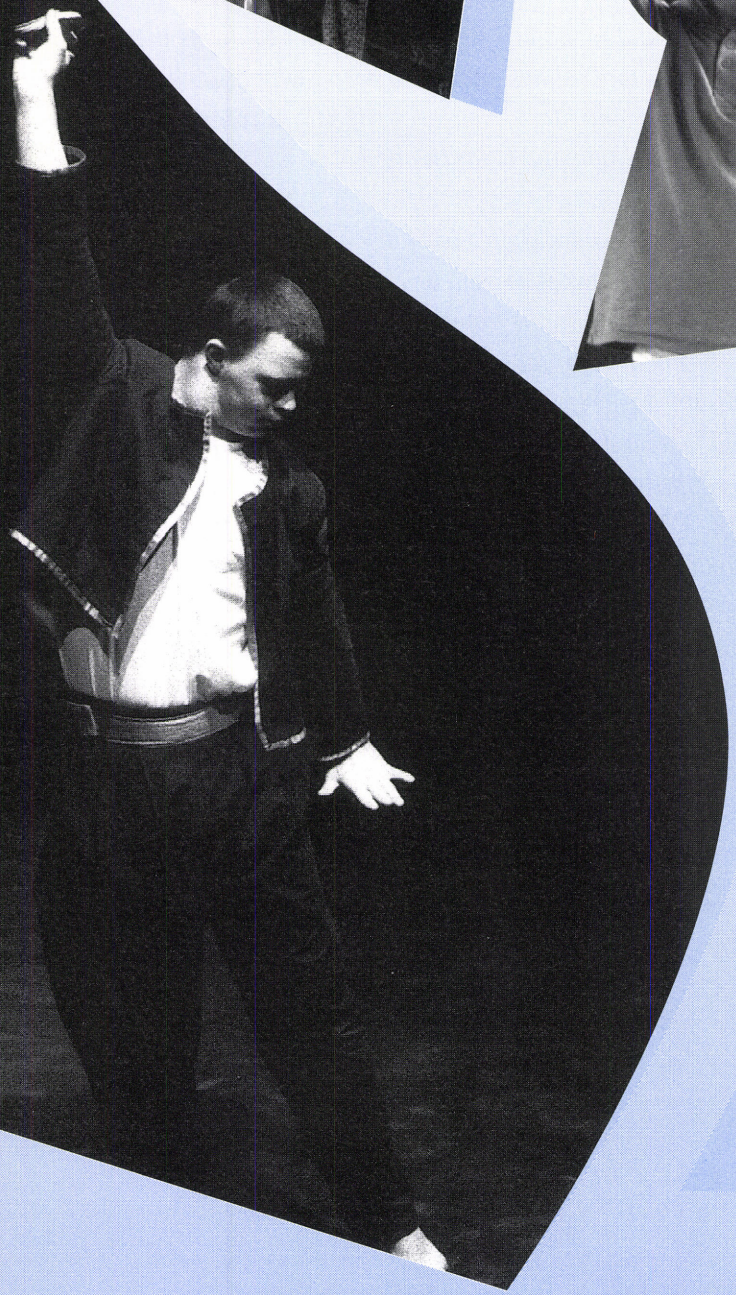
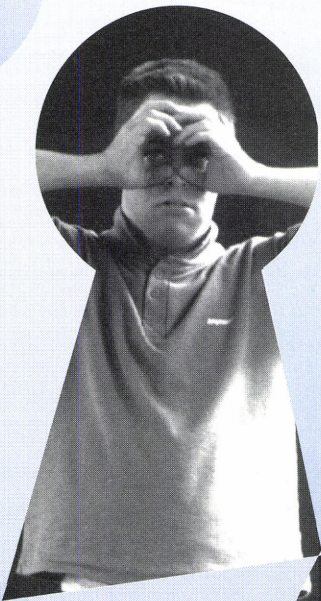
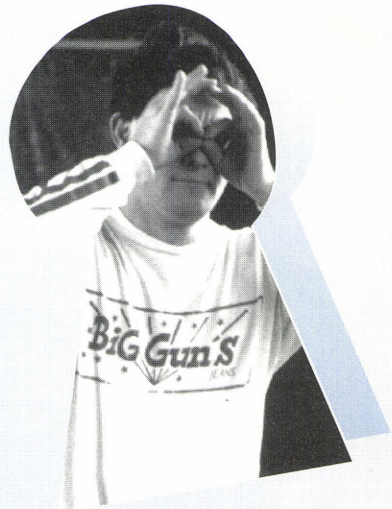


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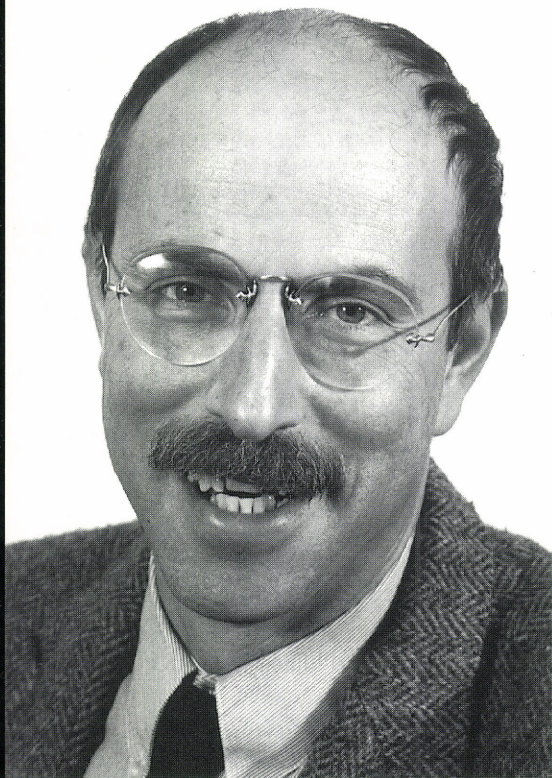


COMMISSION OF THE EUROPEAN COMMUNITIES
PROGRAMME FOR DISABLED PEOPLE

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N° 9 - 3rd year 1991

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The Netherlands has held the presidency of the European Communities since 1 July 1991, succeeding the Grand Duchy of Luxembourg. On behalf of the new presidency, it gives me great pleasure to present this editorial in the HELIOS journal.

Europe is on the eve of "1992". Today everyone knows that "Europe 1992" is much more than just a single market. We need only refer to the Community Charter of basic social rights of workers, developed during the European Council in Strasbourg on 9 December 1989 by the heads of state and government of 11 member states of the European Community. Hand in hand with economic and monetary steps, this charter confirms the social rights of citizens of the member states, including people with disabilities. The charter provides for complementary measures which can contribute to the social integration, participation and emancipation of people with disabilities.

