

ENIEC Newsletter



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From the board

Often we are we confronted by the question, how should I approach a Moroccan, what do Iraqis want? What is the demand of care of. , and then there follows another group of people, you name it. Every time again we repeat such kind of research, with that kind of questions and the results are often more risky than answering questions. If we are not careful, we just make a caricature of an entire population and forget the individual. It's is an illusion to think that such research gives us an instrument to handle. What do Finns, what do Danes want, how do we have to nurse elderly Belgians? I have met you all and I am sure, that the book with the title: The need of care of the Norwegians will not help me a lot. Where does this global need for handles, brochures, manuals come from? I think it's better to have faith in the

power of the elderly and their families who live in our cities and have faith in ourselves, our colleagues and staff. Knock on their doors, meet them, meet them in their homes, in the coffeehouses, at the hairdressers, on the street, on a terrace, in the line in town hall, in the train and busses. Trust exists when people have the experience that we really listen to them, when we are really interested. With that listening attitude people from all countries and cultures will meet us in conversation in a natural way. Often without asking specific questions we will get a lot of information and understand it in a better way. The elderly and their families with those different cultural backgrounds, in parts of Brussels, Amsterdam, Copenhagen or Oslo will show us, what is needed to ensure that they become our clients, they are our neighbours. And on the moment that ball is rolling nobody will stop him. Because he is driven by the power of people.

Jan Booij

Welfare projects for urban seniors

This article is an abridged version of an article on Harry Mertens in Contrast, published in summer 2009.

In the Netherlands live about half of all immigrant elderly in the four big cities.

They want to live in their own neighbourhood, in their own familiar surroundings with people from their own ranks. Harry Mertens is senior project viability and social cohesion at MOVISIE and has decades of experience, both nationally and internationally, in housing, welfare and care with respect to immigrant elderly. The main question on his field is: how do you enable people to a dignified old day and avoid them getting lonely.

Projects

There are a number of residential projects, according to Mertens, in the big cities that illustrate how well a combination of housing, welfare and care can contribute to a pleasant way of aging. The projects group living, but also residential buildings involving various facilities. The project "the living room of the neighbourhood" in the Amsterdam Kinkerbuurt is an example. In the residential care home "De Klinker" the entire ground floor is arranged as the meeting place for residents of the center and the neighbourhood. Any older of each culture is welcome.

Mertens: "The older one is in a safe and familiar environment where they like to come. There is also a 'reminder room' with all of your belongings, previously recognized."

In The Pipe in Amsterdam there is a meeting place for immigrants from 50 years and older. Elderly can be there together, participate in courses and get periodic information on health care, housing and finances when needed. In this way, they are shown the way in Dutch society and social exclusion and division is avoided where possible. Weekly some 300 to 350 older people are using the space. One day is special for Chinese, the other day for Moroccan elderly, etc. It is a modern way to provide a meeting place to elderly.

Older people at these places are encouraged to organize activities. The space is afforded to them and if they want they can appeal to a social worker. A pre in the success of such projects is that the neighbourhood is safe. Otherwise the

seniors do not dare go out to visit the meeting places. Mertens: we must get lost the idea that older people raise issues. They can and often want quite a lot. It is for professionals to promote progress and create a safe environment.

Talented elderly

Many older people are very active. We want more focus on what people are still able to replace what they cannot. For example, the Silver Power elderly program determines what they want, what they do best and then with their own plan to come. If necessary they can call on professional support.

Many older people have a range of talents but do not recognize them in their selves. Many older people want to do something, but sometimes they just need an extra push to get started.

