



## Board meetings of the E.D.E. on 26 and 27 September in Ticino



General Board of the E.D.E. on 27 September in Ticino

The delegates of the member associations of the European Association for Directors and Providers for Long-Term Services for the Elderly, E.D.E., met for their autumn meeting in Ticino at the invitation of the Swiss association ARODEMS. For many years ARODEMS, the Association for Care Home Directors of French- and Italian-Speaking Switzerland, has been active in the European umbrella association. Together with the partner association CURAVIVA, Association of Homes and Institutions Switzerland, it contributes regularly to sector-specific exchanges between countries. ARODEMS is also co-organiser of the 14<sup>th</sup> E.D.E. Congress entitled "FROM MANAGING TO NETWORKING: Building Partner Networks in Long-Term Care", which will take place on 24 and 25 September 2015 in the Swiss city of Montreux.

Already on Friday, 26 September, the Executive Board discussed the Association's current activities and projects, and set objectives for the coming months. On Friday evening, at the dinner at the Castle Sasso Corbaro in Bellinzona, E.D.E. delegates from over 20 European countries were warmly welcomed by local politicians and Swiss associations. Those present included Paolo Beltraminelli, member of the Government Council of Canton Ticino and Head of the Department of Health and Social Affairs, Dr. Ignazio Cassis, President of CURAVIVA, Pierre Rochat, President of ARODEMS, and Silvano Morisoli, President of the Ticino association for care home directors ADICASI. On 27 September the General Board meeting then took place in the care home of Foundation Cinque Fonti in San Nazzaro. The home is directed by Enrica Sargenti, who for the past 15 years has tirelessly represented ARODEMS in the E.D.E. At the start of the session Tiziano Ponti, Mayor of the municipality of Gambarogno, and Dr. Enrico Pelloni of the Foundation Cinque Fonti addressed the guests with words of welcome.

Among the most important points on the agenda of the meeting of the General Board on 27 September were reports on the current

state of projects and cooperation with other European organisations, intensive exchange between colleagues on current developments in local care home directors' associations in the various countries, as well as the election of the new president and treasurer of the E.D.E. **Jean-Louis Zufferey** (Switzerland) was elected as new president. A member of the E.D.E.'s Executive Board since January 2013, Jean-Louis Zufferey is also a board member of CURAVIVA, General Secretary of ARODEMS and General Secretary of the employers' association of care homes in the Canton of Vaud (FEDEREMS). The E.D.E.'s new treasurer is **Beatrix Kaserer**, president of the professional association for directors of care homes for the elderly in South Tyrol. In addition, the delegates voted for the Polish city of Toruń as location for the 15<sup>th</sup> E.D.E. Congress in 2017.

### ■ E.D.E.



Jean-Louis Zufferey

Dear colleagues,

At the last meeting of the General Board on 27 September, the delegates from the E.D.E.'s member associations elected me as the new President of the E.D.E. Firstly I would like to thank them and also you most cordially for trust and friendly support. It is a great honour for me to represent so many directors and providers of care services for the elderly: 26 associations from 20 European countries whose situation and reality

I have been getting to know better since I started my activity with the E.D.E. I am grateful to you for this opportunity. And I would like to thank the previous presidents of the E.D.E., Michel Kok, Wilfried

Schlüter and Jean Bohler, whose immense commitment has done much to ensure the successful development of the Association.

Together with you, my colleagues from the E.D.E., I would like to reinforce our joint position representing care service directors and providers at the EU institutions, and to strengthen the activities and visibility of the E.D.E. at the EU level generally. Participation in projects that aim to improve the conditions of our work in the field of long-term care, as well as cooperation with other European organisations that share our interests should still be our focus.

Nevertheless most important for me of all is the direct work we do for and with our members. My colleagues from the Executive Board agree with me that we would like to make the E.D.E. stronger as a platform of exchange of information and experience in care services. In particular we would like to provide examples of best practices regarding very specific challenges and concerns that come up on a day-to-day basis. Our aim is to show a strong commitment as a consulting partner for individual members in any country, and to help them find the solutions they are looking for.