But this social Europe — where people with disabilities are considered by everyone as full citizens — cannot be built on charters and treaties alone. It is as important to work within the community to change attitudes and opinions. In our so-called "normal society", the accent is still too often on the inabilities of disabled people, rather than on their abilities. Thankfully, there are more and more initiatives targeting the integration and autonomy of people with disabilities. The Commission's activities are among these initiatives. Both the HELIOS I programme and plans for HELIOS II give the local dimension a precise place in the Europe-wide scheme.

There is still much to be done. That is why it is important to underline that in building a Europe which is accessible to all — both physically and socially, the need for collaboration and exchange of experiences between all parties involved in the different member states is and will remain absolutely indispensable.

Hans J. Simons
Staatssecretaris van Welzijn, Volksgezondheid en Cultuur
Secretary of State for Social Security, Health and Culture

HELIOS NETWORKS

School integration (LMA I)

SWANSEA SEMINAR : "A full school life"

In March 1991, Swansea (UK) set the scene for the seminar of the HELIOS/School integration network (LMA I). This seminar launched the annual theme : "A full school life".

Before the annual conference — to be held in Valladolid (Spain) on 10-12 October 1991 — when this topic will be developed in depth, here are the main points on the Swansea agenda.

"A full school life !" This could be the protest slogan for the majority of children and young people. It is without doubt an essential condition for their emancipation : school is *par excellence* a place of learning — not just of different subjects but of social life ... It is vital that it meets the needs of all children.

In Swansea, the annual theme of the school integration network was tackled in three parts : pedagogic, physical (accessibility, school transport, ...) and social (real-life experiences of children integrated in school and their classmates). Exchanges and discussions echoed a common message : if education systems vary among member states, so too does the degree of integration.

Pedagogy

- The major concern is to reinforce co-operation between ordinary and secondary education.
- Problems linked to organisation, adaptation of programmes and teaching personnel are major challenges to integration. A global, educative approach is needed, an approach which must be taken on board by the education world.
- Differentiation and flexibility are the key. An individual perception of pupils and adapted study programmes are indispensable. More clear, precise criteria are needed

in identifying the specific needs of pupils.

Architectural barriers and transport

- Accessibility of school buildings must be considered from several angles : access to different structures outside the school (sporting or cultural installations, external public buildings ...) must be made easier.
- Special transport for disabled pupils is, in general, provided in all European countries. But that must not be a pretext to justify gaps in the adaptation of public transport !

Social experience

As an agent of social relations, school must teach pupils that every individual is different and that, whatever these differences, they can all live together.

Being in the same school is to everyone's benefit. Integration concerns all pupils; whether disabled or able-bodied, if brought together at an early age, they should not question the fact that they belong to the same community !

Youth is the best school of integration
(LMA Swansea / UK)



HELIOS NETWORKS

Economic integration (LMA II)



RIETI SEMINAR : "Elimination of barriers to employment / Salary system"

The majority of disabled adults under pensionable age are unemployed and those employed earn less than their able-bodied counterparts. Overcoming prejudices in a society where social status is governed by earning power is therefore no easy task. How can we combat this inequality, while at the same time overturning employers' negative view of disability?

These were just some of the issues raised by members of the economic integration network (LMA II) when they met at their annual seminar this June in Rieti, Italy. The two themes of the seminar were : eliminating barriers excluding disabled people from entering employment; the salary system.

Elimination of barriers to enter employment

Able-bodied people are largely ignorant of disabled people's needs and abilities. Public awareness campaigns are vital, but they need to be better structured, targeting particular themes or groups and with a clear message, depicting disabled people neither as pitiable nor as heroes.

In the area of employment, we need to press for more specialised information to be sent to employers, to encourage them to offer training, work experience and placements. Disabled people will also stand a better chance of finding -and keeping- jobs if companies are giving on-going support in employing them, including disability awareness training and advice about adapting jobs and facilities. Companies already experienced in employing people with disabilities have a vital role to play in raising awareness among other employers.

But all this can only work with legislative back-up, including laws to deal with those companies which ignore

proper employment practice for disabled people.

Governments also need to make extra resources available ; for example, some member states have benefits for people of working age to help offset the mobility and care costs of their disability. And in its recent directive proposal, the Commission called for action to "improve the mobility and safe transport to work of workers with reduced mobility" (see HELIOS n° 8). There is no point in giving disabled people access to normal jobs unless they can actually get to their place of work, stated the Commission. LMAs agreed : placements are still failing due to lack of appropriate transport, especially inaccessible public transport systems.

Salary system

In today's competitive society, social status is determined by earning power. But while everybody has the right to a salary commensurate with their education and productivity, why do most disabled people in employment still have to rely on state benefits as their main source of income?

The network looked at this issue from two standpoints : the employee and the employer. For example, while we must press for a salary system which ensures that the disabled worker is not exploited, we must also ensure that the concerns of the employer, such as profitability, are not ignored.



Building of an open-air playground by people with mental health problems, reflecting their many vocational abilities (LMA Rieti / It)

Network guidelines

From this starting point, the network agreed the following principles :

NO to:

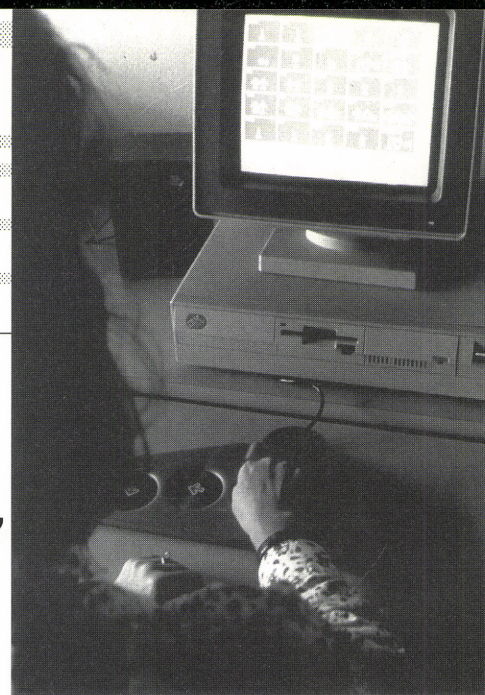
- a specific salary system for disabled people

YES to:

- working agreements for disabled workers in line with existing labour laws in force in the member states
- the principle of equal opportunities for everyone at work (open labour market and sheltered employment)
- compensatory allowances for employers to offset economic losses arising from the reduced work capacity of some workers because of their disability.

HELIOS NETWORKS

Centres and Experiences in rehabilitation



More and more software is being developed to improve the potential of people with mental illness (IBM / B).

LUXEMBOURG SEMINAR : "New technology and mental handicap ... transfer of possibilities"

Luxembourg in May and the year's second thematic seminar of the Network of Centres and Experiences in Rehabilitation and Vocational training (RCE). The aim of the seminar was to explore new technology and ways to transfer know-how in the field of mental handicap.

