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Latest news

State as of November 12th, 2004

Since the project started, 6 occupationally disabled participants have dropped out because of deteriorating health, by their own choice or for other reasons. The last training group (with 12 participants) finished last September. Right now, 31 occupationally disabled people are being trained on a job (internship; for some this is the second internship) and 14 have found a paid job.

Borea Quality Certificate for Toeleiding naar Arbeid

The organisation that carries out the training and coaching of Operatie Pelios, Toeleiding naar Arbeid, received the Borea Quality Certificate in October 2004. Borea is the Dutch branch organisation of reintegration companies that developed this quality certificate for two reasons: to ensure and improve the quality of the services and to make the reintegration market more transparent. To receive and keep the Borea Quality Certificate, the company must answer to a number of acquirement indicators; and they must justify for the time spent on their activities, clients' privacy, the organization of their client dossiers, etc. For more information on this quality certificate, visit www.boreakeurmerk.nl

Operatie Pelios invited in Sweden

The Social Welfare Department of the county of Östergötland in Sweden invited the project management of Operatie Pelios to present the used methodology on a grand conference. This conference deals with the employment of occupationally disabled people in Sweden and will take place in spring, 2005.

Employer Training: no costs, double profit

During the last months, more than 400 companies in the region have been contacted to promote the special employer training that will start this fall. The first training group is ready to start in December. Many companies have asked for the option to choose separate modules instead of the complete training, which covers 7 sessions. Operatie Pelios is working on these separate modules to make the second training round in 2005 more accessible to employers who are interested. They will again be contacted about the training, but it is already possible to register if you want to! Please contact the project management (the address can be found on the back of this newsletter).

More news – Visit our website: www.operatiepelios.nl

Colophon

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Seminar for employers: Frameworks for occupationally disabled employees

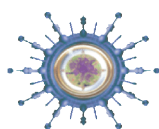
Wednesday, October 6th, a seminar took place for which Operatie Pelios co-operated with the EQUAL project 'Peoplemanagement voor ICT'. Employers were able to find out more about (working with) occupationally disabled people. Wim Schuiten held a presentation about Operatie Pelios and the upcoming employer training. People from the Irish project 'Access Ability' showed how their so-called 'one-window approach'. In Ireland, the (re)integration of occupationally disabled is much more embedded in law than in the Netherlands: for example, companies have a legal obligation to hire people from this target group. The film 'Waking up in a disabled world' was shown, which gave everybody a very realistic impression of the obstacles that handicapped people have to overcome every day. The seminar was attended by parliament member Marjo van Dijken and hosted by State Deputy Joop Boertjens. Several companies have shown their interest in working with both Dutch projects.

Watch the film 'Waking up in a disabled world' yourself! It will shortly be placed on the website of Peoplemanagement voor ICT

About Peoplemanagement for ICT

This project offers training and networking possibilities for ICT-employees dealing with the growing trend to place Human Resource Management more 'in the production line' instead of 'on management levels'.

For more information, visit these websites:



www.peoplemanagementvoorict.nl



www.accessability.ie

Word from the DP:

Mrs. Pans van de Veen (DSW Stadspark)

DSW Stadspark is the municipal Social Work Provision Service of the Groningen municipality, and also one of the partners in the Operatie Pelios Development Partnership. Pans van de Veen, until recently division manager for employees' development programs, worked before as division manager of several production sections in the company. In those days one would find her on the working place on a daily basis. 'The most important goal of DSW is to let people exceed in their work. Of course we have to earn our money as a company, but the individual human being is the core. Following this motto, we have been working on adapting the organization and the tasks since 2001, so that the employees can develop themselves more, and changing work within the company becomes easier. It's good to see our employees motivating each other for this, when they talk about how much they enjoy trying new things to do. This strategy is actually necessary nowadays, because the official indication for Social Work Provision is no longer valid for the rest of the individual's life since 1998. It is now reassessed every two or three years. DSW wants to prevent people from falling back to daily activity programs only, when they are comfortable and happy now, working at DSW. Pans: 'On the other hand, we stimulate our employees to take a look outside our company, for example by outsourcing or working on location.'

"Training of the executives on the work floor is very important"

Operatie Pelios offered a good opportunity for this, especially for those people already indicated for Social Work Provision, but who were on the waiting list for a working place at DSW. Knowing the organization that carries out the training and coaching of Operatie Pelios, Toeleiding naar Arbeid, DSW had confidence in the project. When enrolling their participants, special attention was given to their motivation and to the expectation of how successful this program would really be, taking into account the psychological and physical possibilities of that person. Pans is satisfied with the group training that every participant started with: "It has really helped people accept their limitations and get a realistic view of their possibilities at the labour market. Because this process can take a lot of time, the intensive coaching in the project is essential. But the training of executives on the work floor is very important too." Operatie Pelios developed training for this group of team managers, working coaches and anyone else who is involved with employees. The first training starts next December.

Word from employers

Alida Cordes (senior care centre 'Ebbingepoort')
Lida Zoelman (local aid services)

Usually, employers are contacted by Operatie Pelios coaches when they are looking for an internship or job for a specific client. This is an important aspect of the Operatie Pelios methodology: individual clients need individual working places that really fit them. The senior care centre Ebbingepoort was also contacted. Household manager Alida Cordes says: "Our organization is positive about helping people back to the labour market. For example, we have people working here in jobs with subsidy from the government. Co-operating in that kind of reintegration programs has a positive influence on the feeling of social commitment in the organization, and we support that. When you start with a trainee, you have to realize that an internship needs to go step by step, and that you need flexibility in the working activities of your section. We can do that because trainees are additional; these temporary employees are not counted in the official team and are thus 'an extra pair of hands'.