Consequently I wish to improve our internal communication. Not only from a technical point of view, but also by encouraging members to open themselves up to each other and to us, and try to overcome the language barrier – something that's not always easy when people from 20 countries are sitting together at meetings. However I believe that the last successful meeting of the General Board on 27 September in Ticino was – once again – a great and motivating experience for all participants.

For the voluntary work within the E.D.E. we all need not only time but also passion and dedication. And it is this passion and dedica-



*Executive Board: (from left) Vice-President Boris Koprivnikar (Slovenia), Angele Bajoriene (Lithuania), Secretary Franziska Rahmel (Germany), Pascal Champvert (France), Treasurer Beatrix Kaserer (Italy), President Jean-Louis Zufferey (Switzerland)*

tion that will help us continue our cooperation between the countries of Europe, and obtain an ever better understanding of our role models, our similarities and our differences.

I would appreciate your support any time you care to give it! And please do not hesitate to contact me or my colleagues on the E.D.E.'s Executive board.

Yours sincerely,  
Jean-Louis Zufferey

## 14th Congress of the E.D.E.

Montreux, 24 – 25 September 2015

**FROM MANAGING TO NETWORKING:  
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[www.ede-congress.eu](http://www.ede-congress.eu)



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*Jean Bohler*

Dear colleagues,  
I'm on holiday at the beach, and I can see sand, mussels, water and the endless sea. That's the kind of diversity we can find in the elderly care whole over Europe. The waves ebb and flow, progress and setbacks succeed one another.

Our E.D.E. does exist for 25 years, and many suggestions and considerations have been put in place. Much has been achieved and a lot of things still remain to be done.

As the past president I wish the new Executive Board every success in implementing its visions for the good of all member associations, all the directors and care homes across Europe.

To all those who read these lines I wish much happiness and satisfaction in GIVING, and extend my sincere THANKS to the new friends I had the pleasure to win in this big E.D.E. family.

■ *Jean Bohler*  
*Past President of the E.D.E.*

## E.D.E. and EAHSA Sign Memorandum of Understanding



(from left) Pascal Champvert, Franziska Rahmel, Natalie Briffa Farrugia and Boris Koprivnikar on 12 July in Berlin



On 12 July 2014, the President of the EAHSA (European Association for Homes and Services for the Ageing), Ms Natalie Briffa Farrugia, and representatives of the Executive Board of the E.D.E. (European Association for Directors and Providers of Long-Term Care Services for the Elderly) met in Berlin to explore areas of cooperation between the two associations.

As a result of this meeting, the associations have agreed to cooperate and support each other. The form this cooperation will take was stipulated in a Memorandum of Understanding signed by both parties. Particularly, the E.D.E. and EAHSA would like to develop joint positions for representing care service providers in the EU Commission, and to promote uniform service standards in Europe. In addition, given the associations' shared interests, they will engage in regular exchange on specific issues, provide information on their respective events and distribute information on each other to their members.

You will find information about EAHSA on [www.eahsa.eu](http://www.eahsa.eu).

■ E.D.E.

## 13<sup>th</sup> Austrian congress for directors of care homes for the elderly: "Close to the limit"

The 13<sup>th</sup> Austrian congress for directors of care homes for the elderly was held in Eisenstadt, the capital of the Austrian state of Burgenland, on June 26 and 27. The congress, which takes place every two years in a different Austrian state, was entitled "Close to the limit", and dealt with the conditions for residential home care, which have changed fundamentally in recent years and are becoming increasingly difficult. Roughly 450 care home directors from Austria and neighbouring states took part.

This year's location for the 13<sup>th</sup> Austrian congress for directors of care homes for the elderly was the new Congress and Cultural Centre Eisenstadt. The event kicked off with the awards ceremony for the National Qualification Certificate (NQZ). Awarded using a peer system, the NQZ certifies care homes across Austria with a specific focus on the residents' quality of life. NQZ certificates and plaques were awarded to eight new care homes in an official ceremony at the start of the congress.