We often hear about the enormous impact that new technology has on the lives of people who are blind, deaf, physically disabled ... but rarely of its use to help people with mental handicap overcome their disabilities and take an active part in community and working life. With its latest seminar, the RCE network was set to redress the balance, placing particular emphasis on how experiences can be spread Europe-wide.

Potential of computers in training and education

A wide range of computer products are being developed for use by disabled people, including adapted software (adjusting new functions to standard software) and hardware (special input and output devices — such as single switches, concept keyboards, speech recognition and graphics capabilities).

Many RCE projects are using and adapting this technology in work with people with mental handicap; for example, to reinforce basic skills in literacy, numeracy and social skills, as well as for language development. Increasingly the accent is on independent computer use where possible. As one participant explained : "User friendly means accessible — accessible means learnable — learnable can mean productive... People with mental handicap can learn to control new technology if only we don't get in the way!"

Several members are creating software programmes which can serve as tools in cognitive rehabilitation and training, especially for use with people with multiple handicaps and brain injuries. Memory and concentration tests, problem-solving tasks and games ... these can all help to improve attention, co-ordination, speed reaction and visual discrimination. However, the need for a balanced mix of computer-supported and conventional cognitive training was stressed.

Bridging the gap ...

In spite of these developments and the range of products flooding the market, one member introduced a note of caution: new technology is not a cure-all. "The computer is one of the appliances that can help people with mental handicap reach a specific goal like communication, employment rehabilitation, leisure time ... but the support they need cannot be overestimated". Other participants joined him in calling for a European resource centre to evaluate new technology, disseminate information and provide advice and guidance to users, trainers and therapists.

Network points

Participants recommended :

- focus on new technology rather than cause of mental handicap, as

use of applications can overlap into different areas (and often people have multiple handicaps)

- need to profit from developments in this field with partners outside of rehabilitation, such as university research departments, manufacturers, distributors and users
- setting up a database, inventory or special sub-network in this area
 - to keep updated on new product developments and research
 - to compile a directory of recommended software
 - to overcome difficulties associated with language and hardware compatibility
 - to liaise with software authors and publishers, etc.

The network needs to press for a permanent sharing of ideas and knowledge to keep abreast of developments and to exploit further the potential of new technology for people with mental handicap — especially if we are to avoid the costly re-inventing of the wheel already evident in several member states.

STUTTGART SEMINAR : “Mobility, Accessibility and Transport / Access to community care”

34 co-ordinators from every member state met in Stuttgart, Germany this June for the seminar of the social integration network (LMA III). Two major themes were on the agenda : — mobility, accessibility and transport; access to community care facilities for mentally handicapped and mentally ill people.

I. MOBILITY — ACCESSIBILITY — TRANSPORT

The network looked at action taken by member states to overcome technical barriers in the physical environment : from adaptation of the pedestrian environment and transport provision to the accessibility of public buildings. Results of a questionnaire (see pages 7-9), coupled with examples of good practice, were the starting point for discussions.

Working groups provided a chance for participants to focus on the day-to-day problems facing different groups of disabled people. Here's a brief outline of their discussions ...

1st working group : Transport

- Public accessible transport is a priority, eliminating all the existing barriers and taking account of the needs of different types of disability (if this is done from the outset, extra costs can be kept to a minimum).
- Door-to-door transport should operate alongside the existing public transport service. It should be available to anyone unable to use adapted public transport — including people who are blind or mentally handicapped — and offer a flexible service : no restrictions on hours and destinations, and shorter waiting times.

2nd working group : Mobility and transport of people with mental handicap

This working group put the accent on training in mobility. Accessible pub-

lic transport is no help to someone who cannot understand how to use the system. Unfortunately many people with mental handicap are in this position. Findings from a Belgian experience suggest that innovative approaches — such as the use of dramatic role play and simulations in public places — can offer substantial support, both in training the person with mental handicap and in heightening public awareness. However, the following points should be kept in mind :

- Training programmes need to be continuous and regularly updated, as people with mental handicap find it difficult adapting to change.
- Communications with transport authorities are vital, not least to increase awareness of the problems facing people with mental handicap (for example : over-complicated timetables).
- To enable more severely mentally handicapped people to use this training, there is one proviso : keep it simple and individualised !

3rd working group : Mobility and accessibility of physically and sensory disabled people

- Psychological and social barriers are as important as architectural ones.
- Accessibility must be given a higher profile, especially in the training of architects, designers, civil engineers, etc.
- As HELIOS I finishes, we must continue to build upon the wide range of experiences, information and technical data offered by LMAs.

II. ACCESS TO COMMUNITY CARE

The aim of the second theme was to identify ways to promote access to community care for mentally handicapped and mentally ill people. Social psychiatry was high on the agenda, backed up by working visits to Stuttgart's social psychiatry and emergency services and two common study visits. Here are their findings :

Social Psychiatry

When somebody is in a state of mental distress, hospitalisation is often not the best course of action since we are all concerned : family, neighbours, colleagues and friends. Psychiatric problems are not an isolated process taking place inside a person. They are the result of relations and tensions between a person and their psycho-social and spiritual environment. The main aim of social psychiatry is to help people within this setting, enabling them to cope again with daily life.

Four major activities were highlighted :

- after-care — smoothing the transition from hospital to home life
- prevention and public awareness
- intervention in case of crisis — emergency services at the weekend for people in mental distress
- co-ordination and co-operation with existing services

Statistics show that in areas with social psychiatric services, compulsory hospitalisations have decreased and the length of hospitalisation is shorter.

Social integration (LMA III)

Mobility and transport : Panorama in 12 directions

This article is an extract from a provisional document on the general mobility and transport situation of disabled people in the European Community. A questionnaire sent to all Local Model Activities (LMAs) of the HELIOS / Social Integration network was a chance to obtain details — from the technicians and specialists responsible for these pilot projects — on “measures promoting the mobility and transport of disabled people”.

The information reproduced below has no real national value (except the paragraph on “Legislation”) as policy in the fields of mobility and transport is rarely harmonised above regional, or indeed local level.

This is therefore not a comparative document between the 12 member states on their respective policies but rather an attempt to shed light on legislation, its application and the different measures undertaken to improve the present situation in each Community country.

The questionnaire covers three main areas :

- I. Pedestrian environment (roads, pavements, access roads, etc.)
- II. Adaptation of transport (public and private)
- III. Transport infrastructure (stations, airports, etc.)

I. PEDESTRIAN ENVIRONMENT

A. Legislation

Seven countries have legislation — national or regional — on the adaptation of the pedestrian environment.

