



## Training activities of the Italian Association for Directors of Social and Health Services (ANSDIPP)

**ANSDIPP** (the Italian Association for Directors of Social and Health Services), was created in 1994 as a “professional, scientific and cultural association”, whose principal objective is to “promote the culture of personal care services” at the heart of which are the people who have recourse to these services.

Article 11 of the Association’s statutes stipulates that it will be active in education and training, to promote and provide concrete support



„Conclave” in Erice (Sicily) on June 13, 2013

for the culture of continuing education and further training so as to guarantee a style of qualified technical management.

Over the years the Association has thus committed itself to supporting and promoting a new form of management of care service facilities, based on ethical concerns (with the adoption of a special “code of conduct”) and the culture of quality and control. With a bi-monthly electronic newsletter and workshops, conferences, congresses, seminars, etc. on specific questions, it helps its members resolve problems of an ethical, legal, economic, fiscal or other nature. Promoting the culture of social and professional growth (and more particularly of personal services) is the objective of our Association, which proposes to this end a wide variety of specific training programmes.

## 13th European Congress of the E.D.E.

**Tallinn, 26 – 28 September 2013**

**LET’S NETWORK OUR CARE  
TECHNOLOGY IN CARE –  
OPPORTUNITIES AND LIMITS**

**program and registration at [www.ede-congress.eu](http://www.ede-congress.eu)**

The **“Thematic tour”** – This is an ensemble of events on specific topics, taking the form of conferences, seminars and workshops with competent speakers (university lecturers, researchers and associates). This thematic tour takes place each year between September and June in the different regions of Italy, thanks to the availability of our esteemed colleagues from the regional sections who work in close cooperation with the national organisation board. Mention must also be made here of additional thematic tours and workshops organised during the “Annual Convention” as well as all of the events resulting from partnerships with other organisations and associations (the Forum on Dependency, the Workshop of the Possible, Anaste, UNEBA, CoLAP etc.).

In total, ANSDIPP organises over thirty events each year, gathering more than 1,500 people who work at different levels and occupy different responsibilities in the context of personal care services.

The **“Conclave”** – This regular meeting was born of a felicitous intuition in 2007 and has become institutionalised over time. For our members it represents a genuine opportunity for reflection, study and research into the meaning of our life and position as “directors”. With the aid of personalities from the world of culture, research, business, etc., we address topics aimed at developing authentic and responsible management and promoting a new culture of social services, while remaining open to innovation and change and ensuring that we take care of ourselves so as to better take care of others. The documents produced during these “conclaves” are precious tools for shaping the image of the director of social care services, an image that is permanently enriched by new aspects with which we can easily identify. The last “conclave” took place in Erice, in Sicily,

## E.D.E. Vision 32

This is the 32th issue of the newsletter. E.D.E. VISION. It will inform you about current developments in the field of long-term care services for the elderly in Europe as well as about projects of the E.D.E. and its member associations. The E.D.E. will also give its views on current questions of European policy in the context of long-term care.

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from June 13 – 15. There we addressed and sought answers to the question: “What professional ethics do directors of personal service centres need?”

As ANSDIPP always attaches much importance to matters of training and education, it is particularly committed to cooperating regularly with universities and training institutes, such as for example Carlo Cattaneo University (LIUC) in Castellanza, and the University of Bologna. The master’s degree in “management of residential care facilities” is organised by the Centre for Research on Health Economics, Social and Health Care Management (CREMS) at the University Carlo

Cattaneo, while continuing education courses may be taken in the Department of Economics at the University of Bologna. Apart from the initiatives described above, mention must also be made of ANSDIPP members’ numerous publications in scientific journals.



■ *Renzo Zanon,*  
*member of the Executive Board of ANSDIPP*

## Meeting of the General Board in Belgrade • April 13, 2013



*Representatives of the E.D.E. member associations in Belgrade on April 13, 2013*

Delegates from the E.D.E. member associations met for their spring session on April 13, 2013 in Belgrade. The hosts were the two Serbian associations for care home directors UDRUŽENJE POSLODAVACA USTANOVA SOCIJALNE ZAŠTITE REPUBLIKE SRBIJE from Belgrade and the autonomous Serbian province Vojvodina. The preparations for the 13<sup>th</sup> E.D.E. Congress, current projects and initiatives as well as regional issues were among the items on the agenda. During this meeting the delegates of the member organisations approved the membership of two new associations: Udruga Ravnateljstva u Djelatnosti Socijalne Skrbni from Croatia, and Association des Directeurs de Maison de Repos from Belgium. The institution “Yellow Cross” from Moscow was named a co-opted member of the E.D.E.