The Issue

There are dozens of projects in the Netherlands as in the field of housing and care for immigrant elderly welfare. "For almost every ethnic group project quality is clearly higher than a few years ago. But the bad news is that you need luck to have a good project in your neighbourhood. For many ethnic groups there is an offer that poorly or not at all reflects their wishes or needs," says Mertens. Therefore focus on older people and especially for immigrant elderly. In the Netherlands are many lonely people. This is also an issue of independent living longer and preventing social isolation. Mertens says that in theory the Netherlands with 25 percent of the knowledge we already have in house, the quality of life of the immigrant elderly could increase 100 percent. Netherlands in the past has developed many innovative projects and we also export to other countries. You see that other countries such as Germany, more frequent make use of them than us. Ten to fifteen years ago, the Netherlands top the list of countries in Europe in the field of health and welfare for elderly immigrant. Now we're in the middle.

This issue for both indigenous and immigrant elderly to solve, have initiatives in the areas of housing, welfare and care, to be aligned. These initiatives should be part of the district development. For example, in a neighbourhood where the viability and safety are good, even the elderly are encouraged to be active in the neighbourhood. They feel safe if there are facilities where they feel welcome and respected, which also reduces the chance that someone is socially isolated.

Marja van Berkel
summary and translation

Empowerment of older migrants

ENIEC has chosen to pay attention to the empowerment of older migrants in one of the working groups. Harry Mertens, Wendela Gronthoud, Yvonne Witter (who participate in this group) like to collect best practices (in European countries) of projects around the empowerment of older migrants. We describe here two projects. One is a national project to pay attention to the 'silver value' of older migrants.

Second project is a day center for Surinam people with dementia and their cares in Amsterdam. We do hope other ENIEC members will write about other best practices so we can share information.

The Value of Silver project

The Value of Silver (a project of MOVISIE, a national Dutch knowledge and advice centre for social development www.movisie.nl/english) offers knowledge, helps and tries to bring inspiration to organizations that wish to stimulate the social engagement of older people. Local councils, welfare organizations, care institutions, housing associations, volunteering organizations and organizations for older people: they can all make a difference for the social

participation of older people.
<http://www.zilverenkracht.nl/?id=123382>

Value of Silver of older migrants

During this project there is special attention for the empowerment of older migrants.

More information (in English!) about the Project Silver Value of older people (in general). Older migrants have a lot of knowledge and experiences. They are active in their neighbourhoods. But they seem to be invisible. So a lot of their knowledge and experiences are not being used of are not enough being used. That is a pity!! That is exactly the reason Movisie started the project The Silver Value of older migrants, to show the power of older migrants. In Amsterdam and Hengelo, two Dutch cities, meetings were successfully organized (with help of CABO Amsterdam, ENIEC-member Wendela Gronthoud is the director of this centre of advice and policy for older migrants in Amsterdam

<http://www.caboamsterdam.nl/>

The main conclusions of these meetings were: older migrants like to have a place where they can meet and express their wishes. Other conclusions were that it is important to have an idea of the potential of older migrants. Where are the migrants and their unused talents? How can we (different organizations) find them? MOVISIE designed digital 'cards'/ 'places' where older migrants, self-organizations and so on can be found. Take a look at:

<http://maps.google.com/maps/user?uid=112182895823180084949&hl=nl&ptab=2>

Article about an older migrant with a lot of power

In a Dutch magazine about Care and Welfare (Zorg en Welzijn), a wonderful article was written about Mohamed Aznag, who came in 1976 in the Netherlands. This article shows the silver value of this modest and interesting person. He is active at The Hudsonhof, a multicultural centre in Amsterdam where different cultures meet.

Read this article (in Dutch).

http://www.zilverenkracht.nl/onderwerpen/allochtoneouderen/docs/ZW122008_fotor_epo_zilverenkracht_plus_cover.pdf

Pictures of older migrants

The pictures show the power and value of older migrants. The photographer is Sanne Donders.



More information about the Silver Value project: Driving force behind this project and ENIEC-member Harry Mertens of Movisie, h.mertens@movisie.nl
<http://www.zilverenkracht.nl/smartsite.dws?id=120642>

Factsheet in English

A factsheet (written in English) which offers you facts and figures about the involvement of senior citizens in the Netherlands in four forms of civic engagement: voluntary work, family care, care for grandchildren and political participation. The situation of older migrants is also briefly discussed (at page 9).