Four kinds of legislation :

- 1 General law and / or decree — without technical specifications — on the accessibility of public infrastructures (Belgium, France, Greece, Italy, United Kingdom, Spain)
- 2 Law and / or decree : measures aiming to make public infrastructures or the pedestrian environment accessible to people with reduced mobility (Belgium, France, Italy)

3 Decree : technical guidelines (Germany, France, Greece)

4 Law delegating responsibility to regional or local authorities (Spain, Italy)

Comments :

In some countries, legislation on the adaptation of the pedestrian environment is linked to legislation on the accessibility of public buildings and other public infra-

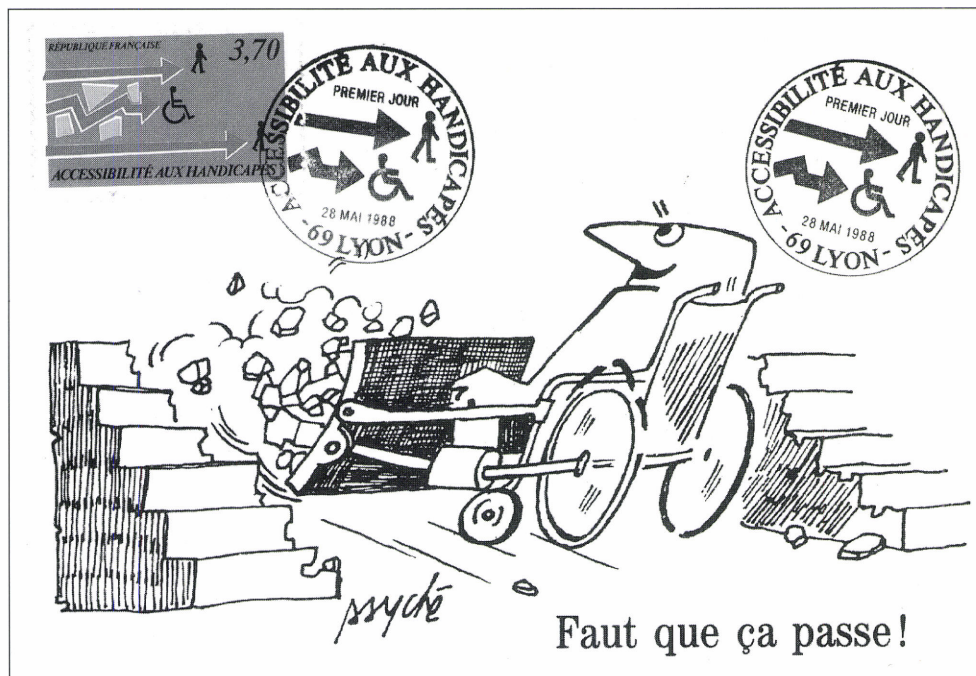
structures.

Several laws may co-exist (example : general legislation, backed up by an application decree and technical guidelines).

Some countries have both national and regional legislation (example : Italy), whereas elsewhere legislation is only regional (example : Germany).



“I’ll get through !” (Paul Siché / F)



Where there is no legislation, technical guidelines may exist (Germany, Portugal, United Kingdom).

B. Application

Generally, we see four different situations :

- Well-conceived legislation, but limited practical effects
- No legislation, but local activities
- Regional and local variations not dependent on legislation
- Guidelines, but no implementation

C. Action and/or proposals of LMAs

- Measures to adapt the pedestrian environment
- Specific courses on the elimination of architectural barriers and problems of mobility, aimed at architects, town planners, engineers, etc.
- Awareness of psychological and social barriers
- Continuous public information and awareness campaigns
- Training in mobility and use of transport for disabled people
- Participation in access committees to give advice on building projects and building permission
- Laws and sanctions in cases where these laws are flouted
- Link between legislation on the elimination of architectural barriers in pedestrian environments and legislation on the accessi-

bility of public and private buildings

- Setting up of committees to follow up the practical implementation of laws
- Integration of representatives of disabled peoples' associations into local organisations

II. ADAPTATION OF TRANSPORT

II.1. PUBLIC TRANSPORT

A. Legislation

Five kinds of legislation :

- 1 Laws and / or decree on the progressive adaptation of the public transport system (Spain, France, Portugal).
- 2 Law as a legal platform for financial interventions to adapt trains (Italy).
- 3 Law as a legal platform for financial interventions to promote adapted public transport services (United Kingdom).
- 4 Financial measures for the adaptation of public transport (Germany).
- 5 Decrees setting technical requirements for the accessibility of public transport (Spain, Italy)

B. Application

- Adapted public transport is very limited at national level in all member states.
- There are important regional differences.
- Certain means of transport are more adapted than others (inter-

city trains, planes).

- Some countries have measures providing a 50 % reduction of fares or the free use of public transport by disabled people and/or their enablers.

C. Action and/or proposals of LMAs

- Awareness of all kinds of disabilities (motor, sensory and mental)
- Information for transport companies on the advantages/potential of adaptation technology
- Participation in local transport working groups
- National legislation to finance adaptations to public transport vehicles
- Technical recommendations accepted by the local public transport companies
- Main aim : single integrated system of public transport. Technical solutions exist but the absence of financial resources and political will hinders progress
- In the meantime, we should coordinate all transport provision to give maximum opportunities to disabled people. Disabled people and politicians must campaign to speed up this process.

II.2. SUPPLEMENTARY TRANSPORT

A. Legislation

Three kinds of legislation :

- 1 Law : setting up of door-to-door transport services by the local authorities (France).

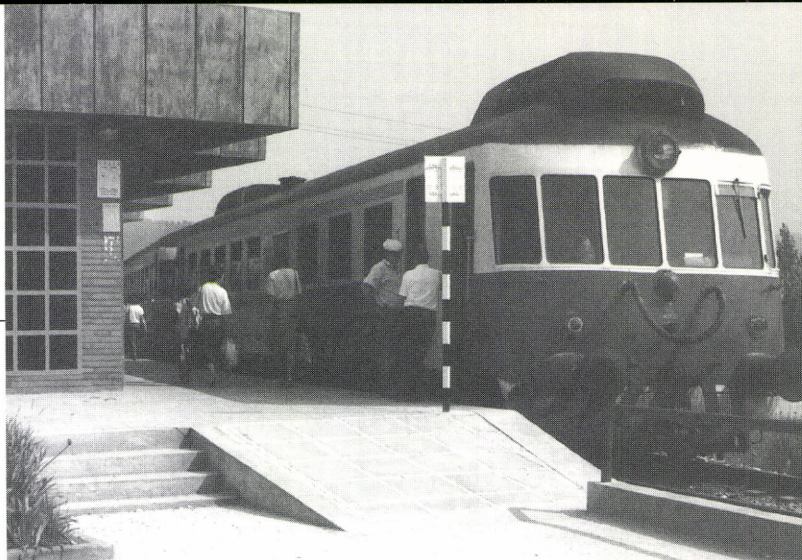
- 2 Decree : school transport for disabled children (all countries).
- 3 Regional government : rules for use of subsidised taxi service (Belgium, Spain).

