ, national organisation of care providers and Aedes-Actiz Kenniscentrum Wonen-Zorg, the knowledge centre for housing and care, are organizing a national conference at the 18th of June 2010. During the conference the book 'The discovery travel' will be launched. The book gives an overview of 25 years of intercultural care in the Netherlands. It contains interviews with pioneers, like Jan Booij and Harry Mertens and Kristel Loghe. Furthermore there is a column of Harry Moeskops and descriptions of innovative projects in the Netherlands. Conference participants get the opportunity to visit four of the sixteen projects that are described in the book. Jan Booij will give a presentation. The book is in Dutch, but perhaps we will translate it in English....

<http://www.kcwz.nl/english>

Yvonne Witter

## Conference 28-29 April 2011

The Cordaan Foundation, based in Amsterdam (NL), in close cooperation with several national and international organizations and networks, is organizing a European conference on best practices of long term health care systems. The conference will be held on 28 and 29 April 2011. The venue will be Amsterdam, the Netherlands.

The long-term goal of the conference is to improve the accessibility and effectiveness of long term health care systems in Europe for all social groups. The conference provides exchange of know-how, information and the identification of best practices. Policy makers, academics, professionals, representatives of the civil society, non-health practitioners, and client-organizations will be invited. Invitations will go out to all persons and organisations in all 27 EU member states, neighbouring and accession countries in Europe, as well as to relevant stakeholders in countries outside Europe.

The direct objective of the conference is:  
1) to inform the European Commission about best practices regarding practical solutions and innovative forms of long term health care systems in Europe, and  
2) to strengthen and enlarge the existing European network of long term health care stakeholders, in order to facilitate and broaden the platform for discussion.

The impact of the conference will be a stronger focus on informal long term health care. The potential of substituting formal by informal care will be debated. In a closing manifest, the conference will seek to influence European guidance and standards by providing best practices to the European Commission.

Maria F. Oud  
GGD Amsterdam

## Quote of the month

"Love life and life will love you back.  
Love people and they will love you back."

(Arthur Rubinstein)

Yvonne Witter

## New ENIEC member

Mohamed Baba, The Netherlands

Mohamed is a drs. at Yellowpoint in Amsterdam. Professionally he has been managing intercultural challenges for more than 15 years, also by being one of the founders of Mexit Intercultural Management.

Welcome to ENIEC

Grete Madsen

## Sharing opinions



Is there any life after ENIEC-Helsinki 2010 meeting?

It was a great honor for Finland and especially for the city of Helsinki to act as the main organizer for the annual ENIEC-meeting 2010. I must admit that we organizers in the very beginning of the planning process had our doubts. The concern was not about if we can manage to arrange the meeting. Our biggest headache was when we asked ourselves whether ENIEC-members are interested in travelling to Finland. Secondly, beyond the budget and all the other practical things, the main question remained – do we have

anything to show to these few brave ones? At the same time we were amused by ENIEC-board members' comments on how Finland for the Europeans' is considered as an exotic country. We have used the word "exotic" when talking about "them". This experience was a valuable lesson for us!

The ENIEC-meeting forced us to open our eyes and evaluate in a critical way our services for ethnic elders. Are these services taken into account the slowly but steadily increasing number of ethnic elders? Do we have any good practices to show to our ENIEC-guests? And what about the network's spirit of intercultural elderly care – what could it be in Finland's context?

Finland is still in the very beginning with the migration. The increasing migration has helped us to see the diversity among our national minorities. The truth is that we do not yet have intercultural services for our new ethnic elders. Therefore Finland needs BIG sisters and brothers from European countries who are more experienced in these questions. Any kind of exchange of information, best and worse practices, personal contacts and field visits are warmly welcomed. Globalization – or as some researchers are saying the "McDonaldization of the World" – will not avoid Finland.

I send my warmest greetings to all ENIEC-members and I can assure you that there surely is life after ENIEC-Helsinki meeting. But is there life after ENIEC-board meetings? Thank you all and see you in Gothenburg 2011.

Hilkka Linderborg  
The Central Union for the Aged  
Planning Officer, M.Soc.Sc.



Gothenburg

## Presentation of an ENIEC member

### Marion van Overbeek

#### **Born:**

Bladel (1955), a village, located near the border with Belgium.

#### **Home:**

Amsterdam, the Netherlands



#### **Profession:**

I'm working for LOC, as an advisor for clients' councils in elderly care, in Amsterdam and surroundings.

LOC represents the interests of people who need care and/or nursing, who have a psychiatric illness or an addiction.

LOC Members: 2200 local clients' councils, representing over 600.000 clients: people in institutions for elderly care or in home care, psychiatric clients, addicts, homeless and battered women. As well as in organizations for homecare and welfare. ([www.loc.nl](http://www.loc.nl)).

Mission statement: "A voice in care".

LOC wants "valuable care: it's all about the personal values of people. LOC offers information, advice, support and schooling to clients' councils.

My advisory work is different every day. In 1996 clients rights were legislated in The Participation Act customer care in social and health care (Wmcz). This act is a framework which gives space for a lot of self-regulation.

The latter makes my work so interesting: it all has to do with communication between clients' councils and management. Not to mention the communication between the clients' councils and the clients they represent.

So I do not only give courses about their rights, according to the Participation Act,

but I pay a lot of attention to what's needed to be effective and valuable as a clients' council. I try to commit both parties to the say in care: because only when the manager (and his personnel) really attach value to what clients think, feel and advise, the say of clients in care can succeed. And on the other hand: only when a clients' council believes in itself as being a very valuable advisory board for the manager, taking into account the views of his followers, it can be a successful factor in enhancing the client centered care.

In ENIEC Newsletter, July 2009, I wrote about the project execution of LOC and ActiZ (entrepreneurs in health care in The Netherlands).

At this moment, again commissioned by Actiz, and together with Noom and Pharos, I'm organizing meetings between older migrants and clients' councils. We discuss the values that are important to us. I learned religion is a very important value in life for older migrants. And as real LOC advisors we indicate the fact that clients have a say in the way they want to receive care and support.

#### ***Relation to ENIEC:***

In 2009 LOC permitted me to become a member. My ambition is to play an important role in strengthening the intercultural say in Dutch care.

#### ***Thoughts about ENIEC:***

The Helsinki Meeting has given an enormous boost in very nice and important contacts for me, at a professional as well at a personal level.

#### ***Something about your personal situation:***

I'm married to Edouard. We have two children. My daughter, Jessica, is 22 years old, and my son Robin recently reached the age of 20. I am happy if they are happy and if they stay people who are nice to others, not discriminating anyone or being egocentric. "The world belongs to everyone", according to our former minister Jan Pronk, and I totally agree with him.

#### ***Where will you be in March 2011?***

I hope I 'll be in Gothenburg. I am really looking forward to it!

#### ***Invitation:***

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

**Sema Oğlak** from Turkey. She teaches at the University: what and whom does she teach?

#### ***Two separate documents***

Together with this newsletter we send you 2 separate documents.

From the board:

Policy advice report on Intercultural Elderly Care.

From Sema Oğlak:

Finnish Journal of Ethnicity and Migration



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Send your items for the next ENIEC newsletter before September 1<sup>st</sup>, 2010 to

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