<http://www.movisie.nl/Publicaties/2008/123355/Ouderen%20en%20maatschappelijke%20inzet%20Engelstalig%20voor%20WEB.pdf>

Facebook and LinkedIn

In the ENIEC group in LinkedIn en in the ENIEC group on Facebook we all can discuss what actions can be taken by ENIEC concerning empowerment of older migrants. Until now, most of the ENIEC members are extremely quiet in these groups.

We are hoping for contributions in the discussions. Of course you can also make suggestions directly. Send them to Harry Mertens:

h.mertens@movisie.nl

Book suggestion



'Van Ver', book of Eveline van de Putte with stories of older migrants and refugees. Eveline van de Putte (author, elderly advisor, coach and founder of The Empowerment Foundation) interviewed 20 older migrants and older refugees about their lives. The stories of their interesting lives show the power of these older migrants. Thanks to the book, older migrants really get a face. She spoke to people from Ethiopia, Indonesia, Vietnam, Tibet, Morocco and so on. It is about time to get to know more about these colorful people! You will get inspired of the (impressing, sometimes sad) stories and some of these stories will travel with the reader for the rest of their lives....The book has been written by Eveline van de Putte who also wrote other books (Krachtig 80! About older people) and Fosten Tori about older Surinam people). The book only costs 14,95 and is available at Uitgeverij Appelmoes (ISBN number 9789081250993). At the 1st of October 2009 the book will be launched.

More information about the book(s):
<http://www.empowermentfoundation.nl/>
and Publisher:

<http://www.uitgeverijappelmoes.nl/>

Kraka-e-Sewa, where people can meet...

Kraka-e-Sewa is a centre where Surinam older persons with (strating) dementia problems can meet each other, can ask questions. They can bring their cares (their spouse, child, other relative, friend, neighbour). 'Kraka' means in the Surinam language 'support' and 'sewa' refers to 'care'. The centre is part of Cordaan, a care organization. The centre has opened its doors in 2002.

A lot of attention for informal caretakers

Professionals and volunteers of Kraka-e-Sewa organize activities like: crafting, gymnastics, listening to Surinam Music, reading the newspapers etcetera. They prepare together meals. They support the informal caretaker in different ways. Some informal caretakers need information and advice, other informal caretakers like to have practical support. Some informal caretakers stay with the older persons with dementia, other informal caretakers use the time to do something for themselves. Some informal cares like to have conversations with a Hindu-priest, imam or winti-expert. Everything is possible!

Successful elements

The centre gives answers to questions of Surinam people. The Medical Centre of the Free University did some research about problems Surinam older people and their families have in relation to dementia. Key findings were: more information about dementia, support for informal cares, a place where people can meet their peers. The centre takes care of all this key problems. There are lectures about dementia. There is a lot of attention for the Surinam culture. The centre received the national price of informal caretakers in 2005! One of the successful elements is the good cooperation between the centre and the general practitioners, the nursing homes, welfare organizations and so on.

Cordaan, multicultural care organization

Cordaan is a care organization with centers in Amsterdam, Diemen, Huizen, Maartensdijk, Nieuw-Vennep and Haarlem. Cordaan was created by the merger of Verenigde Amstelhuizen (nursing and care, and sheltered accommodation) and IJlanden (care for the disabled). Cordaan provides a broad spectrum of care services to people requiring nursing care, personal care, or support in the short or long term. This includes the elderly, people with a physical or learning disability, people recovering from a stay in hospital and people with a psychiatric problem.