The Local Aid Services Groningen is also used to working with trainees. Lida Zoelman is coordinator of the archives. The mail for all departments is processed here, just like letters and requests; in the end, permissions are given until a dossier is made. The archives are located everywhere within the organization, partial archives are often located closer to the people who use them.

"At the start of the internship it's mostly about training *how to work*: dealing with colleagues, getting used to working schedules, following rules like at what time you have lunch and so on.

Sometimes people have been sitting at home for such a long time without any kind of stimulation. So, being the working coach, you have to realize that it will take time. In the beginning, a trainee might call in sick quite often because he doesn't feel too well, or he might not like all his tasks at work; I think it helps to explain that you feel that way too sometimes, and how you deal with that. The tasks themselves should be offered sequentially instead of everything at once, and repetition of instructions is often necessary. When the trainee gets more tasks, he will start to understand the connections between them. I often give a trainee an individual assignment that he'll be able to complete within his traineeship period; it often results in contentment and self-confidence. Alida Cordes adds: "It is really important to make people feel that their activities are an essential contribution to the organization. In this line of thought, we increase the number of working hours and the responsibility in tasks of a trainee, in such

"It is really important to make people feel that their activities are an essential contribution to the organization"

a way that it fits the individual.

An internship is quite often a good way to orient oneself on work: one can learn and get experience by 'tasting' a certain job or type of company. Lida Zoelman has found that trainees lack a realistic view of what a specific job includes: "They see the work of a colleague and say: 'oh, that also seems like a nice job to me'; or a trainee finds some procedures difficult to understand and keeps pinpointing his own ideas about them. I think it's important to stimulate instead of restrict. So don't say: 'you're wrong about this', but for example: 'yes, that is also a way to do it, but I prefer it if you do it this way' and give a good explanation of the background of these procedures.

At this moment, an occupationally disabled participant of Operatie Pelios is on internship at the Technical Services of the Ebbingepoort. This organization was contacted because this person was looking for the right kind of working place to learn and gain experience. Alida Cordes: "I thought that the coach was very clear about the goal of this training program, which made me choose to co-operate. I mean, these days we are overwhelmed with requests like these from several sorts of reintegration organizations, so we do make choices. I also feel like I can call the Operatie Pelios coach any time I have a question or when something is happening, and I like that very well". Before a trainee's first day, the colleagues who will work with him or her are always informed. Then together we make a clear understanding about what we expect from each other, to prevent disappointments. Lida Zoelman agrees about the importance of clarity. Clarity about chances of getting a paid job at this organization or not, for instance, but also about the people whom the trainee can turn to: "I think it's the best situation when a trainee has one invariant coach at the working place, and a personal coach from Operatie Pelios. Together we have regular appointments about how things are going, but in between we all know whom to call."

Transnational co-operation: The X Train

The X Train is a transnational co-operation between projects in five European countries, intending to exchange practical experiences, to develop toolkits, and to test methods and trainings in different organisational structures and cultures. The following EQUAL projects are partners in the X Train:

- **CAD (Portugal)**
- **Diversity Faces (Sweden)**
- **Operatie Pelios (The Netherlands)**
- **SWELL (Scotland)**
- **Techne (Italy)**

End conference in Stirling, Schotland

From 13-15 September 2004 the end conference of The Train was held in Stirling. About 110 people from all five projects participated in a program consisting of lectures and a range of interactive workshops:

- **Discrimination at Work** – how do you recognize it and what laws are there in Scotland and in the other countries?
- **Models of Transferable Practice** – how can we make our methodology transferable between the transnational partners?
- **Access to Learning** – How can we make training and education accessible to everybody?
- **Virtual Learning Journey** – How can we use media like internet and e-mail in training and education, in order to reach more people? Co-organized by our DP-members Immy Jager en Joos Vogels, and including a **live video conference** with (among others) Operatie Pelios participant Toon Nooteboom!
- **Partnership Junction** – What have we gained from this transnational co-operation, and what could we have done better?
- **Challenge your Attitudes** – How can we make our attitudes and prejudices conscious? Lead by 2 members of the Changing Attitudes Working Group: Tineke van de Velde en Birgitta Vinnersten
- **Time for Learning** – Time is one of the mostly mentioned obstacles for companies when it comes to training and educating their employees. How can we deal with this in an alternative way?



foto: workshop *Discrimination at Work*

Several Working Groups (WG) within The X Train have delivered: the Dissemination WG made a short film about The X Train and the Changing Attitudes WG produced a book (99 pages) with 'best practices' and exercises.

You can still order a free copy of 'Changing Attitudes – A Sightseeing Tour. Impressions of a Working Group'!

Please contact the Operatie Pelios project management (address on this page). We only charge for shipping (maximum €3,35 for one copy).

National co-operation

The development partners of Operatie Pelios are organisations with a lot of expertise in the field of (re)integration of the occupationally disabled and/or have experience with the policy and financial side of things.

The development partners of Operatie Pelios are:

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