



EQUASS Newsflash

Welcome to the this issue of the EQUASS newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates about the most recent developments and achievements of the EQUASS System.

AFID Awarding Ceremonies



EQUASS awarding ceremony for Fundação AFID Diferença with the First Lady of Portugal

Fundação AFID Diferença invited Guus van Beek, EQUASS Key Expert, to the official ceremony of the attribution of the EQUASS Certification Level II-Excellence.

The ceremony, chaired by the Portuguese First Lady Sr.^ª Dr.^ª Maria Cava-

co Silva, was held on 18 May 2011 at Museu Electricidade in Lisbon.

In his speech, Guus van Beek stressed the importance of quality certification for social services providers and the outstanding performance and commitment of staff at Fundação AFID Diferença to provide quality services.

Dr. Domingos Rosa, CEO of Fundação AFID Diferença, received the EQUASS Excellence Certificate from the Portuguese First Lady Sr.^ª Dr.^ª Maria Cavaco Silva. On the 10 June, Portugal Day, Camões and the Portuguese Communities, the President of the Portuguese Republic, Dr. Cavaco Silva awarded Fundação AFID Diferença with the Order of Merit.

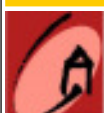
"There are no words to describe the honour and happiness that we feel with this extraordinary award. [Looking] back, we never imagined reaching this achievement, as a result of the work of a competent, committed and dedicated team and of the partners involved, like EPR and EQUASS"

Domingos Rosa, AFID president

Upcoming EQUASS events and contributions

- **3 October 2011:** EQUASS Core Group meeting, Dublin, Ireland
- **4 - 5 October 2011:** EQUASS Benchmarking Group, Dublin, Ireland
- **10 November 2011:** Annual EQUASS Awarding Ceremony, Athens, Greece

Workshop on EQUASS approach to quality at board meeting of FEANTSA



FEANTSA

Guus van Beek presented the results of the Prometheus project at a workshop for the board members of FEANTSA on 18 May 2011. In this Prometheus projects, two FEANTSA members participated as pilot sites and have implemented the EQUASS Assurance criteria.

The experiences of this project and the opportunities to adapt the EQUASS Assurance certification program for the homeless sector by developing sector specific indicators has been presented and discussed in a workshop.

EQUASS Information event organized by Qualitividade



On 4 July 2011, Guus van Beek presented the upcoming changes of the EQUASS Assurance 2012 at a one day seminar organized by Qualitividade, a Portuguese Consulting Agency which has been very successful in supporting social service providers in the implementation of EQUASS Assurance. The seminar took place at the Mundial Hotel in Lisbon.

The participants (service providers and quality consultants) have been informed about the upcoming changes of the EQUASS Assurance certification program in 2012: the principles, the criteria the indicators and the upcoming changes in procedures.



Guus van Beek with the quality consultants.

National Stakeholder Committee Oslo (June 2011)

On 27 June, the Norwegian Stakeholder Committee of EQUASS met for its annual meeting. Representatives of umbrella organizations for services users, funders, National Authorities, Service Provider organizations, employers and employees discussed the progress and achievements

of implementation of the EQUASS in the Norwegian Vocational rehabilitation Enterprises. It is expected that at the end of 2011, all Norwegian Vocational Enterprises will be certified with EQUASS Assurance. Guus van Beek, EQUASS Key Expert, at-

tended this meeting to share the latest development on quality at the European level with the members of the Norwegian Stakeholder Committee and to inform them about the impact on the EQUASS certification programs.



PANAGIA ELEOUSA and CRM UEROS obtain EQUASS Excellence award



The workshop "PANAGIA ELEOUSA", from Greece, was awarded with EQUASS Excellence in May 2011. The certificate recognises the excellence in the provision of services of the centres in Messolonghi-Agrinio, Prefecture of Etoloakarnania.

Panagia Eleousa provides vocational training, counseling, psychological support, lifelong education and care to 120 people, with mild or severe intellectual disability and related disabilities.



The CRM - Centre de Réadaptation de Mulhouse, from France, was awarded with the Excellence recognition for its Evaluation, Rehabilitation and Socio-Professional Unit (UEROS - Unité d'Évaluation, de Réentraînement et d'Orientation Sociale et professionnelle).

The unit is dedicated to the rehabilitation of people with Traumatic Brain Injuries (TBIs) and provides them with a vast range of services to help them transition back into the active life.

New EQUASS Assurance Organisations

Øvre Romerike Industriservice, Sunnhordland Industri, APPACDM Marinha Grande, CERCIAZ, ADM Estrela, ISJD - Hospital Sao Joao de Deus, Fønix, Lisand Industrier, Målselv ASVO, CECD Mira Sintra, Askjer Produkt, Nopro, Varbas, APCDI, Niitor, Midtre Namdal Vekst, Fundacao LIGA, AACCB, APC Guimarães, CERC Lisboa, CERCIFEIRA, ASVO Kvinesdal, Vinje Vekst, ILAS, Øyer A-Senter, ASKI, All-service, CERCIMOR, Proflex, Balsfjord Arbeidssamvirke, Voss Bedriftservice, FASVO, Signo Dokken, Uni-K, Fredrikstad Attføringsenter, Associação de Pais e Amigos do Cidadão Deficiente do Agrupamento de Concelhos do Vale Douro Sul - Portas P'ra Vida, ULHAV, SAVA, Balestrand Industrier, Biva, ASVO SIRDAL, Nuclisol Jean Piaget - CAO de Vila Real, Tysnes Industri, Balder Tekstil, APPDA-Lisboa, Associação Portuguesa para as Perturbações do Desenvolvimento e Autismo, Gudbrandsdal Industrier, Våler Vekst, SNARTEMO QUALITY PRODUCTS, Valdres Arbeidssenter, iVekst, ASVO Måløy, ADAPTOR, Barduprodukter, Flekkefjord Produkter, Sarpsborg ASVO, Fundação Augusto César Ferreira Gil - Lar Residencial, DalPro, Cooperativa para a Educação e Reabilitação de Cidadãos Inadaptados de Cascais - CERCICA, APPACDM DE BRAGA - Associação de Pais e Amigos do Cidadão Deficiente Mental, APPDA-Norte - Associação Portuguesa para as Perturbações do Desenvolvimento e Autismo, Instituto Monsenhor Airosa.

Capacity building: EQUASS auditor trainings

Two EQUASS auditor trainings recently took place. Both of these trainings highlighted the forthcoming changes to the EQUASS system. During the training in Oslo participants were, for the first time, trained directly to follow the new EQUASS Assurance certification programme (to be launched in 2012).

By building up its auditor capacity, EQUASS hopes to make a smooth transition to the newly improved system in 2012. The feedback of the trainings was very positive while also giving suggestions for improving the format for initial auditor training and calibration of auditors.

EQUASS Assurance Auditor training in Oslo

Between 27 - 29 June 2011, 14 participants have been trained in auditing organization on the EQUASS Assurance criteria. The training was offered in the new training format of three days training and took place at the conference facilities of the Norwegian License Holder (AVRE).

During the training the participants have been informed and worked with the EQUASS Assurance 2012 standard which will be operational from 1 January 2012.

EQUASS Excellence Auditor training in Lisbon

During 26 - 28 April 2011, 14 participants have been trained in auditing organisations on the EQUASS Excellence criteria.

The training was offered in the format of a three day training period with presentations, discussions, case studies and workshops.



City of Lisbon

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EQUASS on the web!

For regularly updated information on EQUASS and its activities, please check our website:
<http://www.equass.be>