More information in English about Cordaan:

<http://www.cordaan.nl/?id=97>

Kraka-e-Sewa is open from Monday till Friday, from 09.30 till 18.30 uur. Address: Activiteitencentrum Reigersbos, Gooioord 164, 1103 CL Amsterdam,

tel: 00 31 20 - 771 57 63

e-mail: krakaesewa@yahoo.com

<http://www.cordaan.nl/?id=13863>

The Sweden/Finnish minority works for solutions for elderly care

Sweden in 2005:

Two Sweden-Finnish women, Marita and Pirkko, in a patient room in a hospital in the West of Sweden. Marita had been seeking for her friend Pirkko whom she couldn't find anywhere and had finally found her in this hospital. Marita comes in and Pirkko bursts out in tears and says: "Thank God you're here! Could you please help me and try to find out what they've done? I've been operated but I don't know why!"

There are many examples of such communicative difficulties for the elderly people who've come from other countries to Sweden years ago and now need help and care. The issues are of course the same everywhere in communities with diversity of languages and cultures, and well-known for us who seek cooperation across different kinds of borders.

The Finnish group is the eldest and biggest of the minorities in Sweden. The Sweden-Finnish minority is one of the five official national minorities of the country since 2000. Unlike the practice in Finland where people can inform the authorities about their mother tongue in connection of the population registration, there is no statistics about the people's mother tongues in Sweden. According to the figures used on the Sweden-Finnish group, this minority consists of about half a million people. The group is spread all over the country, but most of them live in the big city areas.

In the West of Sweden there are over 50 000 Sweden-Finns, in Gothenburg and the near-by area about 30 000. In Gothenburg the amount of people over 65 in this group is now about 3000 and it's increasing rapidly. However, the public authorities haven't been especially interested in developing elderly care for people with other languages and cultural background. The way the public care is organized makes the special needs of these people invisible – it is a matter of structural discrimination. The Sweden-Finnish minority has a lot of experience and knowledge from its long history as a group with another language and cultural background than the majorities. This knowledge can be used in coping with the multicultural challenges.

When the public sector hasn't been able to take care of this group's needs, the group itself has taken the responsibility for different issues. The past decades many members of the group and different

Sweden-Finnish associations have worked for finding solutions for their social, cultural and educational needs. The cooperative form has been one of the central ways to make this possible.

Two cooperative firms work with elderly care for the Finnish speaking people in Gothenburg. The older of them – a day centre called Iltatähti (Evening Star) - was started in the beginning of the 90's. This is a meeting place for the elderly Finnish speaking people who still are in such a good condition that they can come to the centre by themselves. The other cooperative was started 2003, in the frame of a project supported by the Equal initiative of the EU. Its name is Berghemmet – Vuorikoti / The Finnish Home Care Team and it sells home care service in Gothenburg and the surrounding municipalities. The profile is bi-lingual, which means that all the employees can speak both Finnish and Swedish.

This year, a new law regarding the health and elderly care came into force. The law makes it possible for other care givers than those of the public sector to work with services towards elderly people, financed by public money. Most of the municipalities are implementing "the law of free choice" now – except for Gothenburg. Berghemmet – Vuorikoti has to sell their services to the surrounding municipalities. We are one of the care givers that have worked with home service in a municipality near-by Gothenburg since 2005. Now the possibilities for expanding have become much better thanks to the new law.

In the beginning of 2009 we started a consortium called Fasett – multicultural care, together with three other care givers (Kooperativet Beth-Nahrin, Kooperativet Oliven and Eriksbergs Seniorcenter), and Coompanion. Coompanion helps us in developing our enterprises. The aim is to develop good and effective services so we can compete with private care givers and

the public sector. The spirit of togetherness with the care takers' needs is the central factor in planning our work. The cooperation with both other non-profit care givers and public authorities is very important for developing elderly care for different groups with lingual and cultural diversity.

Merja Heed
Managing Director
Berghemmet – Vuorikoti
Gothenburg, Sweden

Visit Chinese delegation to Amsterdam and Frankfurt

(ENIEC is crossing borders)

Late July doctors and nurses of the Suzhou Psychiatric Welfare Home and the health counsellor of the Chinese city of Suzhou visited GGZ inGeest in Amsterdam and the Frankfurter Verband in Frankfurt.