B. Application

- All member states have door-to-door transport services, set up either by the local authorities or by disabled persons' associations
- There are major differences in many areas : operators, eligibility criteria, funding, operating hours, journeys made, etc.

C. Action and/or proposals of LMAs

- Co-operation with local authorities and transport companies, and technical advice on the setting up of door-to-door transport services
- Organisations running supplementary transport services may be either associations of disabled people or transport companies. The latter are seen as best equipped, but the quality of the service depends on their willingness to take on board the advice of disabled people.
- Cost of services should be equivalent to the local bus fare (The service must not be free of charge, but financial support should be available to people on low incomes).
- The service should operate the same hours as the local bus company, relax eligibility criteria, increase maximum quota of journeys and diversify destinations (not only school and place of work but also shopping, games and cultural outings, etc.)



Mystery photo : is the train as accessible as the station ? (LMA Coimbra / P)

II. 3. PRIVATE CARS

A. Legislation

Five kinds of legislation :

- 1 Grants for the purchase and adaptation of private cars and for driving tests (Denmark, Spain, Italy, United Kingdom)
- 2 Grants for the purchase and adaptation of private cars for professional use (Germany)
- 3 Reduction of VAT rates for adaptations (France)
- 4 Grants for the adaptation of cars (Netherlands)
- 5 Purchase of vehicles exempt from tax (Portugal, Spain, Greece)

B. Application

Most member states have adopted specific measures — national or regional — mainly in the form of financial assistance entitling disabled people with reduced mobility to receive grants for the technical adaptation of their private cars. But criteria for funding eligibility are too complicated and subjective.

C. Action and/or proposals of LMAs

- For those on a good income, cost of adapting car should be

covered by the public authorities

- For those unable to afford a car, support should be available according to individual means, for example : loan of vehicle, interest free loans, grants ...
- All private cars belonging to disabled people should be exempt from import duties, VAT, road tax ...
- If a person is unable to drive (serious motor, sensory or mental disability), support should be available for them to be driven by a third person (relative, care assistant...)

III. INFRASTRUCTURE OF TRANSPORT SERVICES

A. Legislation

Law and decree : measures giving disabled people access to public buildings (Spain, France, Greece, Italy, United Kingdom)

B. Application

This concerns mainly airports and train stations, especially the major airports and main line stations.

C. Action and/or proposals of LMAs

see Paragraph I.

Action européenne des handicapés (AEH)*

Disabled people are very often in a difficult social and professional position ; they represent the main category of long-term unemployed and face serious problems in a range of areas (housing, accessibility, transport...).

Combating economic and social injustice is the priority of *Action Européenne des handicapés* (AEH), an organisation which has been working for over ten years in every member state to improve the living and working conditions of disabled people.

To confront the problems facing disabled people in a constantly changing Europe, AEH brings together diverse national associations of disabled people and consumers. 19 national associations from 8 EC countries are current members of AEH, representing over 3 million disabled people.

AEH is managed by a committee made up of voluntary members elected for two years. The executive committee relies on a general secretariat and working groups for the day-to-day running of the organisation.

Priority : training and employment

In training and employment policy, AEH has the following aims :

- Setting up of vocational rehabilitation structures in every member state for people who require specialised training institutes
- Recognition of national skills certificates in all EC member states
- Overcoming psychological barriers to employing disabled people, and developing regulations targeting the vocational integration of severely disabled people or the safeguard of their jobs

- The priority is mobility, with vocational integration in mind. Adaptation of the transport chain to the needs of disabled people.

European legislation : don't forget disabled workers !

Within the scope of its activities, the EC institutions set up regulations concerning workers. AEH considers that, in the same way, the basic concerns of disabled workers must also be considered.

The proposal for a Council directive on 'minimum requirements to improve the mobility and safe transport to work of workers with reduced mobility' (see HELIOS n°8) is a step in the right direction. AEH would like to go further and suggests reducing the time limit for the adaptation of public transport vehicles (whether purchasing new or replacement material).

This directive proposal shows that it is possible to bring in legislation which has a positive impact on the professional lives of disabled people.

A directive on working hours is currently in the pipeline. AEH is campaigning for the interests of disa-

bled workers to be taken into account as part of these new measures.

Social dimension

On the eve of the single European market, the stands taken by AEH have particular significance : the social dimension of the European single market is as important as the economic section. For a truly united Europe, economic *rapprochement* must go hand in hand with social measures.

With programmes such as HELIOS and the Horizon community initiative, the European Commission strives to promote the professional integration and autonomy of disabled people. AEH supports these steps : in an economically unified Europe, disabled people must not be marginalised !

For further information :

Action Européenne des Handicapés
2-4 Wurzerstrasse
5300 Bonn 2 — Germany
Tel : (49-228) 82. 09. 30.
Fax : (49-228) 82. 09. 343

* European Action of Disabled people

5th european colloquium on culture and disability

Dublin in May saw disabled people from all over Europe take centre stage for three days of celebrations in dance, poetry, drama, painting, sculpture and music.

From 16 -18 May 1991, Dublin played host to a major European disability arts festival. Organised by EUCREA Ireland, the theme was "culture and disability : a celebration and statement".

Over 300 people from all over Europe joined in the celebrations. And with many different dance, theatre and music companies performing at venues across the city, plus art exhibitions and workshops in everything from writing to woodturning, from sculpture to poster-making ... there was something for everyone.

For the second consecutive year, the EUCREA/IBM awards — recognising outstanding contributions in the fields of art and disability — were presented by Mr Bernhard Wehrens, Head of the European Commission's "Bureau in support of disabled people".

Alongside the festivities, the EUCREA conference provided the chance to tackle more serious issues around the central theme — from the practice of Art Therapy and the use of computers in music-making, to the development of a disability arts culture in Europe.

More details from :

EUCREA
P.O. Box 47
32 Square Ambiorix
B-1040 Brussels
BELGIUM



The Grand Duchess of Luxembourg, Josephine Charlotte (on the left), Mrs Delors and Mr Wehrens (Head of the Division "Measures in support of disabled people"), at the opening of an exhibition of work by disabled artists from Luxembourg, held in the Berlaymont (seat of the European Commission).

Rehabilitation : A comprehensive approach

(by Nis Schultz*)

During the first EC action programme (1984-1987), I was responsible for the Danish district project, based in Aarhus. Over four years, the project team contacted some 300 people who had been injured in accidents. Our aim was to relieve the consequences of their accidents and investigate the best ways to achieve successful rehabilitation.

A model has been developed based on our experiences (see figures 1, 2 and 3), and is currently being used by — among others — the LMA of Aarhus, a member of the HELIOS economic integration network. We call this model the unity model as it deals with all the stages and events that follow an accident. The model serves as a tool and a checklist for the individual therapist or social worker, and as a means of co-operation between institutions.