Johannes Wallner

### Topics dealt with at the congress "Close to the limit"

The growing number of people with dementia and the rising need for care coupled with a decreasing length of stay in homes in recent years demand call for new concepts for care and assistance, and place hospice and palliative care increasingly in the foreground. "The financial and structural framework has simply not been able to keep up," said **Markus Mattersberger**, President of the Federal Association of Austrian Care Homes for the Elderly (Lebenswelt Heim). Close to the limit of what's possible, the congress addressed these

topics and offered a framework for new visions, impulses and perspectives with renowned speakers from Austria and abroad.

"This year too we were able to attract internationally recognised expert speakers, whose quality has for years made this congress a highlight in the sector. The topics covered an interesting mix from business and practice, and were chosen to give the participating homes and care services a praxis-based overview of new developments, as well as stimuli from areas that have little to do with care per se," said **Josef Berghofer**, Vice President of Lebenswelt Heim and head of the organising team. In his words, "the congress has become a brand name".



Markus Mattersberger

### Gala evening in Schloss Esterhazy

The first day of the congress came to an end with a gala evening in the impressive palace Schloss Esterhazy, which was filled to capacity. The participants gave a standing ovation to parting president **Johannes Wallner**,

who had stepped down after twelve years as key representative of Austrian care homes for the elderly. **Markus Mattersberger**, formerly director of the Hollabrunn care home in the state of Lower Austria, had been unanimously named new president of the Federal Association of Austria Care Homes for the Elderly (Lebenswelt Heim) in May. The Association's new head lays great stress on continuity. Major goals include making conditions more attractive and reforming education parameters for home care directors, the development of hospice and palliative care in homes, as well as continuing with the awards of NQZ certifications.

■ Federal Association of Austrian Care Homes for the Elderly (Lebenswelt Heim)

## Violence in Old Age: The Association for Care Homes for the Elderly in South Tyrol supports and promotes sensitisation and information on the taboo topic of "Violence against and by the elderly"



*Beatrix Kaserer, President of VdS and Director of the nursing and care home in Lana (South Tyrol) with her staff during a project meeting*

All those who work with elderly people are aware of the high demands that are placed on them. Apart from the joys offered by this profession, they are familiar with the feelings of powerlessness and overstress, but also the fear that working with the elderly carries with it. Accepting and talking about these feelings with others is difficult for many.

It was years ago now that the Association for Care Homes for the Elderly in South Tyrol drew up a position paper for its own public relations work, one of the foremost goals of which was to sensitise people to certain taboo topics. The idea of giving a realistic representation of day to day experiences with such sensitive issues to the public was penned the first time in 2008. Among other issues the idea was to address the topic of VIOLENCE in care homes for the elderly in South Tyrol. The interregional project "Gewalt im Alter – Violenza nella terza età" (Violence in Old Age) offered the perfect opportunity for implementing the goal established years ago and starting the process of sensitisation.

Violence against and by elderly people continues to be a taboo topic. Due to their physical or mental limitations, the elderly are

often dependent on the care and attention of others. In not a few cases they become victims of violence. Together with its partners from the interregional project "Violence in Old Age", the Association of South Tyrolean Care Homes for the Elderly (VdS) has set itself the goal of elaborating ways for informing elderly people, relatives who take care of them and people in care professions about the topic, as well as raising awareness among the general public.

The search for the reasons for violence against those in need of care – as well as for the violence they commit – reveals that various factors play a role. These can have to do with the biographies of those cared for and of the care givers, as well as with our social structures, legal and organisational environment.

The association committee's decision to take an active part in this interregional project demonstrates its desire to see care homes adopt an open attitude to such taboo topics. This effort can only be lastingly strengthened through cooperation with employees and the relevant system partners.

■ Oswald Mair and Petra Piazza, Association for Care Homes for the Elderly in South Tyrol (VdS)



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### E.D.E. Vision 37

This is the 37th 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.

We invite you to forward this newsletter to your colleagues.

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