The cooperation is an indirect result of a covenant between the Dutch and Chinese government (1996) to support each other in developing healthcare. At first Jan Booij, director of an elderly home (Meavita), was involved and later Jan Willem Pijpers, director elderly psychiatric care (GGZ inGeest). In 2008 a Dutch delegation visited China which was the beginning of an interesting dialogue on the content,

quality, organization and financing of care. Purpose of this visit was to explore possibilities of cooperation and exchanging knowledge. The Dutch delegation was impressed by the commitment and will to improve the healthcare in China. One of the subjects was about patient rights. We hadn't expected we could freely talk about this subject but finally it turned out to be the most interesting dialogue.

The Chinese delegation was very interested in 'reducing forced nursing', which is an issue in the Netherlands. In China, the hospital has to pay a penalty to the family of a patient who commits suicide. Therefore freedom mitigation is common use there. Cooperation between the patient and his family is something they can learn from us.

It was interesting to hear how care and treatment takes place in Suzhou. There are many similarities, but also significant differences. For example, all doctors in Suzhou are men and the nurses are women. The tasks of the nurses seem to focus on care and support and less on things like education and prevention. In spite of the fact that there are many employees, at night there are only three nurses on 100 clinical patients. The contents of the nursing profession and differences in care are other important issues in the exchange. The Chinese follow the same steps through diagnosis and in the medicine cabinet you'll find the latest medication, but to what extent the diagnosis leads to treatment and how they use the medication, are not clear.

Besides the exchange of knowledge and personnel there is an ambition to work with students from the Free University Amsterdam in China to do research on stigmatization of schizophrenic patients by their relatives and which impact that has on treatment.



During their visit to the Netherlands there was also time set aside for a tourism program. They made a cruise through the Amsterdam Canals, they paid a visit to the Chinese neighbourhood, a visit to the flower market and the monument on the Dam and the Zaanse Schans. You can see that they enjoyed their visit to the Netherlands.

The delegation also visited a psycho-geriatric nursing home in Frankfurt, where the living concept was very clear. This was an enlightening visit for them. In Suzhou they try to change living in large buildings to a more small-scale habitat/treatment area.



Funny story about this visit was the dialogue with one of the habitants, nearly 90 years old, who spoke the Chinese language rather fluent. Suddenly there

was a big talk between the counsellor and the old lady. They both were very much surprised and also enjoyed it very much.

Next year a Dutch delegation will return to Suzhou to develop further cooperation. It's very inspiring to meet other cultures. You learn from others and their behaviour and you also look extra sharp at your own behaviour which can be very relativating sometimes.

Jan Willem Pijpers



"White like me" – Tim Wise

Wise offers a highly personal examination of the ways in which racial privilege shapes the lives of most white Americans, overtly racist or not, to the detriment of people of color, themselves, and society.

New ENIEC member

New member - the first from Turkey:
Sema Oglak

Sema is a PhD at the University of Dokz Eylul in Izmir. She is experienced in home care and elderly care systems. She has conducted a project related to elderly care, care giving training, adult day care and social care needs for elderly.

Presentation of an ENIEC member

Leonie Vogels

member since August 2009



I want to thank Agnes Elbaek Madsen for inviting me to present myself.

Profession:

I have worked 25 years as manager in the home care and in a nursing home. In these years many changes took place in the working processes. From 2007 to 2009 I was project leader of the project 'Intercultural elderly care'. This project aimed to increase the accessibility of home care and nursing homes for elderly people with different cultural backgrounds. In this project I learned much about the process of interculturalisation. I therefore like to join ENIEC.

Something personal:

I live in the Netherlands and we have a little house in France. In the periods that we are in France we have our own process of interculturalisation; to express ourselves in the French language is not so easy.

Where will you be in March 2010?

I hope to be in Helsinki in March at the European Congress.

Invitation:

I would like to invite Deniz Özkanli to write the ENIEC next month's profile.



Autumn in the Netherlands

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Send your items for the next ENIEC newsletter before October 20th, 2009 to c.schippers@ggzingeest.nl