Need for co-ordination

Solving the problems caused by a serious accident calls for contact with many public institutions. Although extensive co-ordination work is needed in each individual case, too often this is found wanting in practice. As a result, clients lose out because they do not have the necessary resources to make the contacts needed and do not know enough about their social security system to take full advantage of the possibilities available. An example : one of our clients contacted over 70 agencies after his accident — professional assistance is vital to co-ordinate such services !

The experience gained from our work shows that the period and course of events following the accident can

be divided into three stages : treatment ; readjustment; new orientation. Throughout this process there must be a coordinated and comprehensive effort, targeting physical, psychological, economic and social factors.

Treatment stage

At the first stage, the key words are examination, diagnosis and treatment. Consequences for the victim and the family are indicated in figure 1.

STAGE I : TREATMENT

ECONOMY

- social security benefits
- report to labour inspection, department of social services, insurance company, etc.
- lawyer
- expenses
- accommodation
- compensation allowance
- application for car
- taxes
- insurance / compensation

HOME

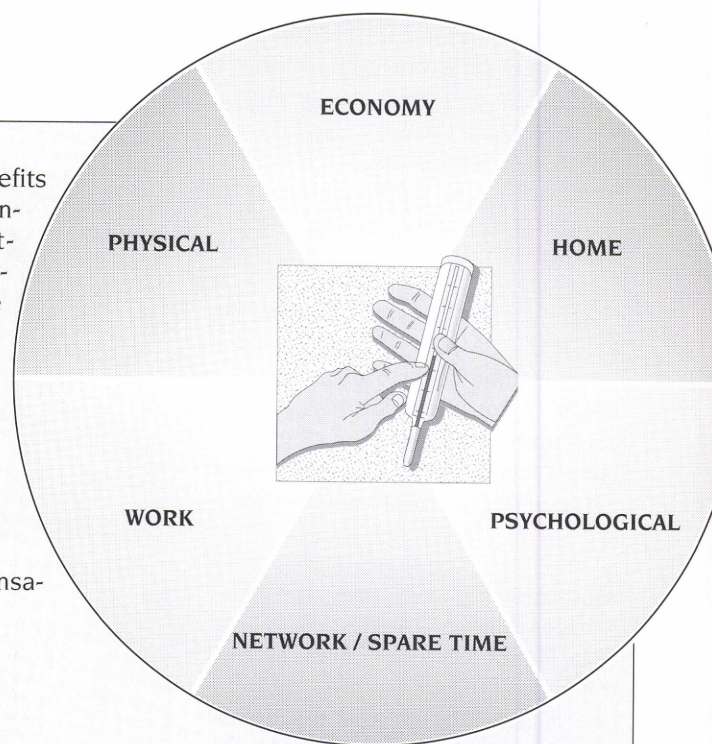
- adaptations
- moving
- home help service
- support scheme (helpers in home / independent living)

PHYSICAL

- examination
- treatment (medical, surgical, etc.)
- care
- pain treatment
- technical aids

WORK

- place of work
- trade union



NETWORK / SPARE TIME

NETWORK / SPARE TIME

- disability organisations
- activities
- childcare
- transport

PSYCHOLOGICAL

- crisis treatment
- family treatment
- psychological pain treatment
- neuropsychological examination and treatment

The treatment stage focuses on remedying the physical injuries caused by the accident. These may be so serious that the family's previous life has been ruined and they will need to accept an entirely new reality as a "disabled family". One point to be stressed here : the need for a person close to the family to handle the many emotional and social problems.

Readjusting to life

The readjustment stage marks the

transition from hospital to the period which will form the basis for the family's future life. Physical, psychological and social readjustment may all be needed, depending on the type and severity of the accident, as well as the educational or vocational situation of the person. A major influence at this stage is the level and quality of support given to the family following the victim's discharge from hospital.

Figure 2 shows the problems and conditions which will be especially pronounced during this phase.

Greater demands for active co-operation are now made on the family; where earlier it was vital to "repair" the physical and psychological injuries and alleviate the serious social consequences, now it is time to take steps with a view to the future.

Pain, uncertainty, family problems, financial difficulties ... these can all

KEY POINTS

- *the rehabilitation process not only covers rehabilitation and training ; efforts should be much more far-reaching*
- *a comprehensive rehabilitation effort requires co-ordination of all services, so that it is not left up to the disabled person and his/her family to be the active party*
- *these co-ordination efforts are difficult and time-consuming because :*
 - *many authorities are involved, all with different traditions and attitudes*
 - *professionals working with disabled people are attached to different services, and institutions are usually too busy, with too few resources*
 - *the authorities have different priorities for their activities and do not have the interdisciplinary capacity needed for a comprehensive approach*
- *it is important to appoint a co-ordinator ; a key person or group close to the disabled family, who can advise, support and coordinate the overall effort*
- *a guarantee to maintain the previous standard of living — at least for a fixed period — can greatly reduce the consequences of the accident.*

STAGE 2 : READJUSTMENT

- support scheme (helpers in home/independent living)

PHYSICAL

- physiotherapy / ergotherapy
- re-hospitalization
- stationary / not stationary
- ambulant treatment / check

WORK

- clarification (previous job, rehabilitation, pension)
- vocational guidance
- rehabilitation planning
- assessment (rehabilitation centre / labour market)

NETWORK / SPARE TIME

- disability organisations
- transport
- holidays / recreation
- activities (courses, sport, education)