In addition, E.D.E. President Jean Bohler awarded Prof. Dr. Wilfried Schlüter the title of honorary president in the name of the E.D.E. Executive Board. Prof. Schlüter demonstrated his commitment to the

association from its inception in 1989, and acted as president from 2001 to 2012. He did much to encourage national associations to identify with the aims of the E.D.E., and played a key role in shaping the Association’s events and development with his input. Two other parting members of the Executive Board were also named honorary members: Angela Cluzel (France) for her passion in communicating the ideas of the E.D.E. and her long years representing the association at various European organisations, and Carlos Marty (Switzerland) for his ten years of committed work as treasurer.

After the official meetings, the representatives of the E.D.E member organisations visited large care centres for the elderly in Belgrade and Novi Sad, where they had the opportunity to exchange experiences with local staff.

■ *E.D.E.*

## South Tyrol: training for directors accredited by the E.D.E. brought to a successful conclusion *Expertise is exchanged and implemented*

On June 7, the official conclusion of the “Training Programme for Directors of Care Homes for the Elderly” took place in the Haus der Familie (in Lichtenstern am Ritten). 20 directors of South Tyrolean care homes for the elderly took part in the course, which started in September 2011. The training was organised by the Association of Residential Care Homes for the Elderly and the Professional Association for Directors of Care Services for the

Elderly (BFA). Topics covered include quality management, social policy, ethics and advance directives, and visions for the future. Throughout the programme much emphasis was placed on the networking of care homes for the elderly.

“As managers of residential care homes for the elderly, directors do much to influence how their sector is viewed. In the context of this

programme, these directors of South Tyrolean care homes not only gained much expert knowledge, but also learned from each other in an environment of cooperation", said Association President Norbert Bertignoll. "The Association of Residential Care Homes for the Elderly puts much stress on consolidating and expanding networks between care homes. With the personal exchanges between the participating directors, this training programme has done much to further this goal", Bertignoll stressed.



*Presentation ceremony in Lichtenstern am Ritten (South Tyrol) on June 7, 2013*

"The residential care homes for the elderly in South Tyrol have a very high standard of qualification. The decisive factor here is the compe-

tence of those who work in the homes on a daily basis", said Martha Stocker, member of the South Tyrol local parliament responsible for public care facilities, at the presentation ceremony. "As a region we support vocational education for the association, and we're happy to see such specific training taking place at so high a level. We especially appreciate the graduates' personal commitment and their desire to implement what they've learned", Stocker emphasised.

"The training brought current topics closer to home and motivated us to introduce innovative and visionary projects in our facilities", explained Beatrix Kaserer, chairperson of the Professional Association for Directors of Care Services for the Elderly (BFA), who also took part in the programme. "In recent decades care homes for the elderly have continued to develop rapidly, and are now modern service companies. To manage a care home efficiently today, you need broad management competences. And that's just what we've been able to acquire in this training programme," Kaserer said.

The training programme has also been accredited by the European Association for Directors and Providers of Long-Term Care Services for the Elderly (E.D.E).

■ *Professional Association for Directors of Care Services for the Elderly (BFA), Italy*

## Switzerland: When school children work with the elderly

For almost ten years, pupils at the school in Prilly have put themselves at the disposal of wheelchair-bound residents once every two weeks at Primeroche residential care home. A most enriching intergenerational experience, as much for the pupils as for the residents.

The principle is simple: two groups of five pupils aged between 13 and 14 take turns twice a month helping the care staff during outings. The young people are remunerated by a sum that goes toward financing their study trip. After learning how to operate the wheelchairs and the rules to be followed, the little group heads out for a walk in the park with the residents, sometimes followed by a pleasant talk over a refreshment. Over several months of accompanying the residents, the pupils get to know their names, their tics, what they like and what they don't.



The key to this success? Regular visits, shared pleasures and a human dimension that allows these encounters to take on a life of their own.

The visits foster mutual respect and learning experiences between generations that often know very little about one another. Bit by bit they get to know each other better, giving rise to a sense of complicity between the carers and the cared for. This intergenerational contact serves several objectives: fostering social ties with the aged



and diversifying their relations with others, but also giving recognition to their knowledge and values. A relationship which, over a school semester, obliges the adolescents to become responsible and keep their engagements, but also to get a deeper understanding of social solidarity and other people's needs.