PSYCHOLOGICAL

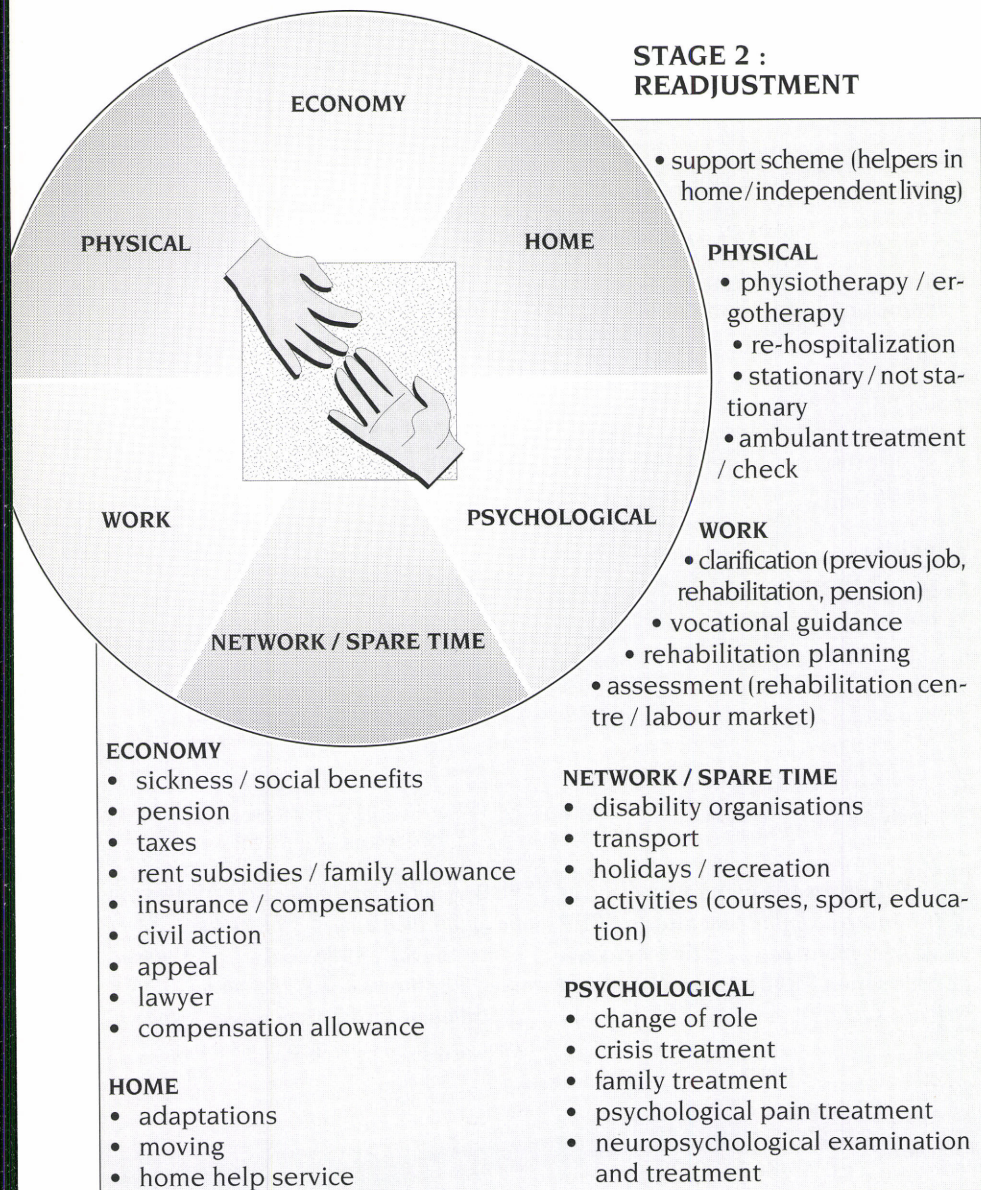
- change of role
- crisis treatment
- family treatment
- psychological pain treatment
- neuropsychological examination and treatment

ECONOMY

- sickness / social benefits
- pension
- taxes
- rent subsidies / family allowance
- insurance / compensation
- civil action
- appeal
- lawyer
- compensation allowance

HOME

- adaptations
- moving
- home help service



drain the person of the necessary energy to start something new. The individual needs time and support to adjust to a new identity — that of a disabled person.

The key word now is “pre-rehabilitation” which means a period when the disabled person is able to regain strength — personally, financially, socially and as a family member.

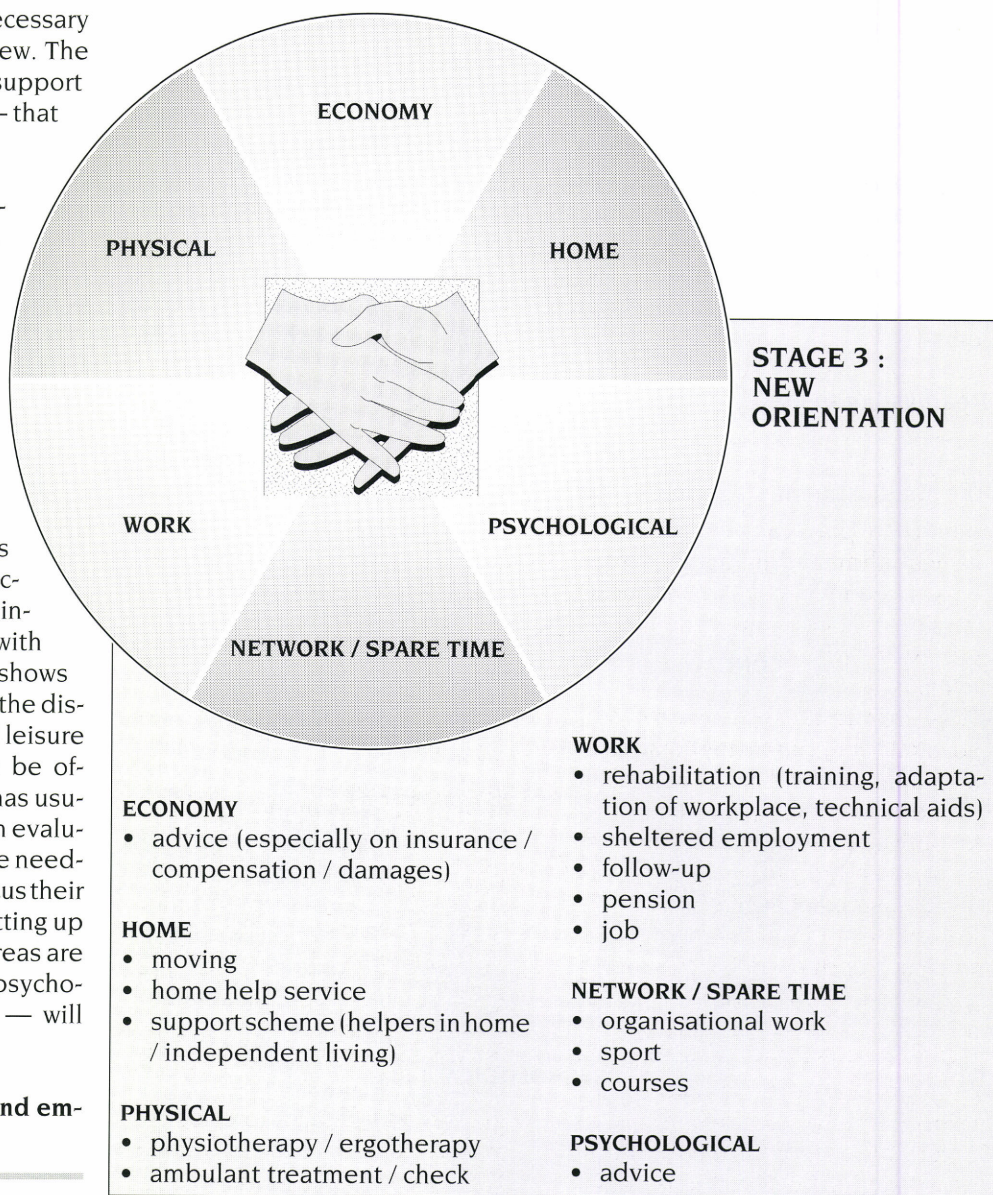
New orientation

At this stage, the individual is normally entering a more active period in terms of job, training/education and contact with the surroundings. Figure 3 shows the most important areas for the disabled family, such as job and leisure activities. Now support can be offered openly but the family has usually become stronger and can evaluate to what extent this may be needed. The authorities should focus their help on employment and setting up a support network. If these areas are tackled, other problems — psychological, financial and social — will automatically be alleviated.

On the road to recovery ... and employment

The time needed to pass through these different stages will vary from person to person; it is therefore vital to adapt services to meet the physical, psychological and social needs of the individual. Support should also be given during the transitional periods.

This rehabilitation process is only complete when the disabled person has found an appropriate job, or proper arrangements for unemployment benefit have been made. Sheltered employment or longer term rehabilitation possibilities may also be considered.



* Nis Schultz is the managing director of the international consultancy PEP (a development co-operation between partners from Public, Educational and Private sectors).

PEP
Lyseng Allé 1
DK-8270 Højbjerg
Tel: 45/86273044

N. B. A full account of these experiences can be found in the book “Misfortunes Never Come Singly”, 1988. Extract in English. In 1988, the book was the official Danish contribution to the Commission's code of good practice in the field of disability.

Lavinia Tours ... Tourism for all !

Founder member of Mobility International Greece and a businesswoman, Eugenia Stavropoulou tells us how her work has become an extension of her lifelong commitment to human rights and disability issues.

At the age of 12, I developed polio. As a severely disabled quadruplegic, my life changed dramatically. Fortunately I enjoyed enormous family support, my father was a good-humoured and honest man, my younger brother continued to play rough and tumble games with me and my mother, a teacher, was determined that I continue my studies in spite of my disability. All this provided me with an excellent role model.

There followed an extensive period of hospitalisation, first in my home town, then in Athens and finally in England where I spent two years. These were formative years for me, away from my family. I had to pull myself together and get a hold of my life.

Returning home at the age of 15, I was surrounded by family, friends and classmates who were determined for me to share their activities inside and outside school. When we decided to go out there was no question of whether a place would be accessible ; in my country it has always been considered natural that the able-bodied would be ready and willing to help!

From law to tourism

Thanks in part to this support, I was able to achieve many things : to finish high school, study law and travel abroad. I felt that frontiers were vanishing — or at least losing importance — and when the idea of the European Community was realised, I immediately felt at home, that I belonged.

While studying at university, I looked forward to a career as a lawyer, but my disability meant that I would have

great difficulty in securing clients; this realisation came as a great disappointment to me and for a while I didn't know what to do. Eventually I decided to try my hand in the travel industry, where I felt I had something to offer.

I went along to a tourist office and persuaded them to give me a one month trial. Six years on, I was still there ! With the experience gained, I decided to start my own company and the idea "tourism for all" was born.



Success ... the hard way

Since setting up in business, I have learnt the hard way what it means to be a disabled businesswoman. Vocational training can be of great value in overcoming certain difficulties. I believe that for disabled people this training needs to start the moment their disability becomes a per-

manent feature in their lives and depends on three factors : personal skills, family support and state provision (in terms of education, employment policy and equal opportunities).

For a woman with disability going into business, there are extra factors to consider — not just the practical (but vital) problems of mobility, transport and accessibility, but the prejudice of colleagues, clients and the authorities. Most of the time I overcome this last problem successfully, especially where colleagues and clients are concerned, and anyway I enjoy a challenge !

Campaigning for the future

My company, Lavinia Tours, has now been running for seven years, and specialises in arranging holidays for tourists with disability in Greece. But my professional ambitions do not stop there ... I would like to see my business expand to offer specialised tourism for people with disability all over the world. I often consider my professional life as a kind of political statement, as this specialised tourism company indirectly campaigns for the rights of disabled people to have proper facilities and access to all social activities, like any other citizen. My professional target is to offer package tours which are open to everyone regardless of handicap, colour, religion, sex or origin. A woman with disability can be a success in business but has to struggle against the odds. I hope that others may wish to follow my lifestyle by starting their own company. But more must be done in Europe to ensure that such ventures have a chance to succeed and that disabled people are effectively encouraged to find their own independence through enterprise. ■

FORCE : continuing vocational training in Europe

With its accent on vocational training opportunities for all, FORCE — a new European Commission programme — joins existing initiatives such as Horizon, Euroform and Now in rounding off the Community's strategy in the fields of training and employment.

The first round of FORCE applications closed in July, and we have yet to see how these may effect opportunities for people with disabilities. But with its high profile and funding, FORCE should be of interest to many enterprises, trade unions and workers Europe-wide.

FORCE is an EC initiative for the 90s, for an open European market and a better equipped and informed labour force. Alongside consistently sharper competition both from within the evolving single market and from the rest of the world, the need for continuing vocational training is vital.

Objectives

FORCE is a programme of partnership, running from the 1 January 1991 for four years. Its main aims are :

- to convince enterprises of all kinds that they need to invest in continuing training
- to ensure that they can design and model their training on up-to-date information based on the best continuing training available
- to encourage more innovation in training management, methodology and equipment
- to underpin the objectives of the Single Market by backing up transnational continuing training projects
- to help training systems respond to labour market needs and changes by improving Community-level forecasting of occupational and qualification needs.

Transnational measures

But how is this to be achieved ? The first round of applications for FORCE exchanges and projects closed in July and the FORCE Technical Assistance Unit, based in Brussels, reports a sharp increase in enquiries and visitors. Three kinds of activities might qualify for FORCE funding :

- **exchange programmes** : aimed at trainers, training and human resources managers and training providers. Such programmes will result in a practical exchange of ideas and experiences across member states leading to better training methods and materials.
- **pilot projects** : these should be enterprise-based partnerships committed to improving continuing training quality, with the accent on planning and delivery.
- **inquiries into occupational changes and qualification requirements** : these will provide important insights into new qualification possibilities and into potential routes through which those who gain them can enter into existing qualification structures.

Alongside these activities, FORCE is being launched with a series of conferences and workshops, at least one in each member state.

It is already clear that enterprises, together with private and public training providers, are ready to accept the challenge laid down by FORCE, an action programme focused on the quality and quantity of continuing vocational training available throughout the Community.

For further information and guidance about FORCE, contact :

FORCE Technical Assistance Unit
34 rue du Nord
B-1000 Brussels
Tel : 32 2 209 1311
Fax : 32 2 209 1320

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HELIOS MAGAZINE

HELIOS
79 avenue de Cortenberg
B-1040 Brussels
BELGIUM
Telephone : 02/735.41.05
Fax : 02/735.16.71

Editorial team:

Director :	Armand Maron
Deputy Director :	Cristina Louro
Responsible expert :	Pascal de Floris
Deputy expert :	Suzanne Wackett

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Connexion Corporate Communications
Tel. (32)2.425.73.05

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Let the show begin !
(Paul Declaire — Creahm / Brussels / B)