All in all a rich experience for everyone concerned. This mutual appreciation can even permit some participants to find their calling, and has resulted in applications for apprenticeships in our domain.

■ *Michèle Müller, Activities service, Fondation Primeroche, Prilly (Switzerland)*

## Festival of the Third Age (F3ŽO) – Twelve Years of Promoting and Creating an Age-Friendly Society in Slovenia

Festival of the Third Age (F3ŽO) is a unique event for older people in Slovenia and one of the biggest of its kind in Europe, attracting around 15,000 visitors each year. Taking place in October in the capital Ljubljana, it is a place for connecting, creating and exchanging ideas, dedicated to active ageing, improving the quality of life of the elderly and fostering solidarity between generations.

The Festival is prepared by and for the elderly in collaboration with numerous individuals of all ages, as well as representatives of voluntary and non-governmental organizations, ministries, public administrations, research institutions, companies and service providers. It combines trade fair, lectures, workshops, round tables and other discussions on educational and professional topics, as well as a rich cultural programme with stage performances and various parallel events.

which included more than 60 events in the educational section, from lectures to workshops and round-table discussions, and more than 80 performances and events in the cultural section – from short stage acts to a day dedicated to literature, as well as evenings of folk dance and choir performances.

At the heart of the Festival was the trade fair, where more than 200 organizations presented visitors with the exceptional selection of products and services aimed at improving the quality of life of the elderly and encouraging them to lead active lives and socialise with both their peers and younger generations. Participants included numerous public institutions, non-governmental organizations, scientific, educational and cultural institutions, as well as different companies and media. As every year, visitors came to the Festival from around Slovenia and from abroad, with organized groups from



*Festival of the Third Age in 2012, Ljubljana*

### THE ROLE OF THE FESTIVAL IN SLOVENIAN SOCIETY

In twelve years the Festival has developed into a major social event, providing the backdrop for cooperation between generations, civil representatives, and voluntary organizations, economic, academic and political spheres. Its variety, openness and breadth are reflected in the multifaceted professional and cultural programme with international participation, as well as thoughtful presentations by civil, professional, economic and state representatives. From its beginnings the guiding principle behind the Festival has been to create a society for all generations.

In this regard, the Festival received a special award and a confirmation of the important role it plays in Slovenian society in 2012. The National Committee for the celebration of the European Year 2012 designated the Festival as the central event of the European Year of Active Ageing and Intergenerational Solidarity 2012 in Slovenia.

### THE 2012 FESTIVAL – THE CENTRAL EVENT OF THE EUROPEAN YEAR OF ACTIVE AGEING AND SOLIDARITY BETWEEN GENERATIONS IN SLOVENIA

The guidelines of the 2012 European Year provided the basis for determining topics for discussion during the 2012 Festival's professional programme. Under the title *The Future of Slovenia as a Long-living Society*, this programme attracted approximately 900 visitors, who actively engaged with representatives of different generations from politics, the public administration, professional life, business and civil society on various topics (from pension reform to the role of active aging in society, the establishment and legal regulation of long-term care – which has not yet been introduced in Slovenia – as well as volunteerism among the elderly etc.).

Visitors also actively participated in other parts of the programme,

Croatia, Austria, Macedonia and Italy, and just over 15,000 visitors in the three days of the Festival.

The Festival of the Third Age will take place for the 13<sup>th</sup> consecutive year in Cankarjev dom Cultural and Congress Centre in Ljubljana, from October 1 – 3, 2013. You are kindly invited to attend! Visits to the F3ŽO are free of charge.

For more information: <http://en.f3zo.si/>

■ Ana Bevc, Educational and Expert Programme Coordinator of the Festival of the Third Age in Ljubljana

**13<sup>th</sup> European Congress of the E.D.E.  
in Tallinn, 26 – 28 September 2013**

### LET'S NETWORK OUR CARE! TECHNOLOGY IN CARE – OPPORTUNITIES AND LIMITS

What are the opportunities and what are the limits in implementing technology in long-term care? What approaches currently exist and how helpful are they? How important is networking for our services? And what legal and ethical questions arise with the use of technical assistance systems in the care sector?

The aim of our Congress is to inform participants about current developments in the area of technical assistance systems, and to bring them up to date on the possibilities and limits of their implementation in long-term care services.

**We look forward to welcoming you to Tallinn on 26 September 2013.**

**Program and registration on [www.ede-congress.eu](http://www.ede-congress.eu)**